

A Letter to Our Customers Regarding COVID-19

At Hydro, the safety of our employees and their families, our customers, and the public is of utmost importance to us.

We have been actively monitoring and addressing the evolving COVID-19 pandemic and potential impacts on our people, our operations, and on public health in our province more widely.

We are fully committed to ensuring the safe, reliable operation of the province's electricity system. We are the main energy provider for the people of Newfoundland and Labrador and we power our families, friends, and neighbours in 200+ communities across the province. We provide an essential service and we know our customers count on us every single day.



This means we're taking additional steps, with the right plans and people in place, to ensure critical functions and system operations. With more and more people staying at home, we are assessing all planned work and will only proceed with a planned outage if it is absolutely necessary from an emergency or service reliability perspective. We will also be limiting service connection and line connection work to only what is critical and we have suspended traditional meter reading to keep those employees and our customers safe.

For our direct customers, we know that this is a very challenging time, and due to the many consequences of the COVID-19 pandemic in Canada, we understand that many may be experiencing financial challenges. We encourage any customers struggling to pay their bills, to call us so we can discuss flexible arrangements. Our customer service team is here to help you through this.

As we continue through this unprecedented period, I'd also like to thank our dedicated employees who keep giving their all to provide electricity to Newfoundlanders and Labradorians. And also to the families of our employees, our customers and the many communities we serve - thank you for your understanding as we adjust and respond.

At Hydro, we have weathered very significant events and we have gotten through them, together. We will get through this too. Until then, we're absolutely committed to keeping people safe, and to continuing to deliver the electricity you count on.

We will continue to provide updates and information on our website – www.nlhydro.com.

Stay Safe,
Jennifer Williams
President, Newfoundland & Labrador Hydro

