



FOR IMMEDIATE RELEASE

GrandBridge Energy Recognized with Industry Communications Excellence Award

New Website Celebrated for User-Centric Digital-First Experience for Customers

Brantford and Cambridge, ON (March 25, 2025) –GrandBridge Energy is proud to announce that it has been awarded the Communications Excellence Award for its innovative, and user-friendly website. The Electricity Distributors Association (EDA) presented the prestigious award during the EDA 2025 Awards Gala held on Monday, March 17, 2025, at the Fairmont Royal York in Toronto.

"We are truly honoured to receive this award," said Sarah Hughes, President and CEO of GrandBridge Energy. "This achievement is a testament to the dedication, collaboration and innovation of our hardworking employee website team and our talented website partner, [Cinnamon Toast New Media Inc.](#)"

Launched last year, the website grandbridgeenergy.com represents a significant step forward in customer service and operational efficiency. This initiative demonstrates how digital transformation—rooted in stakeholder collaboration—can enhance the customer experience while advancing our ambition to inspire and enable our communities to create a sustainable and resilient future.

Customer Feedback Is Reflected in Web Features & Tools

- [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 listing of [Upcoming Planned Outages](#), including dates, times, and locations.
- An interactive [Understand My Bill](#) tool to help 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's commitment to excellence shines bright among Ontario's local distribution companies (LDCs). In 2024, GrandBridge Energy received the LDC Performance Excellence Award for outstanding performance.

To learn more about the EDA and the 2025 Awards Gala, visit their website <https://www.eda-on.ca/>

To learn more about GrandBridge Energy, visit grandbridgeenergy.com.



About GrandBridge Energy Inc.

GrandBridge Energy delivers safe and reliable electricity to 115,000 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's ambition is to inspire and enable our communities to create a sustainable and resilient future. We are driven by our purpose to lead the energy transition by enabling our communities to achieve a sustainable energy future. Our values are the principles and beliefs that guide our operations. GrandBridge Energy's ambition, purpose and values are supported by a Five-Year Strategic Plan.

Media Contact

GrandBridge Energy Inc.

Allison Cann

Manager, Customer Communications

Office: (519) 621-3530 Ext. 2260 Mobile: 226-750-8597

Email: acann@grandbridgeenergy.com

Website: grandbridgeenergy.com