

NEWS RELEASE

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POWERSTREAM LAUNCHES NEW SERVICE TO FACILITATE POWER OUTAGE COMMUNICATIONS

YORK REGION, ON – PowerStream has launched a new service designed to provide customers with a quick and efficient way of accessing and reporting information on power outages.

By simply calling 1-877-777-3810 or visiting the company's website at www.powerstream.ca, customers can now get real-time information on outages in their neighbourhood or business area.

PowerStream's new Power Outage Communications Service creates an automated message that announces areas affected by outages and estimated restoration times that can be updated within seconds. When the automated message is completed, the system will also give customers an opportunity to speak directly to a Customer Service Agent or System Controller to report additional outages or provide information on the cause of a known outage.

"The new Power Outage Communication Service will improve our ability to handle the call volumes associated with major outages and reduce the likelihood of customers getting a busy signal," said Ed Benvenuto, Director, Customer Service. "The new service will not only handle the call volumes but will also facilitate the communication of information on outages to and from our customers."

The new service is specifically designed to manage incoming calls relating to power outages based on a customer's calling area. Once the system identifies the calling area, it will provide detailed information about known outages in the vicinity or automatically transfer callers who still want to reach a Customer Service Agent or System Controller.

PowerStream Inc. is one of the largest local electricity distribution companies in Ontario, providing service to more than 220,000 residential and business customers in the municipalities of Aurora, Markham, Richmond Hill and Vaughan. It is an incorporated entity, jointly owned by the City of Vaughan, and the Town of Markham.

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