

Why we plan outages

Ongoing maintenance of our electricity system is necessary to ensure we can safely and reliably provide power to homes and businesses all year long.

Every spring at Hydro we begin our annual maintenance program. Throughout the summer and fall, our crews are busy upgrading and repairing electricity equipment throughout the province. To ensure the safety of our crews and the public, some of this work can only be done when power lines are de-energized – which means some customers may need to be without power while the work is being done. By completing this work in a planned manner, our crews can prevent the need for a potential emergency power outage in the future.

We know that any outages can be an inconvenience for customers. Wherever possible, we schedule these outages at times that will be least disruptive. We consult with local officials to identify the best date and time for the outage, and consider things like the weather, school and business hours, and upcoming community events.

Stay in the know about planned outages in your community.

Download the myNLhydro app to sign up for text or email notifications about planned power outages in your area, check our website, or give our customer service team a call anytime for more information.



For tips about getting prepared and staying safe during a power outage, visit nlhydro.com.

GOOD^{TO}KNOW

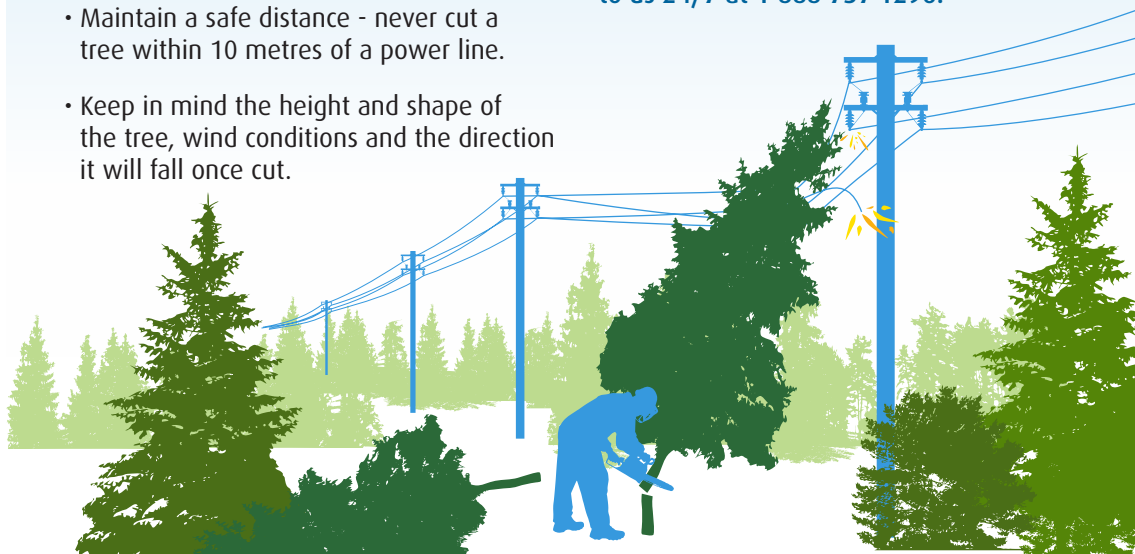
Never cut trees near power lines!

If you're cutting firewood or trimming trees, remember these can be dangerous activities with serious safety risks – especially if you're near a power line. Stay safe with these tips:

- Check for overhead power lines before you start working.
- Maintain a safe distance - never cut a tree within 10 metres of a power line.
- Keep in mind the height and shape of the tree, wind conditions and the direction it will fall once cut.

If trees on your property are near power lines and require trimming, please contact us or consult a professional arborist who is trained to safely work around energized power lines.

And remember, if you see a tree that has fallen on a power line, please report it to us 24/7 at 1-888-737-1296.



Our Sustainability Commitment

At Hydro, we operate our province's electricity system – generating and transmitting the majority of electricity used by customers around Newfoundland and Labrador every day. We know the impact our operations can have on our environment and the people of our province, so we're continuously working to improve our processes and our performance as an organization, as we move together towards a more sustainable future.

Learn about the work we do to meet these goals in our 2021 Sustainability Report, available in the Publications section of our website.

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* Must meet eligibility. † During campaign periods.

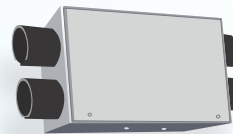
Whether you're about to tackle some renovations or build a new home, energy efficiency is always a great investment.



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\$2,000*
on basement
& attic insulation



Get back
\$10*
on programmable
& smart thermostats



Save
\$175*
on heat recovery
ventilators



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\$30†
with Instant Rebates

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