

NB POWER IS CHANGING CUSTOMER PAYMENT OPTIONS

Here's what you need to know

Customers have asked NB Power to reduce operational costs and modernize our services. As part of our efforts to reduce operating costs, we engaged PwC to identify areas for cost optimization/reduction. One opportunity identified was the use of third-party payment agencies.

As a result, NB Power will close its agency locations as of September 30, 2025. These locations currently process less than two per cent of customer payments, and that number has been in constant decline. There is a cost associated with using third-party payment agencies and it is no longer cost-effective to continue this service to our customers.

You still have several convenient options by which to pay.

You can

- pay in person at any Service New Brunswick location
- pay at your local bank – in person, online, or by telephone banking
- set up pre-authorized payments
- pay by Visa, Mastercard, Visa Debit or Mastercard Debit through our new EZ PAY option - *a convenience fee of 1.75% will be applied*
- continue using online and telephone banking with no added fees

To learn more about payment options, please visit

<https://www.nbpower.com/en/accounts-billing/billing-and-payment>.

We understand the change can be challenging, and we are committed to helping you transition smoothly. If you have questions or concerns, feel free to contact our Customer Care Advisors at 1 800-663-6272.