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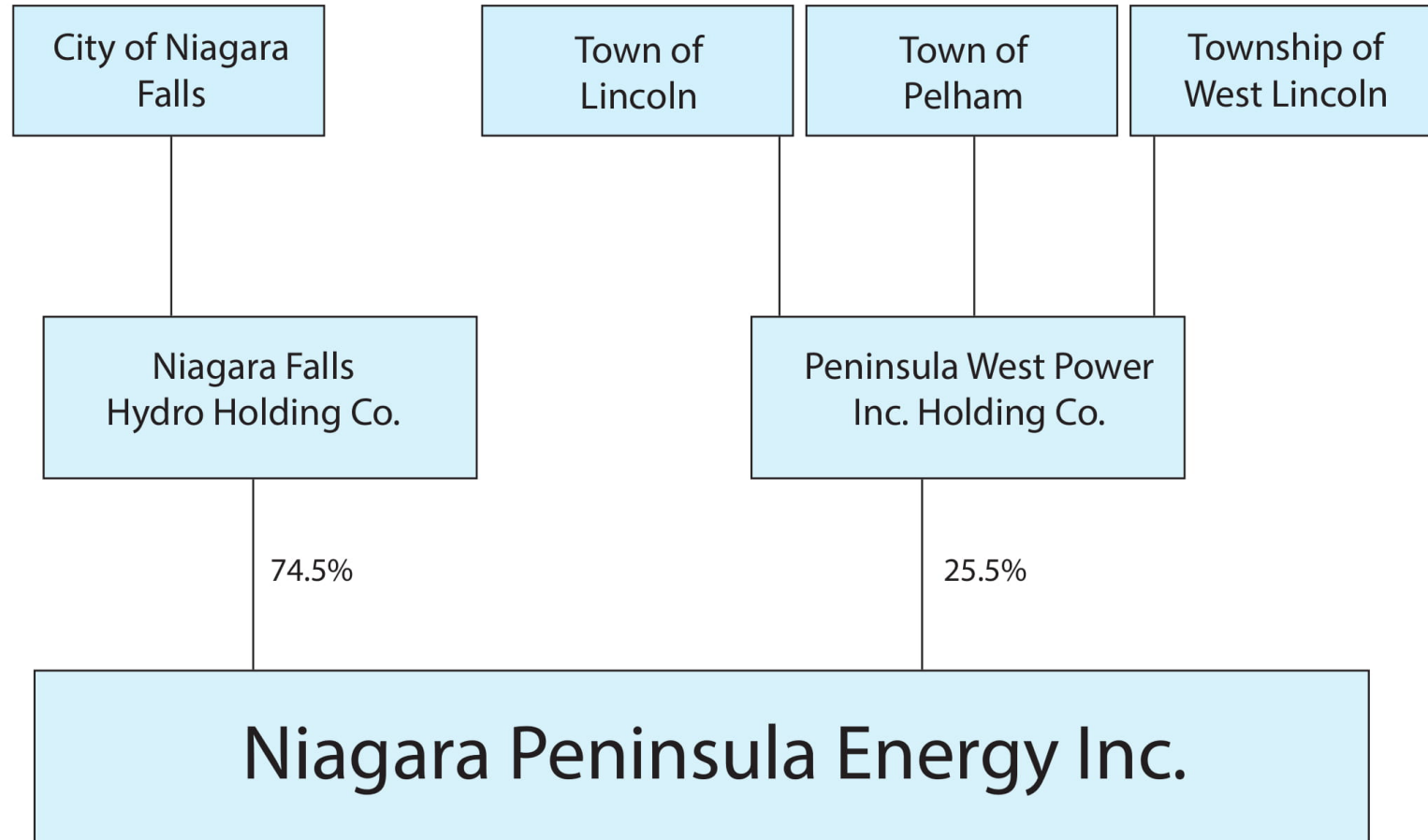
@NPEIHydro

NPEI is an important part of our community's history

- Officially began in 1915 as Niagara Falls Hydro Commission in the City of Niagara Falls
- On January 1, 2008, Niagara Falls Hydro and Peninsula West Utilities officially merged to become Niagara Peninsula Energy Inc.
- Niagara Peninsula Energy Inc. is jointly owned by Niagara Falls Holding Corporation and Peninsula West Power Inc. Holding Corporation



