



# FAQs – ELECTRICAL BILLS DURING COVID-19

## **WHAT HAPPENS IF I CAN'T PAY MY ELECTRICAL BILL?**

NS Power has suspended disconnections for non-payment of bills until around June 21, 2020. This date could be extended. Remember, once the COVID crisis is over, regular disconnection and arrears collection will begin.

## **IF I DON'T PAY MY BILL NOW, WILL I HAVE TO PAY IT BACK LATER?**

Yes, you will most likely have to pay the amount in the future. Remember that your ongoing electricity usage will continue to be added to your bill.

## **WILL LATE PAYMENT FEES BE ADDED TO MY BILL IF I DON'T PAY IT NOW?**

No, NS Power won't add late fees on unpaid electrical bills starting from March 18, 2020.

## **I HAVE OVERDUE BILLS ALREADY. WHAT HAPPENS TO THESE BILLS?**

They will be added to your current electrical bill. Any fees and interest on late bills (from before March 18, 2020) will be included in your bill and are payable in the future.

## **MY SETTLEMENT AGREEMENT WAS ENDING, WILL THAT STILL HAPPEN?**

Not immediately, all settlement agreement removals have been put on hold and your settlement agreement still applies.

## **I WANT TO SET UP A PAYMENT PLAN – WHO DO I CALL?**

Call NS Power at 1-800-428-6230.

## **IS NS POWER LOWERING POWER RATES DURING THIS TIME?**

No, there have been no announcements that rates for electricity are going to go down.

## **ARE THERE ANY PROGRAMS TO HELP WITH MY HEATING BILL?**

Yes, the Home Energy Assistance Top Up Fund (HEAT) can be used for any type of heating costs, oil, electricity or firewood. The Salvation Army runs this program - call 902.422.3435 or email [heat\\_fund@can.salvationarmy.org](mailto:heat_fund@can.salvationarmy.org)

## **I APPLIED FOR THE HEAT FUND LAST YEAR AND I WAS TOLD I COULDN'T APPLY AGAIN FOR TWO YEARS. CAN I STILL APPLY NOW?**

Yes, the application restriction and the deadline of April 15 have both been waived for this year.

FOR MORE INFORMATION ABOUT YOUR ELECTRICAL BILL, SEE **DALHOUSIE LEGAL AID SERVICE'S CONSUMER GUIDE TO ELECTRICITY** ON OUR FACEBOOK PAGE. YOU CAN ALSO SEND US A MESSAGE ON OUR FACEBOOK PAGE AND WE WILL REPLY. YOU CAN CALL 211 OR VISIT 211.CA AND ASK FOR ASSISTANCE.