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 Qulliq Energy Corporation  
 Société d'énergie Qulliq  
 Qulliq Airuyaktuqunik Ikumatjutiit

## Public Service Announcement

### QEC Customer Care services now available across the territory

**Start Date: February 1, 2023**  
**End Date: February 10, 2023**  
**Nunavut**

**60 sec**

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).	

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](mailto: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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