

**City of Port Colborne
Council Meeting Addendum**

Date: Tuesday, April 23, 2024
Time: 6:30 pm
Location: Council Chambers, 3rd Floor, City Hall
66 Charlotte Street, Port Colborne

Pages

10. Presentations

10.1 Jeff Hoover, Regional Manager and John Sander, Manager of Customer Engagement Canadian Niagara Power - Overview of CNPI projects and initiatives

*a. Canadian Niagara Power Inc. Presentation - Port Colborne
General Update

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Canadian Niagara Power Inc. Port Colborne - General Update

THE CITY OF PORT COLBORNE

CITY COUNCIL MEETING

APRIL 23, 2024



CANADIAN NIAGARA POWER INC.

A **FORTIS** ONTARIO
Company



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Agenda

- Storm Preparedness
- System Reliability
- Recent CNPI Port Colborne System Investments
- Operating & Maintenance Programs
- Customer Communication Enhancements



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Storm Preparedness

Since the 2022 blizzard we have enhanced our storm preparedness measures

- CNP meets with the City of Port Colborne in anticipation of major weather events
- Enhanced communications with the City of PC and authorities (I.e. PC Communications Department, MTO, fire department, etc.)
- CNP is improving communicating outage information and restoration times
- Increasing CNP's system resilience
 - Vegetation management
 - System upgrades
 - Aligning our construction standards with weather patterns

Annual System Reliability

Fort Erie & Port Colborne



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Customer count	Customer Affected	Customer Hours	Year	SAIFI YTD	SAIDI YTD
26,708	38,818	43,764	2022	1.45	1.64
27,132	79,999	78,542	2023	2.95	2.89
27,365	8,473	9,534	Feb 2024	0.31	0.35

- Weather- Wind /Lightning
- Wildlife
- Emerald Ash Borer Infestation
- Equipment failure

Distribution Automation

Fort Erie & Port Colborne



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We have started the implementation of our distribution automation using technology to make smart switches that narrow down outages to a smaller area and re-energize the remaining line reducing the number of customers without power.

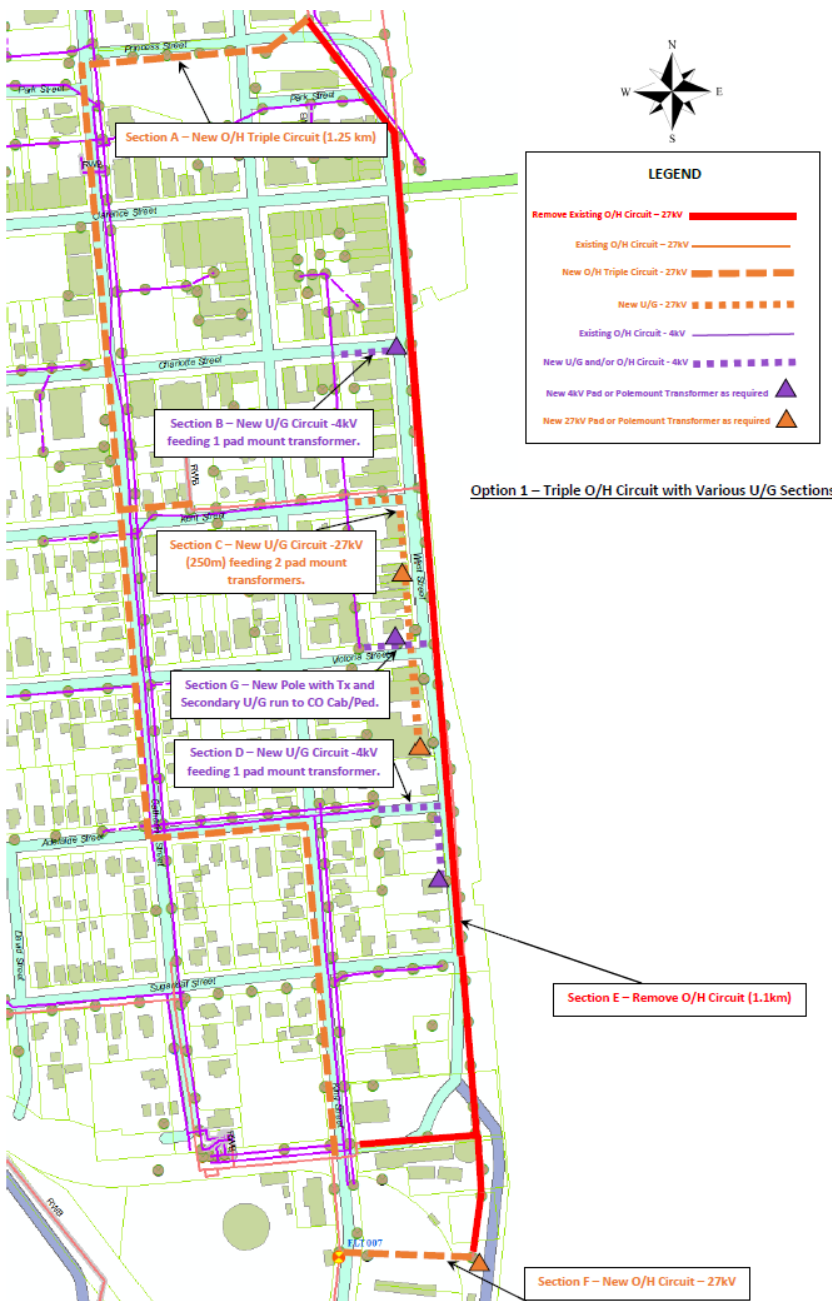
The smart switches narrow down the area where the fault is located, reducing the amount of time it takes line crews to restore power.



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System Investment West Street Development



- \$1.516M investment*
 - City of PC: \$929,000
 - CNP: \$587,000
- 2-year project 2024-2025
- Beautification of West Street
- Joint project between City of PC and CNP

**Current estimate is subject to change.*

System Investment

Port Colborne Killaly Substation Conversion



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- \$4.4M CNP investment
- Year 1 of a 5-year program
- Retirement of islanded substation
- 4.16kV Wye to 27.6kV Wye
- Removal of restricted conductors
- Replacing end of life poles





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Operating & Maintenance Programs

- Vegetation Management Program
- Substation Inspection and Maintenance
- Line inspection and Maintenance Programs





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Customer Communication

Two significant projects currently underway:

- *Customer Facing Outage Map*
 - Scheduled for Q3, 2024
- *Customer Text-based Outage Notifications*
 - Scheduled for Q4, 2024



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Customer Outage Notifications

- When the power goes out, customers simply want to know that CNPI is aware of the problem(s) and doing everything possible to restore service.
- Provide customers with current outage information including:
 - Known outage areas.
 - Current restoration efforts.
 - Notify customers with updates or information regarding their services.
- Updates sent to customer in the form of *text-based* messages.



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Thank You!

Discussion