NPEI is a vital public asset locally owned by its municipal shareholders

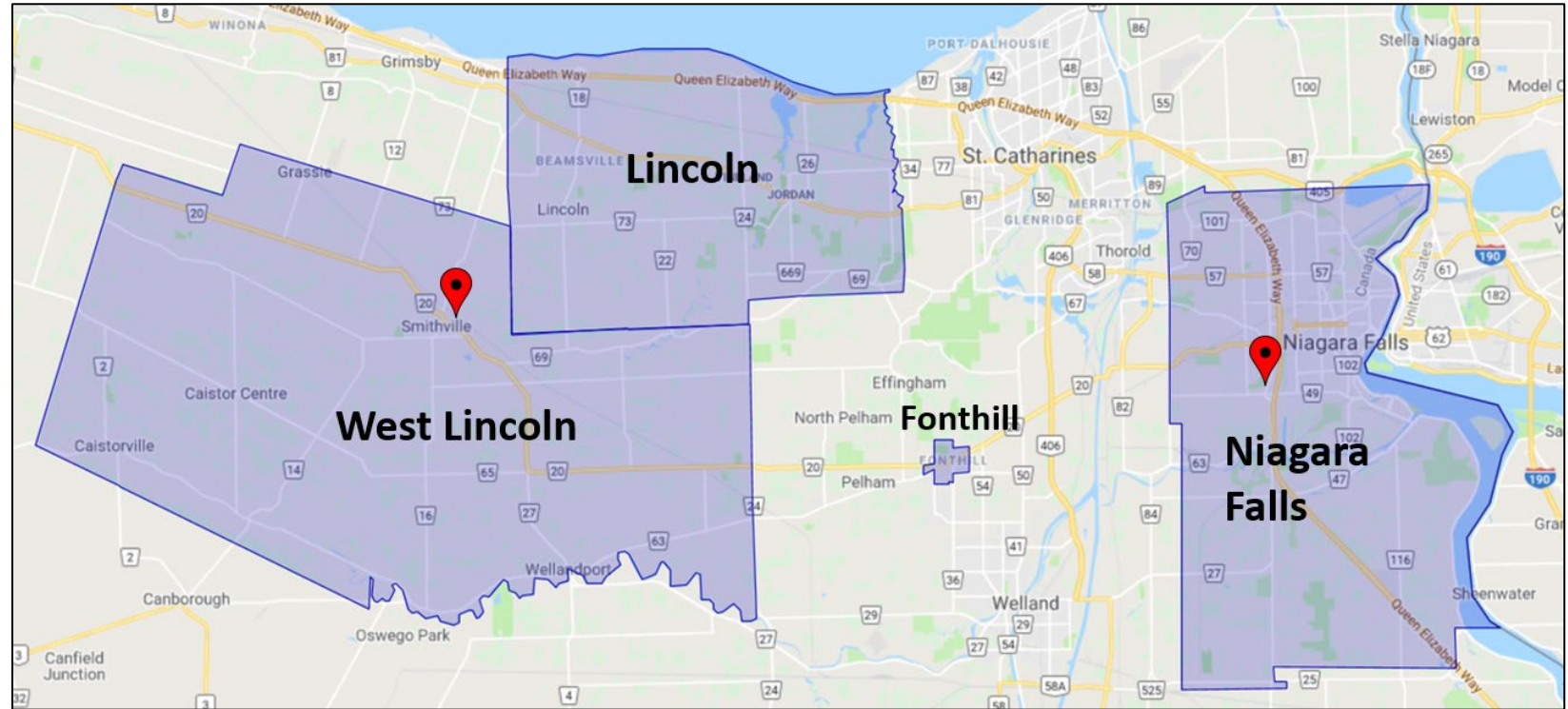


We proudly serve four municipalities in the Niagara Peninsula


NPEI's directors represent all municipalities within our service territory

Board of Directors:

- Rocky Vacca
- Mike Strange
- Victor Pietrangelo
- Mayor Jim Diodati
- Mike Rehner
- Bob Hildebrandt
- Lynn Timmers
- Kevin Ker



 NPEI Service Territory

 NPEI Office and Service Centre

NPEI is a high-performing LDC with OEB scores that annually exceed larger LDCs and industry targets

