

Energy@Work

A newsletter for the customers of the Northwest Territories Power Corporation

Fall 2003

From the President...

The end of another busy year is just ahead and as I reflect on the challenges of finalizing the General Rate Application and pursuing an expansion program with regards to our hydro-electricity generation projects, I realize that significant progress has been achieved.

The Public Utilities Board approved new community rates that were effective November 1st, 2003 and a table showing these rates is included in this newsletter.

We also saw the completion of our first residential energy efficiency program. This program offered residential customers in our 13 Delta-Sahtu communities, from Sachs Harbour to Tulita, the opportunity to have a free home energy assessment. Nearly 500 customers were visited by our two home

energy assessors and from the feedback we received customers really appreciated this new service. We hope to be able to extend the service into the Deh Cho and North Slave regions in 2004.

In April we completed another customer survey to get feedback from customers on just how well we are performing. Some of the results are shown below and they are compared with the performance of other power companies from across Canada.

The information that we receive from these surveys is very important as we continue to strive to provide you our customers with excellent service.

On behalf of the NTPC team I would like to thank you for your business over the



Leon Courneya, President and CEO

last year and to wish you and your family a safe and happy festive season.

Customers provide feedback on Corporation's performance

In April of this year the Corporation conducted its annual customer survey to find out how customers rank our overall performance.

Some results relating to the residential survey are shown below and they are compared against the results of a Canada-wide electricity utility survey also conducted in 2003 by the Canadian Electricity Association.

Thanks to those who completed the survey we now know what you think of our service and where we need to try harder, and that we must also improve our efforts to let you know what we are doing in each of these areas.

Looking across the industry it would seem that we are not alone in some of the categories where we scored low. Regardless, we will strive to maintain service levels in categories where you have acknowledged good service and we will continue to work on those areas that you have identified as needing improvement.

For any power company the important measures are reliability of supply, overall satisfaction of customers and the overall quality of the service provided to customers. In these areas of the business, customers rated the Corporation above the national average.

Over the last couple of years the Corporation has put considerable effort into improving communications between customers and the Corporation. There have been frequent community meetings, numerous newsletters and a lot of business activity such as plant upgrades that have occurred.

Based on the result of this survey the hard work and improved communications has been acknowledged by customers who gave the Corporation an 84% positive rating for effectively

communicating with customers and this is significantly above the national average of 59%.

Again our sincere thanks to those customers who gave their time to participate in this survey and provide this very important feedback on just how well we are doing.

There will be a further customer survey in 2004.

	NTPC customer positive rating	Across Canada positive rating
Reliability of power supply	86%	82%
Overall customer satisfaction with NTPC	84%	76%
Overall quality of service provided by NTPC	81%	79%
NTPC is concerned about public safety	67%	82%
Bills are easy to read and understand	84%	80%
Corporation communicates effectively with customers	84%	59%
Corporation responds promptly to power outages	88%	84%
Satisfaction with the cost of service	54%	55%

NTPC introduces new rate schedule

The NWT Public Utilities Board (PUB) has approved final power rates that the Corporation can now charge its customers. The new rates came into effect on November 1st, 2003.

This announcement brings to an end the 2 year comprehensive General Rate Application (GRA). The GRA process saw most of the communities served by the Corporation participating during the course of proceedings.

With final rates now approved the majority of residential customers consuming less than 700kWhs per month will see minor increases of around \$2 per month in their electricity bills compared with what they are currently paying.

Because of the approved increase there has also been a small increase in the Territorial Power Subsidy rate for the first 700kWhs from 17.88 to 18.19 cents/kWh. By referring to the table below customers will be able to calculate the actual cost of electricity that they use.

NTPC's business customers, including municipal, territorial and federal government operations, are now grouped together under the broad heading of General Service. The majority of General Service customers will see decreases from what they are paying today.

Small to medium sized businesses can also get some relief under the Territorial Power Subsidy Program. If your business earns less than \$2 million in total annual revenue then you probably qualify for the subsidy. For eligible commercial

customers the maximum subsidy applies to the first 1000 kWhs per month.

Business owners must apply direct to the TPSP Administrator, Financial Management Board, telephone (867) 873-7281. The subsidy is not automatically calculated into regular billings as is the case for residential customers.

It should also be noted that the current revenue shortfall rider that relates to the provision of services in 2002-03 and is presently being paid by some customers, is expected to end in nearly all communities by April 2004.

For more information relating to the new rates or Territorial Power subsidies, customers can call their regional NTPC office or visit NTPC's website, www.ntpc.com.

News Brief

- The Corporation's North Slave office located at the Jackfish plant in Yellowknife has extended its hours of operation by remaining open during the lunch hour period on Fridays. This decision was taken to meet the needs of customers, particularly those who travel into town from outlying communities.

- The Corporation has confirmed that it will continue to sponsor the NWT Outstanding Volunteer Awards. A brochure, providing information about this MACA Awards program, will be sent out to customers in early January. Be sure to nominate someone or group from your community. Winners receive a cheque for \$500 from the Corporation that they can then donate to a volunteer organization of their choice.

- Based on the results of the Delta-Sahtu residential energy efficiency program more than 30% of customers have electric hot water tanks. To achieve the best performance of your hot water tank wrap it with a special insulation blanket and also insulate, where you can, the pipes that carry the hot water through your home. Another energy saving tip is to set your hot water tank thermostat to 55°C or 130°F.

Community	Residential Customers TPSP*	Residential Customers Community Rate	General Service Customers Community Rates
	FIRST 700KWH PURCHASED PER MONTH	ELECTRICITY PURCHASED OVER 700KWH/MONTH	
	(CENTS/KWH)	(CENTS/KWH)	(CENTS/KWH)
AKLAVIK	18.19	57.34	54.51
COLVILLE LAKE	18.19	266.60	237.36
DELINE	18.19	57.86	53.27
DETTAH	18.19	19.84	25.44
FORT GOOD HOPE	18.19	63.98	55.20
FORT LIARD	18.19	40.04	33.65
FORT MCPHERSON	18.19	52.85	46.07
FORT SIMPSON	18.19	36.80	29.91
FORT SMITH	N/A	12.13	8.71
FORT RESOLUTION	N/A	14.05	11.70
HOLMAN	18.19	72.39	65.84
INUUVIK	18.19	38.72	32.21
JEAN MARIE RIVER	18.19	84.58	123.22
LUTSEL K'E	18.19	62.06	56.68
NAHANNI BUTTE	18.19	95.73	130.20
NORMAN WELLS	18.19	30.84	26.83
PAULATUK	18.19	94.32	87.69
RAE-EDZO	18.19	19.84	25.44
RAE LAKES	18.19	82.70	101.60
SACHS HARBOUR	18.19	97.75	89.52
TSIIGEHTCHIC	18.19	99.29	86.73
TULITA	18.19	80.32	77.31
TUKTOYAKTUK	18.19	61.61	53.84
WHA TI	18.19	76.82	70.87
WRIGLEY	18.19	78.04	84.90

* TPSP (Territorial Power Subsidy Program)



Don't forget to visit our web site:
ntpc.com

We welcome any feedback or questions you may have. Contact your local Northwest Territories Power Corporation office or our Public Relations Officer, Peter Watt at (867) 874-5207 or pwatt@ntpc.com.