

December 21, 2011

Dear Valued Customer;

Over the next few months, Canadian Niagara Power Inc. ("CNPI") will be undertaking a rebuild of the underground distribution system in your area. This project is designed to improve the efficiency and reliability of the electrical service in your area.

As construction progresses, power outages will be necessary for our crews to safely execute the project, when outages are planned we will use best efforts to provide you notice. It is important that we have your most current contact information in order to properly notify you, please contact our offices to verify your account information. From time to time however, immediate interruptions may be required and unfortunately, we will be unable to notify customers in advance. Please also visit our website at [www.cnpower.com](http://www.cnpower.com) regularly for information on planned power outages in your area.

Per the City of Port Colborne, the construction method for this project will be open cut trenching. CNPI's contractor will reinstate all affected driveways with cold patch asphalt. After CNPI's rebuild, The City of Port Colborne will fully reinstate all affected driveways to their standards. If you have any questions or concerns regarding the driveway restoration please contact the engineering department at the City Of Port Colborne.

A detailed letter containing start and finish dates will be sent out prior to construction.

We thank you for your patience and understanding throughout this project. If you have any questions regarding the rebuild, please contact our offices at the phone number listed below.

Sincerely,



Courtney Bonito  
Acting Supervisor, Customer Service  
Canadian Niagara Power Inc.