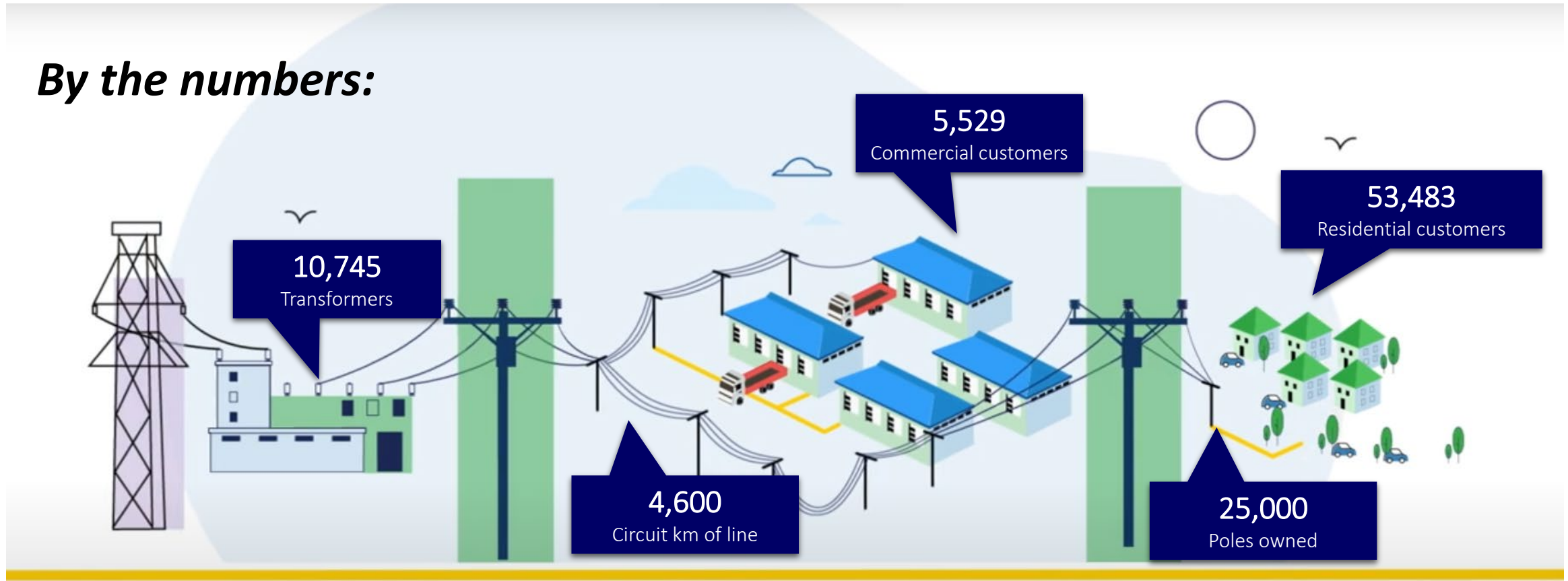
2024 OEB Distributors Scorecard

- NPEI has exceeded all OEB targets in nearly all performance categories over the past five years
- NPEI also scored highly in all other metrics, including on cost controls and financial management

