



FOR IMMEDIATE RELEASE

GrandBridge Energy Recognized With Prestigious Performance Excellence Award

Cambridge, ON (March 26, 2024) – The Electricity Distributors Association (EDA) recognized GrandBridge Energy’s commitment to excellence with the *2023 Local Distribution Company (LDC) Performance Excellence Award* at its annual awards ceremony on March 25. Sarah Hughes, President & CEO of GrandBridge Energy, proudly accepted the award on behalf of all employees.

“It’s an honour to be recognized by the EDA for GrandBridge Energy’s outstanding performance in 2023. This award is a testament to the dedication and determination of GrandBridge Energy’s talented employees and the ongoing support of our Board of Directors,” said Sarah Hughes, President & CEO, GrandBridge Energy.

The *LDC Performance Excellence Award* recognizes outstanding performance in the following areas: Occupational Health & Safety, Operational Excellence, Financial Operations, Retail Strategies for Conservation & Demand Management, and Contribution to the Community.

“The GrandBridge Energy team continuously went the extra mile in 2023 to achieve the merger integration synergies and benefits promised to our shareholders and customers. We evolved our organization and successfully integrated key information systems across our entire service territory; brought together two workforces to form one cohesive team; managed a significant increase in customer growth; and effectively navigated unanticipated events,” said Hughes.

As a new entity, GrandBridge Energy seized the opportunity to initiate numerous productivity and efficiency improvements, while also making investments to modernize its infrastructure and support customer growth. Some of the accomplishments in 2023 included: building a new state-of-the-art 24/7 system control centre, achieving a customer satisfaction rating of “A”, implementing a fully integrated Enterprise Resource Planning (ERP) system and developing strategic partnerships with local organizations to support the design and implementation of innovative energy solutions.

“Our Vision, Mission, Values and Strategic Plan serve as a roadmap for GrandBridge Energy’s success. Our customers are an integral part of our journey, and we remain committed to being a good corporate citizen and enabling community ambitions,” added Hughes.

The EDA awards program is the premier recognition of excellence in Ontario’s electricity distribution sector. To learn more about GrandBridge Energy visit grandbridgeenergy.com.

About the EDA

The Electricity Distributors Association is the trusted and vital source for advocacy, insight and information for Ontario's local electricity distributors, the municipally and privately owned companies that deliver essential electricity services to millions of homes, businesses and public institutions across the province. Learn more at www.eda-on.ca.

About GrandBridge Energy Inc.

GrandBridge Energy delivers safe and reliable electricity to 113,000 customers in the City of Brantford, the City of Cambridge, the Township of North Dumfries and the County of Brant. GrandBridge Energy's service territory spans approximately 636 square kilometres. Our talented team provides safe and reliable energy solutions that are strengthened by an unwavering commitment to service excellence.

GrandBridge Energy is guided by a vision to be a leader in energy transformation and driven by a mission to bridge communities to the energy future. Our values are the principles and beliefs that guide our operations. GrandBridge Energy's vision, mission and values are supported by a Five-Year Strategic Plan.

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