

MAKING DAYS BRIGHTER. EVERY DAY.

CUSTOMER SUPPORT PROGRAMS

As Nova Scotians, providing support and doing what is right for our communities and our customers is at the core of everything we do. From Yarmouth to Wreck Cove and everywhere in between, we're grateful to have the opportunity to support key programs that are making a real difference in the lives of our customers, who need it the most.

We believe in a strong future for Nova Scotia; one that is safe, equitable and inclusive for all.

HELPING THOSE WHO NEED IT MOST

We want to make a difference for our customers right here in Nova Scotia. Which is why our number one focus for community giving is to help those in our communities who need it most. This means investing in programs that make a real and tangible impact in the lives of our customers who are living on a low income.

Our Home Energy Assistance Top-up (HEAT) Fund supports with much-needed funds for home heating during the cold winter months.

HEAT FUND

The Home Energy Assistance Top-up (HEAT Fund) is available to individuals and families in Nova Scotia, who live on a low income to help with paying their energy bill. In partnership with the Salvation Army and the Province of Nova Scotia, the Fund provides emergency assistance for all forms of home heating, including electric, propane, oil, wood and natural gas. Over 3,200 households received support in 2022.



"It affects everything when you're cold; when your feet are cold, everything is cold. But with the money from the fund and being able to go up a few degrees...wow, what a difference!"

- LINDA KENNEDY, HEAT FUND RECIPIENT

SUPPORT FOR CUSTOMERS

EQUAL BILLING PROGRAM

Let us help manage your household budget with 12 predictable and equal monthly payments.

nspower.ca/equalbilling

211

A confidential helpline that connects Nova Scotians to community & social services.

ns.211.ca

EFFICIENCY NOVA SCOTIA

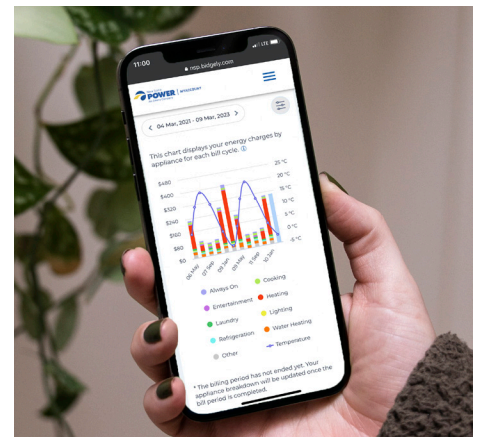
Offers a wide range of programs for homeowners and renters to save money on their energy use.

efficiencyns.ca

MYENERGY INSIGHTS

With the installation of Smart Meters in Nova Scotia, you can now access MyEnergy Insights—a digital tool available through MyAccount that helps you understand and manage your energy use.

nspower.ca/myenergyinsights



We encourage anyone struggling to pay their bills to call our customer care team. We will work with customers individually; review their account and better understand how we can help.

Contact our team at 1-800-428-6230.