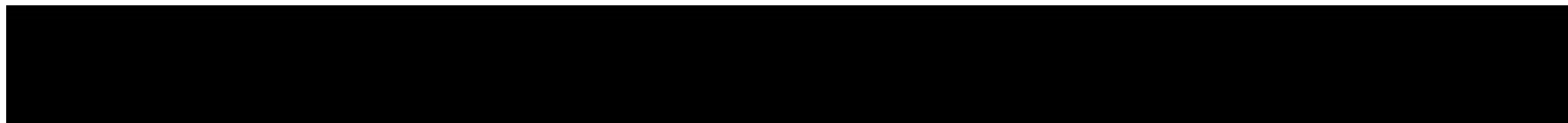
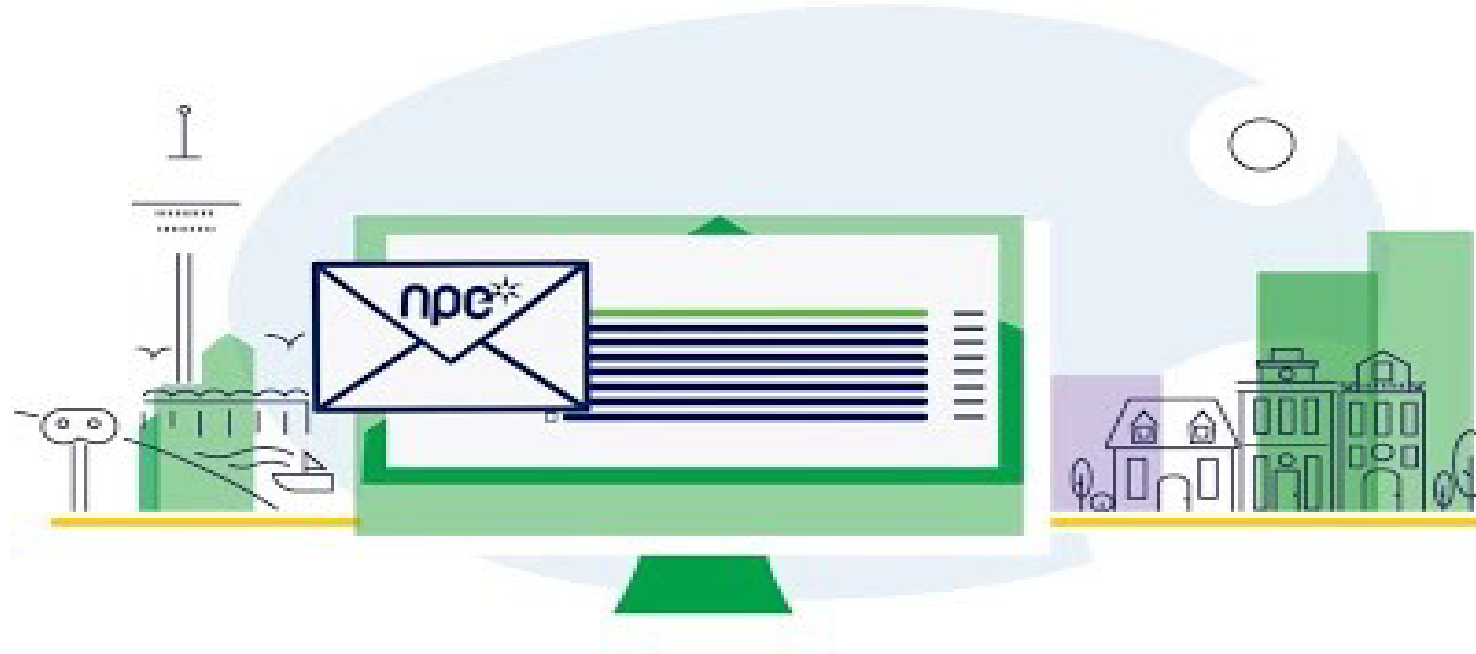
Performance Category	Measure	OEB Target	NPEI 2024 Score	
Service Quality	New residential/small business services connected on time	90%	95.42%	✓
Service Quality	Scheduled appointments met on time	90%	100%	✓
Service Quality	Telephone calls answered on time	65%	81.54%	✓
Customer Satisfaction	Billing accuracy	98%	99.93%	✓
Safety	Level of compliance with Ontario Regulation 22/04	C	C	✓
System Reliability	Average number of hours that power to a customer is interrupted	<1.81	1.65	✓
System Reliability	Average number of times that power to a customer is interrupted	<1.64	1.05	✓
Connecting Renewables	New micro-embedded generation facilities connected on time	90%	100%	✓

NPEI continues to invest in critical infrastructure that powers our communities

By the numbers:



Video: Understanding your Electricity Bill: Where Does Your Money Go?



100% of NPEI's capital investments stay within our community

- In 2024, NPEI invested over \$15.9 million to various capital projects within NPEI's Service Territories.
- Total capital expenditures were \$87.6M from 2020 to 2024
- Some of our projects include: Customer system access, municipal line relocation and new subdivisions, distribution station rebuild and overhead rebuilds, system renewals for poles, transformers, kiosks switchgears and meters.
- These types of investments are vital to maintain a safe and reliable source of energy in our growing service territories. These investments allow our communities to grow by supporting projects such as new transformer stations, subdivisions, businesses, schools, and the new South Niagara Hospital.

