



On behalf of all the employees of Canadian Niagara Power, we would like to extend our sincere appreciation to the residents and businesses of Fort Erie for their patience and support during the recent devastating ice storm. At CNP, we know that electricity has become an essential of life and we strive to make certain that our customers are never without it. When nature intervenes with a contrary view, we do our utmost to restore the supply of electricity as quickly and safely as possible.

At the peak of the storm, more than 10,000 customers were without electricity, representing over two-thirds of our total customers, and several kilometers of wire had fallen to the ground because of damage from broken tree limbs. All CNP line crews, supported with assistance from a number of other outside utility crews, were devoted to the repair process, as was our technical staff, electricians and other field personnel. In addition, our customer service staff worked around the clock to answer telephones and provide customers with as much detail about the on-going repair process as was available.

With the severe damage that we experienced this past weekend, unfortunately repairs can take days. When that happens, the people of Fort Erie seem to rise to the occasion. Not only have you tolerated the absence of electricity with extraordinary patience, but we have heard of many stories of neighbours helping neighbours. It makes us proud to be a part of this remarkable community.

We would also like to extend our appreciation to:

The Town of Fort Erie
City of Port Colborne
Regional Municipality of Niagara
Niagara-on-the-Lake Hydro
Westario Power
Ground Aerial Maintenance Serv.
The Red Cross

Fort Erie Fire Department
Port Colborne Hydro
Niagara Regional Police
St. Catharines Hydro
Guelph Hydro
AC Powerline
The Salvation Army