



CANADIAN NIAGARA POWER INC.

A **FORTIS** ONTARIO
Company

October 20th, 2018 – Outage Review

As part of our commitment to improving customer communication, which you have been requesting, Canadian Niagara Power Inc. (“CNPI”) will be providing notifications summarizing recent unplanned outage events. Communication of this type will be posted through our various social media channels (Twitter, Facebook) and as such we encourage you to subscribe for future updates.

On October 20th, 2018 at 9:21pm, CNPI experienced a town wide outage affecting 16,183 customers of Fort Erie, Crystal Beach, Ridgeway and Stevensville. The outage was due to a failure of two insulators on the primary transmission line providing power to the Town of Fort Erie. Given the weather conditions, diagnosing the root cause via a physical line patrol took approximately two hours. While this review was in progress, contingency planning to invoke our redundant feed from New York State also began.

At approximately 12:30am on October 21st, 2018, repairs began on the damaged insulators as it was determined to be the best course of action from both timing and safety perspectives. Power was restored at 3:05am on October 21st, 2018.

CNPI appreciates your patience during these events and will continue to provide these types of updates to keep you informed. We also encourage you to continue providing customer feedback on how we can improve our methods of communication.