

## **A MESSAGE FROM NTPC**

The health and safety of our customers and workers is NTPC's highest priority. We recognize that a reliable electricity supply is essential at all times but particularly during challenging times such as we are currently facing.

In response to the ongoing pandemic, we are implementing new protective measures for our employees to help minimize potential exposure to the COVID-19 virus. This will also help keep our communities and customers safe. Throughout this developing and potentially extended pandemic, NTPC will continue to follow the recommendations of the Chief Public Health Officer of the Northwest Territories.

1. All business travel outside the Northwest Territories has been suspended.
2. Duty travel within the territory will be limited to essential travel. Essential travel includes both emergency travel and other travel directly approved by the President & CEO. Emergency travel is defined as travel required to keep electrical service available in communities as well as any necessary maintenance to maintain reliability for our customers.
3. Project work requiring worker/contractor travel will be minimized, critical projects will be completed on a case by case basis to maintain the long term reliability of our electric system.
4. No contractors from outside of Canada will be allowed to come into our sites until the international situation stabilizes.
5. Effective immediately, our customer service offices in Inuvik, Fort Simpson, Fort Smith, Yellowknife and Hay River are closed to visitors. We will reassess the situation on an ongoing basis, following the guidance of the NWT Chief Public Health Officer.

During the pandemic, customers are encouraged to use these one of these options to pay their bills:

1. By registering and paying through [www.MyNTPC.com](http://www.MyNTPC.com).
2. By using telephone or internet payment options through their bank.
3. In person at their local Co-op or Northern Store
4. By mailing payments to their local regional office or NTPC's head office. Mailing addresses can be found at <http://www.ntpc.com/customer-service/residential-service/payment-options-late-payments>.
5. By contacting our customer service representatives at 1-800-661-0855.

The Government of the Northwest Territories' Income Assistance Program may be able to help customers who are having difficulty paying their bills. For information on how the program may assist in meeting your needs, please contact the Department of Education, Culture and Employment at (867) 767-9355 or visit <https://www.ece.gov.nt.ca/en/services/income-security-programs/income-assistance>.

After careful consideration of the impact of closing our customer service offices, it has been recognized that customers will find it more difficult to make contact with customer service representatives to discuss deferring their bill payment or entering into a flexible payment plan. As a result of this new development, all limiters will be removed as quickly as practical to ensure no customers suffer undue hardship during the pandemic. Customers are encouraged to speak to NTPC to set up payment plans to ensure their electricity service is not impacted in the future.

We are all facing an unprecedented situation that will offer new and unexpected challenges. NTPC is committed to maintaining reliable electricity service to its customers in every community but we ask for your patience. It may be difficult for our workers to respond as quickly as usual to service disruptions due to travel and other restrictions. Please be assured that we will restore power as quickly as possible.

It is critical that we all work with health officials to help slow the spread of the COVID-19 virus. For the latest information from the NWT Department of Health and Social Services, please visit [www.hss.gov.nt.ca/coronavirus](http://www.hss.gov.nt.ca/coronavirus).

The NTPC website and social media channels will be updated as the situation develops.