Year	Total Gross Capital Expenditures
2024	15,877,220
2023	18,893,460
2022	16,440,064
2021	19,575,439
2020	16,635,922
Total in Past 5 Years	87,622,105



2025 West Lincoln Projects

- Regional Rd 65 PH3 – System rebuild and voltage conversion - \$760,000
(PH1 in 2023 - \$985,000; PH2 in 2024 - \$625,000; Total projected cost for all 3 phases - \$2,370,000)
- Mud Street PH2 – Completion of line rebuild and extension - \$100,000
(PH1 in 2024 - \$600,000; Total projected cost for 2 phases - \$700,000)
- Step Down Transformer bank replacement (2 locations) - \$250,000
- 3G to 4G meter replacement – 100 meters - \$100,000
- Pole replacement – 20 poles - \$200,000
- New subdivision connections

Overall projected capital expenditure for 2025 ~ **\$1,500,000**

NOTE: Future projects include extending the Spring Creek TS feeders to the west and south into West Lincoln to improve reliability and increase capacity in the Township.

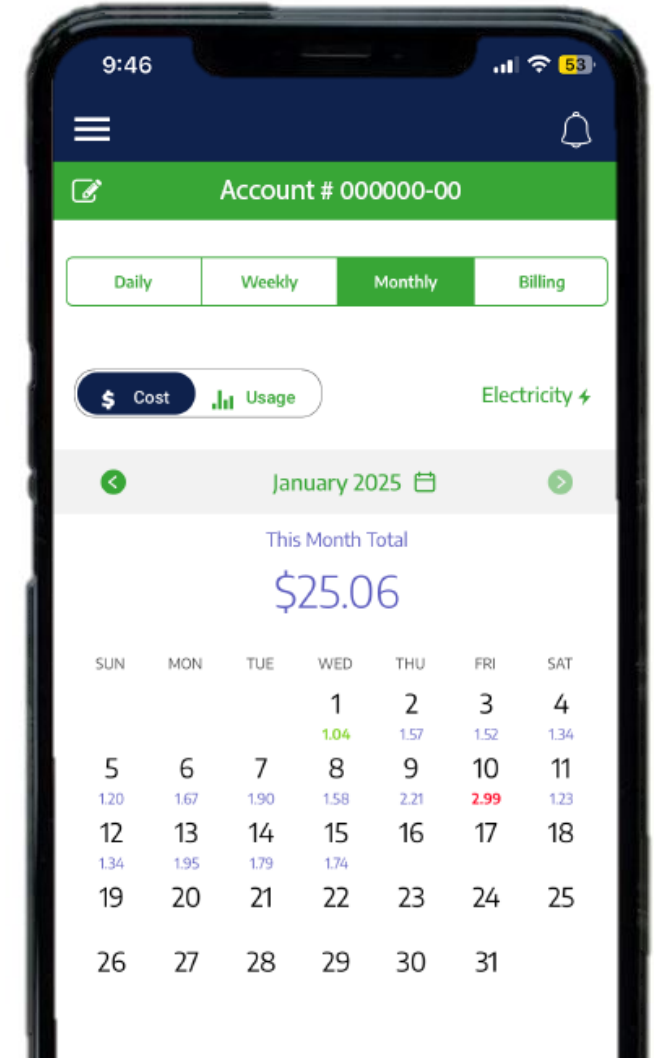
NPEI App

The NPEI App provides customers with 24/7 access to their NPEI account including their real-time electricity usage, account balance, billing history and more!

The mobile app allows customers to:

- Check their account balance
- View their energy usage
- Make a payment
- Compare pricing plans
- Sign up for notifications

**View Your Daily
Energy-Usage by Kilowatt
Hour or by Cost!**



NPEI supports the local charities that matter most to our employees

- In 2024, NPEI contributed over **\$290,000** to the community through charitable contributions, optional employee payroll deductions, event sponsorships, scholarships, and our Low Energy Assistance program.
- NPEI employees select the e-bill campaign charity in a company-wide poll.
- NPEI's Winter 2024 e-bill campaign raised \$17,540 for local food banks.
- NPEI's Fall 2024 e-bill campaign surpassed its \$5,000 goal and raised \$43,870 for our local Humane Society.
- NPEI's employees launched a Coat Drive for Birchway Niagara in November, and a Toy Drive for Dalton's Wishes in December



NPEI is a community-minded organization that values giving back to the localities that we serve

- NPEI participates in Chamber of Commerce events throughout our service territory, supporting local businesses and promoting collaboration within our communities.
- NPEI employees hold fundraisers and make donations to support local foundations such as United Way.
- Every year through our Local Scholarship Program we provide \$1,500 to 10 students to continue their education in Electrical Engineering, Powerline Technician, and related business studies.
- The NPEI Kids' Safety Poster Contest began during the COVID-19 pandemic to engage students about the importance of electrical safety. The contest is run every spring with a new safety theme.



