



CANADIAN NIAGARA POWER INC.

A FORTIS ONTARIO  
Company

Dear Valued Customer (s);

Canadian Niagara Power "CNP" would like to thank our valued customers in Port Colborne for their patience during the power outage on January 17, 2017. The outage was due to the loss of electricity supply from Hydro One. Shortly after noon on that day, Hydro One experienced equipment failure on their incoming transmission line that feeds our substation in Port Colborne. The result was the loss of electricity to the entire City.

Due to the length of time Hydro One required to repair the problem, CNP decided the best solution was to switch to an alternate line to supply Port Colborne customers. This alternate line was a temporary solution to reduce the length of the power outage. However, the usage of electricity increased later in the day causing the temporary solution to fault resulting in a second power outage to the City.

Hydro One completed the required repairs shortly thereafter and CNP was able to transfer all customers back to the original line fully restoring power. We understand that any interruption of power is an inconvenience and disruptive to your lives. We used every effort to mitigate the length of this outage and we thank you for your patience.

CNP also recognizes that there have recently been several outages in your service territory. The three previous outages were due to damage to the distribution system caused by very high winds. CNP endeavors to minimize power outages to our customers but given the nature of the electric industry, there will always be power outages. At times, our equipment such as hydro lines, poles, & transformers are damaged due to accidents and weather events, which are beyond our control. CNP is continuously repairing, maintaining and updating our electrical distribution system to keep the infrastructure in the best possible condition.

In the next five years, CNPI has \$14,000,000 budgeted to invest in the distribution system in Port Colborne and will continue to improve the reliability and quality of service. This includes maintenance of the distribution system, capital improvements and tree trimming programs.

As a reminder, if you need to report an electrical emergency, a power outage or a trouble call at any time please use our 24/7 Emergency Number; 1-844-501-WIRE (9473). Please also follow us on Twitter at @CNPpower (which links to our our website, [www.cnpower.com](http://www.cnpower.com)) for updates during power outages.

Thank you again for your understanding. We value your business and know that reliable power is of the utmost importance to our customers. If you would like to discuss anything further please contact one of our customer service representatives at (905) 835-0051.

Kindest Regards,

*Kristine Carmichael*

Kristine Carmichael  
Director, Corporate and Customer Services