

**City of Port Colborne  
Regular Committee of the Whole Meeting 29-19  
Minutes**

- Date:** December 9, 2019
- Time:** 6:29 p.m.
- Place:** Council Chambers, Municipal Offices, 66 Charlotte Street, Port Colborne
- Members Present:** M. Bagu, Councillor  
E. Beauregard, Councillor  
G. Bruno, Councillor  
R. Bodner, Councillor  
F. Danch, Councillor  
A. Desmarais, Councillor  
D. Kalailieff, Councillor  
W. Steele, Mayor (presiding officer)  
H. Wells, Councillor
- Staff Present:** T. Cartwright, Fire Chief  
A. Grigg, Director of Community and Economic Development  
N. Halasz, Manager of Parks and Recreation  
A. LaPointe, Acting Director of Corporate Services/City Clerk  
C. Madden, Deputy Clerk (minutes)  
T. Rogers, Acting Director of Planning & Development  
P. Senese, Interim Chief Administrative Officer  
S. Shypowskyj, Acting Director of Engineering and Operations  
M. Minor, Marina Supervisor  
C. Larocque, Marina Coordinator  
A. Vander Veen, Drainage Superintendent

Also in attendance were interested citizens, members of the news media and WeeStream.

**1. Call to Order:**

Mayor Steele called the meeting to order.

**2. National Anthem:**

Students from Dewitt Carter Public School choir sang O Canada.

**3. Introduction of Addendum Items:**

Nil.

**4. Confirmation of Agenda:**

Moved by Councillor R. Bodner  
Seconded by Councillor E. Beauregard

That the agenda dated December 9, 2019 be confirmed, as presented.  
CARRIED

By general consensus, items 6, 7, and 8 on the agenda were brought forward after item 9 (Presentations).

**5. Disclosures of Interest:**

Nil.

**6. Adoption of Minutes:**

**(a) Regular meeting of Committee of the Whole 28-19, held on November 25, 2019.**

Moved by Councillor A. Desmarais  
Seconded by Councillor H. Wells

(a) That the minutes of the regular meeting of Committee of the Whole 28-19, held on November 25, 2019, be approved as presented.  
CARRIED

**7. Determination of Items Requiring Separate Discussion:**

The following items were identified for separate discussion:

Items 1, 2, 3, 4, and 13.

**8. Approval of Items Not Requiring Separate Discussion:**

Moved by Councillor R. Bodner  
Seconded by Councillor E. Beauregard

That Items 1 to 16 on the agenda be approved, with the exception of items that have been deferred, deleted or listed for separate discussion, and the recommendation contained therein adopted.

**Items:**

**5. Corporate Services Department, Finance Division, Report 2019-177, Subject: Cancellation, Reduction or Refund of Realty Tax**

Committee of the Whole recommends:

That the applications pursuant to Section 357/358 of the *Municipal Act, 2001*, as amended, 2019-07, 2019-08 and 2018-11 be approved to cancel or reduce taxes in the total amount of \$6,028.59.

**6. Corporate Services Department, Report 2019-185, Subject: Approval of Spending Limits During the Interval Prior to the Approval of the 2020 Budget Estimates**

Committee of the Whole recommends:

That until such time that the 2020 Current Budget is adopted, the following be approved:

1. City Departments, Boards, and Agencies be allowed to incur operating costs to a level of 50% of the departmental expenditure of the prior year.
2. New capital items deemed essential by a department be approved by the respective Standing Committee or Board, or Agency and the Council of the City of Port Colborne prior to purchase.
3. That this policy be communicated to all Department Directors, Boards, and Agencies.

**7. Corporate Services Department, Report 2019-186, Subject: Penalty Charges and Interest Rates for 2020**

Committee of the Whole recommends:

That the Penalty Charges and Interest Charges by-law be adopted to establish the 2020 late payment charges on payments due to the municipality.

**8. Corporate Services Department, Report 2019-187, Subject: 2020 Interim Tax Billing**

Committee of the Whole recommends:

That a by-law be adopted to authorize the 2020 interim levy of taxes for all property tax classes, from the last revised assessment roll, before the adoption of the estimates for the year and final tax levy rates are established.

**9. Corporate Services Department, Report 2019-188, Subject: 2020 Borrowing By-law**

Committee of the Whole recommends:

That Council adopt a by-law to authorize temporary borrowing, as required, of up to \$4,000,000.00 for operating cash flow to meet the current expenditures of the Corporation until property taxes are billed and collected.

**10. Planning and Development Department, Report 2019-192, Subject: Department of Planning and Development 2019 Activity Report**

Committee of the Whole recommends:

That Department of Planning and Development Report 2019-192, 2019 Activity Report be received for information.

**11. Engineering and Operations Department, Operations Division, Report 2019-193, Subject: Port Colborne Drinking Water Quality Management System (DWQMS) Re-accreditation Audit**

Committee of the Whole recommends:

That Engineering and Operations Department Report 2019-193, Port Colborne Drinking Water Quality Management System Re-accreditation Audit be received for information.

**12. Juli Longaphie, Main Street BIA Secretary Re: Main Street Business Improvement Area - Appointment of Board Members**

Committee of the Whole recommends:

That Stephen Williams, Marsha Cox, and Dee Tilbrook be appointed to the Main Street Business Improvement Area Board for a term ending December 31, 2022.

**14. Region of Niagara Re: Analysis of Niagara Region's Role in Tourism (ED Report 12-2019)**

Committee of the Whole recommends:

That the correspondence received from the Region of Niagara Re: Analysis of Niagara Region's Role in Tourism, be received for information; and

That the Economic Development Officer to provide comment to the Niagara Region.

