

Statement from Elizabeth Fraser, NB Power, Corporate Communications, April 9, 2026

We understand that affordability is a real concern for New Brunswickers, especially during the colder months when energy usage naturally increases to heat homes and facilities. NB Power remains committed to providing safe, reliable energy for our customers while keeping rates as low as possible.

As a Crown Corporation, our goal is always to work with customers to avoid disconnecting service. If customers are unable to pay, we urge them to reach out to our Customer Care team directly, so we can explore financial assistance programs and find a solution that avoids disconnection. We recognize these are challenging times for our customers and we offer options to help them manage their overdue bills including payment arrangements and making sure they are aware of programs that might offer assistance.

In 2025 the Vulnerable Populations Committee was also launched with government departments and social groups to find more ways to support those struggling with affordability. We have also expanded our equalized payment plan to allow customers with arrears to register and spread their annual bill into equal monthly amounts. This will avoid higher bills in the winter months. We also offer an array of energy efficiency programs that can help customers save energy and reduce their bills.