



Powering Your New Home

When you're moving, there is a lot to do! This guide will help you make sure the power is on when you arrive, manage your account, and manage your energy use.

2 Weeks Before You Move . . .

Contact NS Power to connect or change over the electricity service:

- Fill out the online connection form on our website: nspower.ca/Connect or
- Call 1-800-428-6230
(Monday-Friday from 8 a.m. to 8 p.m.)

Remember: We need at least 10 days to ensure the power is on when you arrive.



TIP: Know the location of the electric meter at your new home and whether power is currently connected in another name.

If You Are a New Customer . . .

- You can help us verify your identity with either:
 - 2 pieces of ID: one government and another with a photo or
 - Permission to check your identity through Equifax Canada
- You can avoid paying a security deposit with a good payment history:
 - Reference letter from your previous utility or
 - Permission for a credit check through Equifax Canada
- You may need to pay a security deposit worth up to 3 months of service

Remember: Without a good credit check or payment history, you will need to pay a security deposit.

What You Need to Get Connected . . .

For the online form – or if you call – we'll ask for:

- Phone number
- Email address for electronic billing
- New home address
- Date of move
- Names of others who will access the account
- Emergency contact



TIP: Review the online connection form to see if you have everything you need, even if you choose to call.



In Your New Home . . .

If you don't have power on move in day, contact us at 1-800-428-6230.

Your first bill will include a one-time fee to connect your power at the new location. It's \$28*.

To learn more about your power bill, go to nspower.ca/ReadBill

Your Billing and Payment Options

Review our billing and payment options to see what works best for you.

Billing option	Frequency	How power use is billed	What you do	Reason to choose
Bi-monthly	Every 2 months	Your actual power used	Nothing – this is the default option	Changes to your power use are obvious
Equal Billing	Monthly	1/12 of annual estimated use in equal installments	Ask for it when your account balance is \$0	Budgeting is easier with 12 equal payments

Find it online: Learn more about equal billing at nspower.ca/BillingPlan

Remember: Equal billing is based on the past year of energy use at that address and adjusted each January.



TIP: You can switch to equal billing at any time.

Payment Options

You can pay your bill in many ways, including:

- At a bank, by phone or internet banking
- By automatic payment using MyAccount: nspower.ca/Epay
- At an NS Power payment agent: nspower.ca/Agents

Find it online: For even more payment options, go to nspower.ca/PayBill

Manage Your Account and Energy Use

Use MyAccount

Do all this online at nspower.ca/MyAccount:

- Review and pay your bill
- View previous bills and payments
- Set up payment reminders
- Track your energy usage
- Update your personal information

Save Energy

With the graphs and charts available in MyAccount, it's easy to understand how and when you use power. You can even compare different time periods.

Consider energy saving changes such as:

- Installing a heat pump or thermal storage units: nspower.ca/HeatingSolutions
- Using energy efficient light bulbs



TIP: Check out our Save Energy page: nspower.ca/SaveEnergy

Still have questions?

Ask Kim! She's your online guide to NS Power. Just go to nspower.ca/AskKim and type in your question.

Find it online: The For My Home page has all kinds of information for you and your family: nspower.ca/MyHome

- Safety tips
- Energy saving tips
- Building and renovating



We wish you years of comfort in your new home!