



CANADIAN NIAGARA POWER INC.

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Company

## Notice to Canadian Niagara Power Customers Restoration Efforts Substantially Complete

**December 29, 2022 (Fort Erie, Ontario)** – Further to the update we provided yesterday, as of 5pm on December 29, 2022, CNPI's restoration efforts are substantially complete. While there are approximately 96 customers that remain without power, the majority of these outages are individual outages due to damage to the customers' service.

Including CNPI's internal crews and supporting staff, there were upwards of 100 line and field team members working since early this morning to restore power. For the fifth day in a row, CNPI crews, crews from other local utilities, line contractors and field contractors, restoration efforts continued in full force. We have made good progress today and crews will continue to work into late in the evening.

At the peak of the outage, on Christmas morning, there were approximately 15,000 customers without power, and we have safely restored power to the vast majority of customers, with very few exceptions. The safety of our crews and the community remain our number one priority. CNPI continues to work closely with both the Town of Fort Erie and the City of Port Colborne during this restoration effort.

As a reminder to customers, if there is damage to customers' hydro stacks these repairs to this are the responsibility of the homeowner. Please see the attached information from the Electrical Safety Authority ("ESA"). Also, if customers are still without power and have not been in contact with Canadian Niagara Power, please contact our 24/7 call centre at 1-844-501-WIRE (9473).

[ESA What to do after a power failure | Canadian Niagara Power \(cnpower.com\)](#)

"Our goal was to have all of our customers connected by the end of today," says Jeff Hoover, Regional Manager of Canadian Niagara Power. "While there may be a few exceptions due to outstanding repairs to customer's services, we have met that goal. This was possible because of the extraordinary efforts of the CNPI team and support from other local distribution companies and contractors,. Thank you to everyone who answered our call for support to make this possible."

Canadian Niagara Power Inc. ("CNPI") is a wholly-owned subsidiary of FortisOntario Inc. ("FortisOntario"). CNPI has approximately 29,000 customers in Fort Erie, Port Colborne, and Gananoque. For further information visit [www.cnpower.com](http://www.cnpower.com).

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