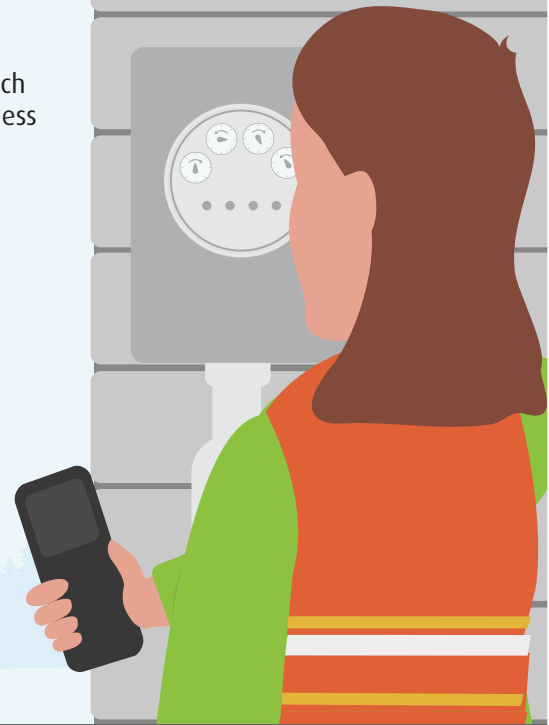


Help keep your meter reader safe

Hydro employees whose job it is to read our customers' electricity meters, spend much of their workday outdoors, travelling by vehicle and by foot, from one home or business to the next. Here are a few simple things you can do to help keep them safe while they're out and about:

- Keep driveways and walkways free of snow and ice. Add salt to black ice and other slippery spots.
- Keep the path to, and area around, your meter clear of obstructions and items that can pose tripping hazards – such as garden hoses, tools, and toys.
- Ensure things such as firewood and construction materials are neatly stacked away from the area around your meter.
- Don't enclose your meter, meter socket or service mast with building materials.
- We all love our pets, but even the most friendly and playful pooches can be disruptive. Please make sure dogs are in a kennel or inside the home when your meter reader visits.
- If there are trees and shrubs near your meter, keep them trimmed back enough so they don't restrict access to your meter.



When reading your meter is not possible

In the event of extreme weather conditions or if we are unable to access your meter for other reasons, our meter readers may not be able to get a scheduled reading of your meter. In that case, it will be estimated based on past usage and, if necessary, your bill will be adjusted when future readings are taken.

Damaged Meter?

If your meter is damaged (such as cracked or shattered glass), don't touch it, warn others to stay away, and report it to Hydro by calling **1-888-737-1296**.

While we work to correct the issue or replace your meter, your monthly bill may be estimated based on your past electricity use and then adjusted when readings are available again. We know that can be concerning for some customers - please contact us directly to discuss payment options, or anytime you have questions about your bill.

RATE DECREASE FOR MANY HYDRO CUSTOMERS EFFECTIVE MARCH 1, 2022

Rates for Newfoundland and Labrador Hydro's (Hydro) Island Interconnected, L'Anse au Loup and Isolated Rural customers decreased, effective March 1, 2022.

Why are rates decreasing?

As Newfoundland Power changes its rates, Hydro is also required to automatically adjust rates for some customers.

Check your bill insert for more details.

A DAY IN THE LIFE OF

SAVING ENERGY AT HOME



RISE N' SHINE!



OPEN THE CURTAINS

The sun will help heat your home. Close drapes at night to keep heat in.

COOK WITH SMALL APPLIANCES

They use less energy than conventional ovens and stovetops.



I LOVE SAVING ENERGY... AND BACON!

DON'T YOU KNOW?

WASHING DISHES BY HAND WASTES ENERGY.



USE A DISHWASHER

A full dishwasher uses less hot water than washing by hand.

COLD WATER WARMS MY HEART.

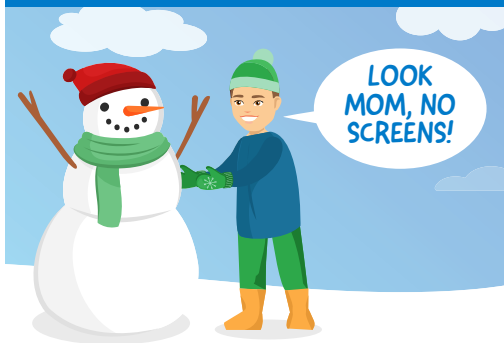


WASH CLOTHES IN COLD WATER

Water heating accounts for up to 90% of the energy your washer uses.

GO OFFLINE!

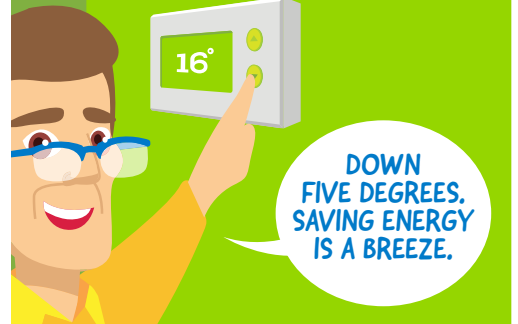
Dare to unplug and enjoy energy-free activities like playing in the snow.



LOOK MOM, NO SCREENS!



DOWN FIVE DEGREES. SAVING ENERGY IS A BREEZE.



SET BACK THE TEMPERATURE

Lowering it by just a few degrees can save you energy and money.



SET UP SLEEP MODE

Set your computer to sleep after 5-15 minutes of inactivity and cut its energy consumption in half.

FREE*
for income-qualified customers! Save up to \$100* a year.

Save energy and money with our Energy Savers Kit!

The Energy Savers Kit is a FREE box of products that you can use in your home to reduce electricity costs when the temperature drops – things like LED light bulbs, switch and outlet insulators, weatherstripping, faucet aerators and more. Visit TakeChargeNL.ca/EnergySaversKit for eligibility details or to apply for your Energy Savers Kit.

Energy Savers Kit

Simple products to help any home save energy and money!

take!
CHARGE

newfoundland labrador
hydro