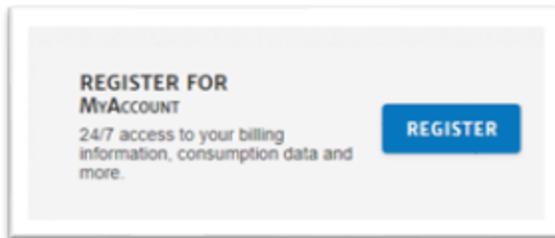


How to Register for MyAccount

Step 1 – Registration

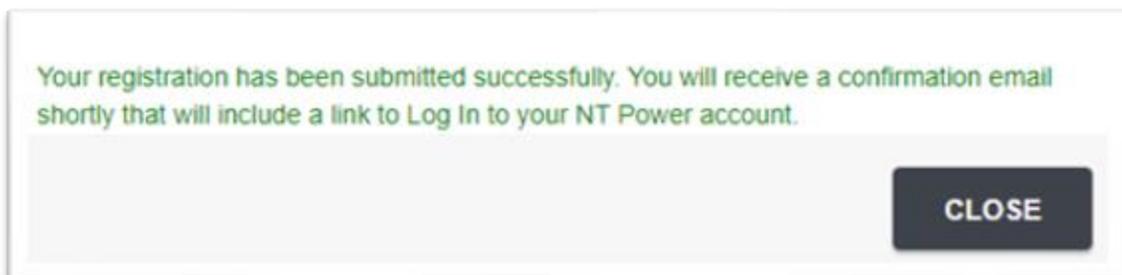
A. Press The Register Button



B. Complete the Online Account Registration Form

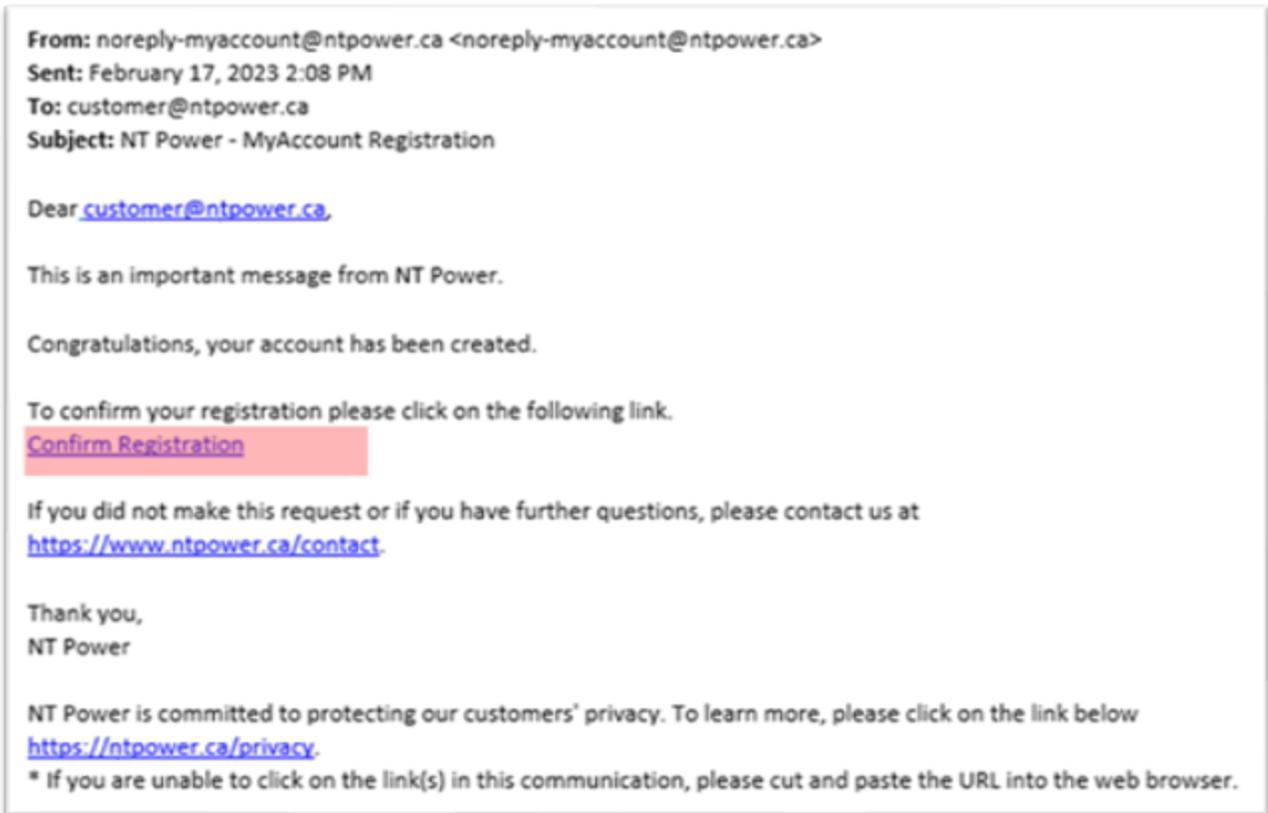
The form is titled "ONLINE ACCOUNT REGISTRATION" in a dark header. Below the header, it says "Thank you for choosing our online option" with a "*required" note. The form contains four input fields: "Email Address*" (with "customer@ntpower.ca" entered), "Retype Email Address*" (with "customer@ntpower.ca" entered), "Create Password*" (with "*****" entered), and "Retype Password*" (with "*****" entered). Below these fields is a CAPTCHA section with a green checkmark and the text "I'm not a robot" next to a "RECAPTCHA" logo. At the bottom, there is a note: "An email with a verification link will be sent to the provided email address. You must click on the link to finalize your account creation." At the very bottom, there are two buttons: a dark gray "CLOSE" button and a blue "CREATE" button.

