



CANADIAN NIAGARA POWER INC.

A **FORTIS** ONTARIO  
Company

### Information Regarding March 5, 2017 Power Outage in Fort Erie

At 1:02 PM on Sunday March 5, 2017, Canadian Niagara Power Inc. “CNPI” experienced a power failure, which affected all of Greater Fort Erie.

CNPI line crews were immediately dispatched and patrolled by means of foot and vehicle, 27 km’s of transmission line in order to determine the cause. At 2:46 PM CNPI identified a failed insulator on its transmission line. At 3:33 PM the transmission system was re-established and subsequently all distribution feeders were sequentially re-energized. This sectional restoration continued until 5:15 PM at which time all of Greater Fort Erie’s power was restored.

We understand that any interruption of power is an inconvenience and disruptive to people’s lives and we thank you, our customers, for your patience and understanding as we worked through the restoration process.

CNPI endeavors at all times to minimize disruptions to our customers but given the nature of the electric industry, there is always the potential for power outages. At times, our equipment such as hydro lines, poles, transformers & insulators are damaged due to weather and or accidents. CNPI is continuously repairing, maintaining and updating the electrical distribution system to keep the infrastructure in the best possible condition.

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 website, [www.cnpower.com](http://www.cnpower.com)) for updates during power outages.

CNPI appreciates your business and we know that reliable power is of the utmost importance to you. If you wish to discuss this further, please contact our customer service department at any time (905) 871-0330.

Thank you,

Canadian Niagara Power Inc.