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 Qulliq Energy Corporation
 Société d'énergie Qulliq
 Qulliq Alruyaktuqtunik Ikumatjutiit

Public Service Announcement

QEC Customer Care services now available across the territory

Start Date: February 1, 2023

End Date: February 10, 2023

Nunavut

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QEC's Customer Care services are almost fully restored following an illegal cyberattack. There are now several ways to easily and safely pay for your electricity. **Please have a copy of your outstanding (or most recent) bill accessible so that payments can be processed.**

| Iqaluit | Baker Lake | Rankin Inlet | Cambridge Bay | All other communities |
|--|--|--|--|--|
| In person at the local Customer Care office by cash, debit, credit, or cheque. | In person at the local Customer Care office by debit, credit, or cheque. | In person at the local Customer Care office by debit, credit, or cheque. | In person at the local Customer Care office by debit, credit, or cheque. | Over the phone to Customer Care (1-866-710-4200) by credit or debit. |
| Over the phone to Customer Care by credit or debit. | Over the phone to Customer Care by credit or debit. | Over the phone to Customer Care by credit or debit. | Over the phone to Customer Care by credit or debit. | Through online or telephone banking. |
| Through online or telephone banking. | Through online or telephone banking. | Through online or telephone banking. | Through online or telephone banking. | In person at a local payment agent (Northern, Co-op or bank). |
| In person at a local payment agent (Northern, Co-op or bank). | In person at a local payment agent (Northern, Co-op or bank). | In person at a local payment agent (Northern, Co-op or bank). | In person at a local payment agent (Northern, Co-op or bank). | |



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The corporation is currently unable to print and mail out bills for January 2023. In the meantime, customers will be billed an estimated amount in January based on their December usage. Any necessary adjustments will be applied to your customer accounts once systems are fully restored.

Customer Care offices are also now available for assistance in person, by phone at 1-866-710-4200, or by emailing at CustomerCare@qec.nu.ca. Please note, QEC is still unable to access some IT systems and may not be able to address every customer inquiry at this time. Employees are still not reachable at their specific QEC email addresses.

The corporation appreciates your support as it continues restoring remaining Customer Care services.

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