

CUSTOMER ADVISORY

About your refund

February 13, 2017



Most eligible current Newfoundland Power customers will see their Rate Stabilization Plan (RSP) refund reflected on their next electricity bill(s) after February 13, 2017.

The refund will be applied against any balance on your account(s) at the time of issue. Any remaining amount will be sent in the form of a cheque to the customer whose name is on the electricity bill. If your balance exceeded your refund amount, no cheque was issued.* Cheques for current customers will be issued beginning February 15, 2017. Please allow up to 10 business days for delivery.

Details on how your RSP refund was calculated will be included with your electricity bill(s) after February 13, 2017. If you also had accounts that were active during the refund period but are no longer active today, you will receive a separate statement for these accounts. These will be issued beginning February 20, 2017.

To understand how your total RSP refund amount was calculated, please refer to the statements for ALL of your eligible accounts.

If you are expecting a refund, but it is not reflected on your next electricity bill after February 13, 2017, please call us at 1-800-663-2802. We are now processing refunds for current customers. We expect to turn our attention to refunds for former customers starting in April 2017.

For more information please visit
newfoundlandpower.com/refund

*Any amounts less than \$2.00 have been applied as a credit on your account(s).

WHENEVER. WHEREVER.
We'll be there.

NEWFOUNDLAND
POWER
A FORTIS COMPANY