C. Registration Successful

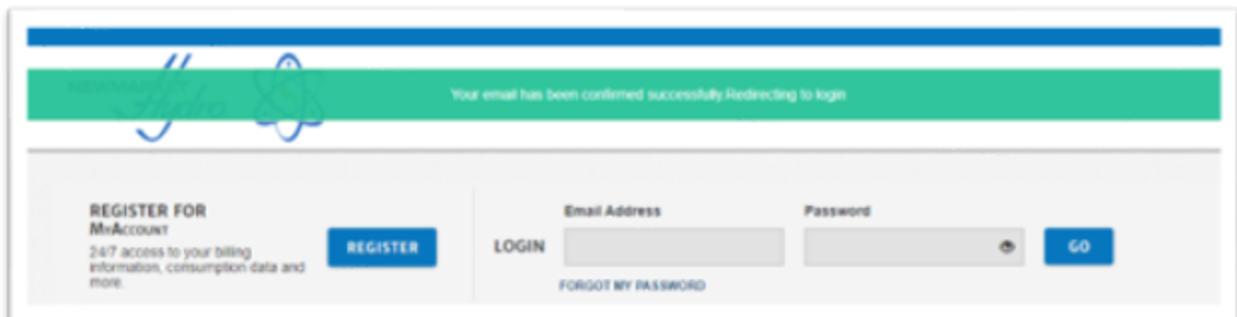


Step 2 – Confirm Registration Email

- A. Please Press on the Confirm Registration Link in your email, this will then open the MyAccount Webpage and Confirm the Registration.



- B. Below is an example of a Successful Registration Confirmation.



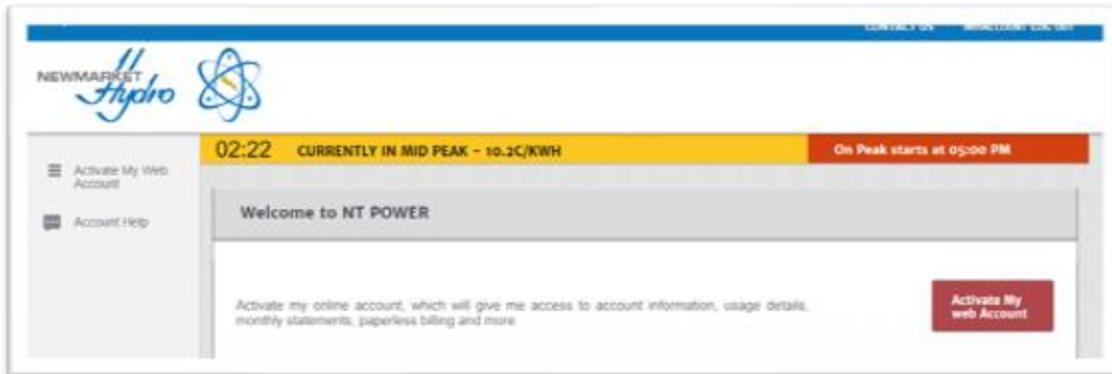
Step 3 – Login to Your New Registered Account

