



|---News Releases

News Releases

NTPC To Resume Collection Activities

Oct 21, 2020 ✓

HAY RIVER, NWT (October 21, 2020) – As NWT residents were struggling at the start of the COVID-19 public health emergency, the Northwest Territories Power Corporation (NTPC) discontinued collection activities, including disconnections and use of load limiting devices, on overdue accounts.

As part of NTPC's regular review of service offerings, an assessment has been done on the measures that were brought in to provide immediate relief in the early days of the COVID-19 pandemic. NTPC announced today that it will be resuming collection activities on overdue accounts, including interest charges and disconnections/load limiting devices, effective November 9, 2020. Collection activities were suspended on March 16, 2020.

With more than \$2 million in overdue accounts, the NTPC must take into account both the needs of customers as well as the financial situation of NTPC. Resuming collection activities ensures that customers pay for the electricity they consume and don't put themselves into a situation where they are unable to catch up on payments. It also ensures that unpaid balances aren't subsidized by other customers through higher rates, by taxpayers or passed on to future generations.

NTPC will work with customers to develop realistic payment plans and forego interest charges on outstanding balances provided the terms of payment plans are met. Customers who continue to meet the terms of their payment plans will be allowed to carry an outstanding balance for the term of the plan. Customers wishing to develop a payment plan should contact a customer service representative at 1-800-661-0855 or customercare@ntpc.com

Consistent with past practice, customers who are unable to pay their electricity bill will not be disconnected over the winter months. Load limiters will be used to help customers avoid running up large bills over the winter that cannot be repaid during months with lower electricity consumption. Use of load limiting devices is a standard practice by Canadian utilities.

NTPC is a wholly owned subsidiary of NT Hydro, which in turn is 100 percent owned by the Government of the Northwest Territories.

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QUOTE:

"NTPC is sensitive to the economic challenges that the pandemic continues to pose for customers but cannot afford to maintain the status quo. We will work with customers to develop realistic payment plans so that

electricity service can continue uninterrupted.”

Noel Voykin, President and CEO, Northwest Territories Power Corporation

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OUTAGES

There are currently no outages. If you are experiencing an outage let us know.

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