

## City collaborates with Saint John Energy to expand Loan Program to include Water Softeners

**February 7, 2018 (Saint John, NB)** –Saint John Energy is expanding its existing Saint John Energy loan program to include optional financing for residents who wish to purchase and install a water softener. The support is effective immediately as part of Saint John Energy’s existing loan program and available to all households and businesses within the City.

“Since the transition from soft lake water to hard well water on the City’s west side, I have heard from residents who are satisfied with the new water supply and from those who prefer the old soft water supply,” said Mayor Don Darling. “I am pleased with the collaboration between the City and Saint John Energy and the offering of financial support to residents who wish to soften their water by installing a water softener.”

The optional assistance loan will take the form of an extension to the existing loan program offered to Saint John Energy customers for basic electrical upgrades, windows and doors, mini-split ductless heat pumps, variable refrigerant flow units and now water softeners. The loan program for water softeners is set to a maximum term of five years and a maximum loan amount of \$3,000 for residential customers and \$10,000 for non-residential customers.

Water softeners can extend the lifespan and reduce the maintenance requirements on electric water heaters that are designed for soft water, such as those owned by Saint John Energy.

“Our water heater fleet was originally designed to operate under the previous soft water supply,” said Ray Robinson, President and CEO of Saint John Energy. “The loan program will allow customer choice and it also assists Saint John Energy in the deferral of water heater replacements over time.”

Water softeners may increase the sodium concentration in drinking water. It is recommended that a separate, un-softened water supply be used for drinking and cooking purposes. Customers are reminded that for those wishing to have a water softener, there are numerous options available to them, including private suppliers that offer flexible purchase and rental programs. The installation of a water softener requires a plumbing permit, which can be obtained through the One Stop Development Shop.

For more information on the loan program, visit Saint John Energy at [www.sjenergy.com](http://www.sjenergy.com) or call 658-5252.

**Saint John Energy** has been a premier provider of energy to the people of Saint John since 1922. Today, Saint John Energy provides reliable services and competitive rates to over 36,000 local customers through 13 substations spanning 316 square kilometers. Saint John Energy also provides street lighting, area lighting, more than 20,000 water heater rentals and over 3,000 Mini Split Ductless Heat Pump rentals. Toward our mission of excellence in energy solutions, we deliver value to our customers through our commitment to environmental, social and economic sustainability.

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