



FOR IMMEDIATE RELEASE

GrandBridge Energy Invites Customers to Have Their Say on Future Electricity Grid Investments

Customer Engagement Survey seeks feedback to help inform the utility's next five-year Distribution System Plan

Brantford and Cambridge, ON (October 15, 2026) – GrandBridge Energy is inviting customers to share their priorities for the future of their local electricity system through a new Customer Engagement Survey, open until the end of November 2026.

As GrandBridge Energy develops its next five-year Distribution System Plan, the utility is evaluating investments needed to maintain and modernize electricity infrastructure while continuing to deliver safe, reliable service as communities grow and electricity needs evolve. Customer feedback is an important part of this planning process, helping GrandBridge Energy better understand what matters most to the people and businesses it serves. The survey provides an opportunity for customers to share their perspectives on electricity reliability, infrastructure investments and future energy needs.

“Planning for the future of our electricity system means understanding the needs and priorities of the customers who depend on it every day,” said Christie Stemmler, Director of Customer Experience, GrandBridge Energy. “We value our customers' feedback, and this survey is an important opportunity for them to have a voice in how we plan for future investments. Their input will help us make informed decisions as we work to maintain a safe, reliable and resilient electricity system for our growing communities.”

GrandBridge Energy has partnered with UtilityPULSE, an independent utility research firm, to conduct the Customer Engagement Survey. As part of this initiative, randomly selected residential and business customers may be contacted by UtilityPULSE and invited to participate. Participation is voluntary, but all customers who are contacted are encouraged to take part. Feedback collected through the survey will help inform GrandBridge Energy's long-term electricity distribution planning and investment priorities.

Customers do not need to wait to be contacted to participate. Anyone interested in sharing their feedback can visit grandbridgeenergy.com/our-company/distribution-system-planning/ to complete the survey most relevant to them.

Two surveys are available:

- **Residential and Small Commercial Customer Survey:** For residential customers and small businesses to share their priorities for electricity service, reliability and future investments.
- **Large Customer Survey:** For large commercial and industrial electricity customers to provide feedback on their operational needs, service expectations and future electricity requirements.

Both surveys will remain open until November 30, 2026.

GrandBridge Energy encourages customers across Brantford, Cambridge, the Township of North Dumfries and the County of Brant to participate and help inform plans for a reliable and resilient local electricity system.

-30-

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.

Media Contact

GrandBridge Energy Inc.

Cassandra Turnbull

Customer Engagement Advisor

Mobile: 519-761-2831

Email: communications@grandbridgeenergy.com

Website: grandbridgeenergy.com