



## FOR IMMEDIATE RELEASE

# GrandBridge Energy Launches a New Website!

*Delivering new user-centric online self-serve solutions*

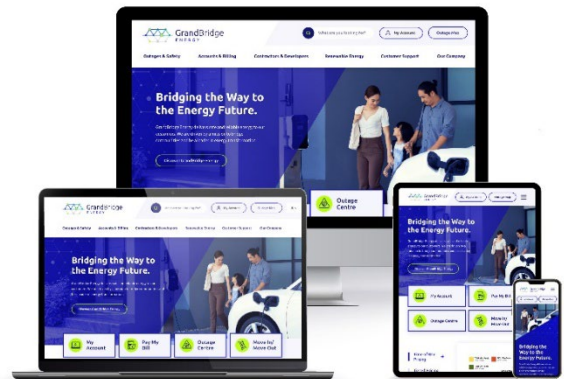
**BRANTFORD AND CAMBRIDGE, ON (July 29, 2024)** – GrandBridge Energy is excited to announce the launch of a new corporate website, [grandbridgeenergy.com](https://grandbridgeenergy.com).

The new website boasts a fresh, contemporary look and user-friendly navigation for all visitors - from homeowners and businesses to contractors and developers - enabling our users to find the information they want in two clicks or less.

## Customer Feedback Reflected in New Web Features & Tools

Customer feedback was gathered throughout the development process via user surveys, focus groups and prototype beta testing. The website contains several new interactive and engaging features, including:

- [A Live Chat on the Outage Centre](#) section of the site provides 24/7 access to an agent who will answer questions during outages.
- A list of [Upcoming Planned Outages](#), including dates, times, and locations.
- An interactive [Understand My Bill](#) tool helps customers learn more about each section of their bill, how charges are determined and what payments are owed.
- A new [Contractor & Developer Hub](#) provides a highly visible, central area for these critical stakeholders to access our services.
- An enhanced Careers section includes a [testimonial video](#) about why GrandBridge Energy is a great workplace.



GrandBridge Energy would like to thank all the customers and stakeholders who provided us with ongoing feedback and insights to improve the online customer experience. Our new website supports GrandBridge Energy's commitment to provide consistent service to all customers, regardless of where they are located in Brantford, Cambridge, the County of Brant, and the Township of North Dumfries.

GrandBridge Energy invites customers, contractors and visitors to explore the new website at [grandbridgeenergy.com](http://grandbridgeenergy.com) and bookmark the site to return to as they move through their energy journey.

The previous utility websites are now retired.

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### **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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