A. Login using your email and password



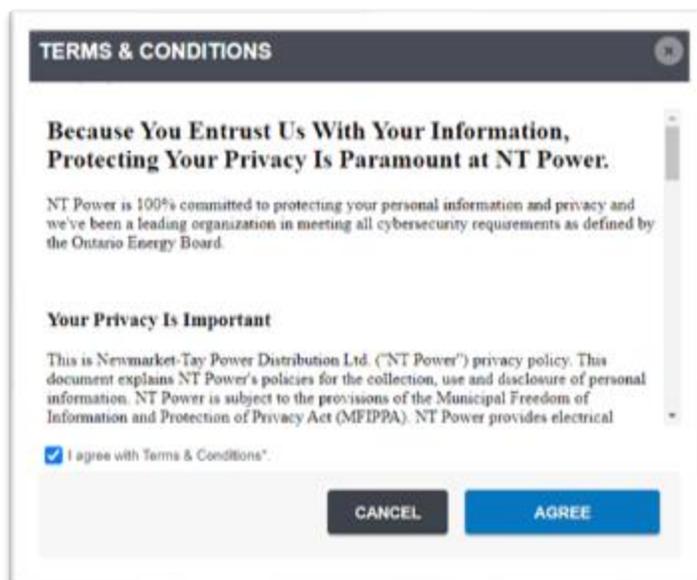
The login form is titled "LOGIN" and contains two input fields: "Email Address" with the value "customer@ntpower.ca" and "Password" with masked characters "*****". A "GO" button is located to the right of the password field. Below the input fields is a link that says "FORGOT MY PASSWORD".

B. Select Activate My Web Account



The dashboard features the "NEWMARKET Hydro" logo and a navigation menu with "Activate My Web Account" and "Account Help". A yellow banner displays "02:22 CURRENTLY IN MID PEAK - 10.2¢/KWH" and a red banner shows "On Peak starts at 05:00 PM". A "Welcome to NT POWER" message is followed by a paragraph: "Activate my online account, which will give me access to account information, usage details, monthly statements, paperless billing and more." A red "Activate My web Account" button is positioned at the bottom right.

C. Please Review and Accept our Terms & Conditions



The dialog box is titled "TERMS & CONDITIONS" and contains the following text: "Because You Entrust Us With Your Information, Protecting Your Privacy Is Paramount at NT Power." It states that NT Power is 100% committed to protecting personal information and privacy, and is a leading organization in meeting cybersecurity requirements. It also states that "Your Privacy Is Important" and provides a link to the privacy policy. At the bottom, there is a checked checkbox for "I agree with Terms & Conditions*" and two buttons: "CANCEL" and "AGREE".

Step 4 – Associate Account using 10 Digit Account No. and Last Payment Amount

A. Use your last Bill as shown below



B. Completing the Online Account Association

Please use the details from you last bill and fill in the boxes.

1) Account Number on Page 1

2) Last Payment Amount on Page 2

ONLINE ACCOUNT REGISTRATION

Customer Information *required

Please click on **i** to learn more about required registration fields.

Account Number* 00000000-00 **i**

Last Payment Amount* \$ 270.22

Paperless Billing* Yes No

You acknowledge that you will receive an email notifying you when your bill is ready for the applicable NT POWER account that you have registered and that you will no longer receive a paper bill in the mail.

You acknowledge that depending on timing you may still receive one more paper bill after opting in for paperless billing.

CANCEL CONFIRM

Thank You for Registering for your online account.