Niagara Falls Mother Earth Day



Chamber Business Awards

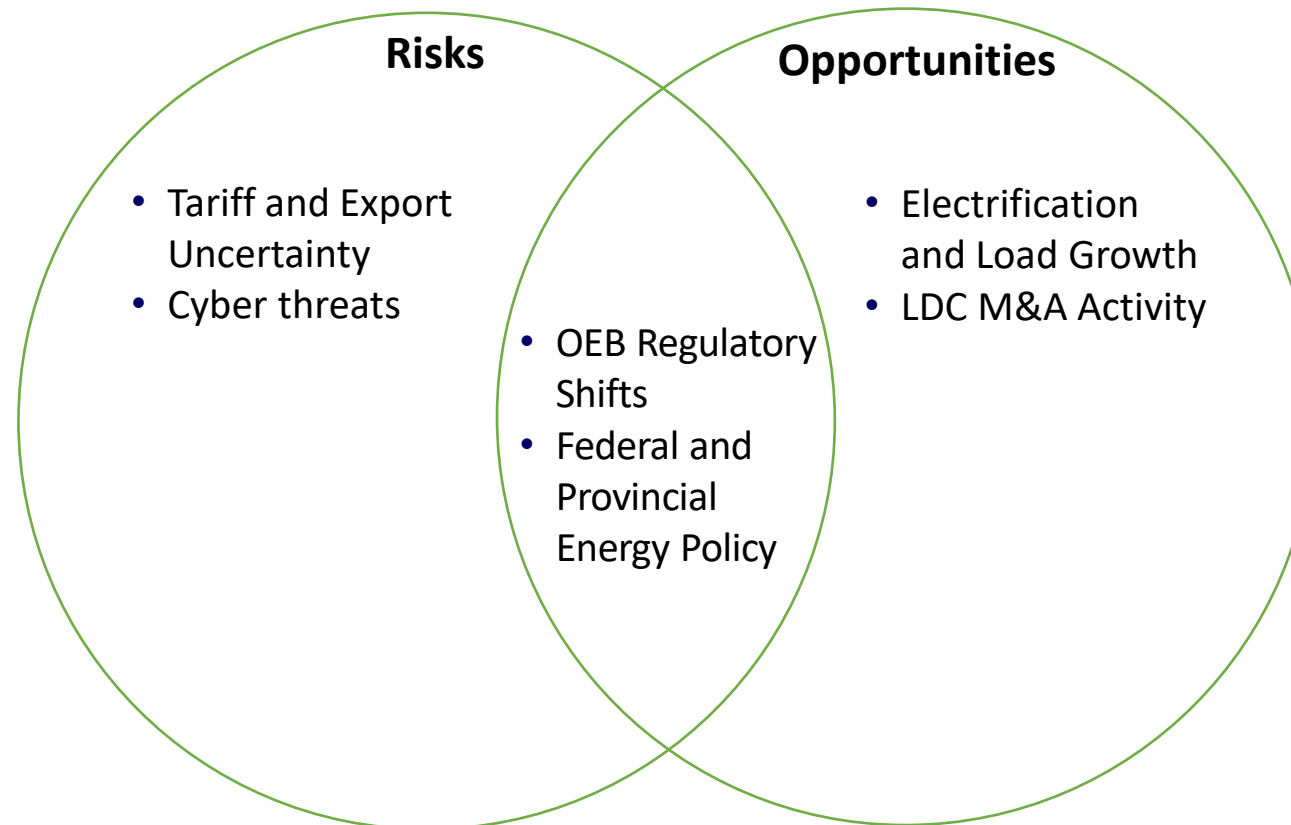


Video: Supporting Our Communities - How Do We Help?



Staying ahead of our risks and opportunities

NPEI is always evaluating its future opportunities and risks. Our strength lies in our strategic foresight and operational agility—ensuring we meet today's demands while remaining prepared for tomorrow's challenges.



Thank You!



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