



FOR IMMEDIATE RELEASE

GrandBridge Energy Crews Continue Power Restoration Following Significant Storm

More than 33,000 customers affected by storm damage

Brantford and Cambridge, ON (September 3, 2026) –GrandBridge Energy crews continue to restore power following a powerful storm that moved through the company's service territory on the evening of September 2. Strong winds, heavy rain and flooding caused widespread outages and extensive damage to electrical infrastructure. At the height of the storm, more than 33,000 customers were without power.

As of September 3, at 1 p.m., approximately 300 customers remain without power, with crews actively working to safely restore the remaining isolated outage areas as quickly as possible.

GrandBridge Energy's service territory of Brantford and the County of Brant sustained the most significant impact, with approximately 20,000 customers affected throughout the event. In Cambridge and North Dumfries, approximately 13,000 customers were impacted.

"We thank our customers for their patience and understanding during the outages caused by last night's storm. Our crews worked throughout the night to safely restore power as quickly as possible. We greatly appreciate the community's support during the response," said Greg Davidson, Vice President of Operations for GrandBridge Energy.

Damage included broken utility poles, downed powerlines and trees and branches falling onto electrical equipment. GrandBridge Energy's System Control operators worked closely with field crews to triage incidents as they were reported, prioritizing emergencies and significant public safety hazards, including calls received from first responders.

GrandBridge Energy recognizes how important timely and accurate information is during a power outage and understands the frustration caused when that information is not available. The company's online outage map was not functioning properly during the storm. GrandBridge Energy apologizes for the inconvenience and is working with its service provider to resolve the issue.

GrandBridge Energy thanks first responders, municipal partners, contractors and arborists who provided important assistance throughout the response.

If Your Power Is Still Out

Customers who are still without power are encouraged to check, from a safe distance, for visible damage to the electrical equipment attached to their property, including the service mast and meter base. Learn more about [customer-owned electrical equipment and demarcation points](#), or contact GrandBridge Energy if you are unsure who owns the damaged equipment.

Customers whose homes or electrical equipment have sustained damage may require an Electrical Safety Authority (ESA) inspection before GrandBridge Energy can safely reconnect service. Once the required inspection and authorization have been completed, crews will work to reconnect those customers over the coming days.

Customers who remain without power and do not see their outage reflected on the outage map are asked to report it through one of the following channels:

- **Call:** 1-833-769-3701
- **Text:** 1-888-726-1139
- **Live chat:** Available through the [Outage Centre](#) webpage
- **Email:** customercare@grandbridgeenergy.com

Stay Clear of Downed Powerlines

The safety of crews and the public remains GrandBridge Energy's top priority. Always assume a downed powerline is live and stay at least 10 metres away — approximately the length of a school bus. Never attempt to move a downed line or clear trees or debris near powerlines.

Report downed powerlines immediately by calling 9-1-1 and GrandBridge Energy at **1-833-769-3701**.

Further updates will be provided as information becomes available.

To learn more about GrandBridge Energy visit grandbridgeenergy.com.

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About GrandBridge Energy Inc.

GrandBridge Energy delivers safe and reliable electricity to 116,000 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.

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