**15. Niagara Regional Housing Re: Niagara Regional Housing Quarterly Report – July 1 to September 30, 2019**

Committee of the Whole recommends:

That the correspondence received from the Region of Niagara Re: Niagara Regional Housing Quarterly Report – July 1 to September 30, 2019, be received for information.

**16. Township of Wainfleet Re: Municipal Liability and Insurance Costs**

Committee of the Whole recommends:

That the resolution received from the Township of Wainfleet Re: Municipal Liability and Insurance Costs, be received for information.

**9. Presentations:**

**(a) 2019 Mayor's Christmas Card Contest Winners**

Mayor Steele presented to the Christmas Card Contest Winners a large copy of their drawing and a framed copy of the card. The winners were Maria Gonzalez, Nathan Saltarelli, Ryleigh Huneault, Ksenia Rungi-Ruston, Kaelyn Laramee, Mercedes Allen, and Ashton Anderson. A copy of the presentation is attached.

**(b) Don Gilbert, Manager of Operations and John Sander, Manager of Customer Engagement, Canadian Niagara Power will be providing a Year-End Review of Recent Capital Investments and Performance Levels**

Don Gilbert, Manager of Operations and John Sander, Manager of Customer Engagement, Canadian Niagara Power provided a presentation with respect to their year-end review of recent capital investments, including the customer self-help portal and the customer outage notifications. A summary of system reliability during the major wind event on October 31 through to November 5, 2019 was also provided. A copy of the presentation is attached.

**10. Delegations:**

Nil.

**11. Mayor's Report:**

A copy of the Mayor's Report is attached.

**12. Regional Councillor's Report:**

Councillor Butters provided pamphlets for Community Support Services of Niagara which helps seniors in the Niagara Region live independently in their own homes. Councillor Butters reported that at the last budget meeting on November 28, 2019, the percentage has been lowered from 6% to 5.8%. This is based on an average household assessment in the Niagara Region being \$277,000. It was determined that approximately 85% of households are assessed at less than \$400,000. Councillor Butters informed Council that a 2-year pilot project is being conducted to have Peritoneal Dialysis procedures take place at Northland Point during the night time while the patient sleeps so that those patients can participate in other activities during the day time. Councillor Butters responded to various questions from Councillors with regards to the budget.

**13. Councillors' Items:****(a) Information Meeting for Ward 4 (Wells)**

Councillor Wells reported that the information meeting for the residents of Ward 4 at the Bethel Community Centre that occurred on December 3, 2019 was well-attended. In addition, Councillor Wells reported that staff from the Niagara Region Public Health attended the meeting to educate rural residents on safe drinking water as well as safe and operational use of septic systems. Councillor Wells noted that staff from the Planning & Development Department also attended the meeting to answer questions from residents.

**(b) Hydro One Class Environmental Assessment (Desmarais)**

Councillor Desmarais informed residents that Hydro One has initiated a Class Environmental Assessment for the Port Colborne transmission station located at Durham and Davis Streets. In addition, Councillor Desmarais reported that letters will be sent out to the residents who live in that immediate area and that she can be contacted if there are any questions in regards to this.

**(c) Rail on Sugarloaf and Elm Streets (Bagu)**

In response to Councillor Bagu's request for comment on the email that was sent out regarding the railway crossing on Sugarloaf and Elm Streets, the Acting Director of Engineering and Operations informed Council that staff had

touched base with Trilliam and a decision has been made to postpone the work to April of 2020.

**(d) Street Light on Barrick Road (Danch)**

In response to Councillor Danch's request to have a street light repaired on Barrick Road, the Acting Director of Engineering and Operations confirmed that he would investigate the matter.

**(e) Boat Ramp at Sugarloaf Marina (Danch)**

In response to Councillor Danch's concern about a large quantity of wood and logs washed up from the storm by the boat ramp at Sugarloaf Marina, the Manager of Parks and Recreation confirmed that there is a plan to remove the wood and logs from that area.

**(f) Bandshell at H.H. Knoll Park (Danch)**

Councillor Danch reported that there may be someone sleeping in the bandshell located at H.H. Knoll Park and asked staff to look into this.

**(g) Debris by the Killaly Street Bridge (Danch)**

Councillor Danch reported that there is some litter and debris near the Killaly Street bridge which could be Seaway property but still asked staff to look into this.

**(h) Street Lights around the City (Kalailieff)**

Councillor Kalailieff expressed appreciation towards the Acting Director of Engineering and Operations for repairing many lights around the City as well as for providing knowledge and information to citizens inquiring about lights around the City.

**(i) Niagara Regional Police Locked Cars Program (Kalailieff)**

Councillor Kalailieff expressed enthusiasm and appreciation with respect to the Niagara Regional Police program that monitors cars around the City to ensure they are locked. Councillor Kalailieff reported that this program will remind owners to lock their cars and deter theft from occurring.

**(j) Quarry Issue that arose at Information Meeting for Ward 4 (Bodner)**

Councillor Bodner reported that questions came up at the information meeting for Ward 4 residents regarding the expansion of the quarry and what the City's role is in terms of noise, dust, wells etc. In response to Councillor

Bodner's request for staff to be directed by Council to prepare a report that addresses these queries, the Interim Chief Administrative Officer confirmed that this matter can be discussed at the next Directors' meeting and information which sets out each level of government's responsibilities will be prepared in the New Year.

**Staff responses to Previous Councillors' enquiries:**

**(a) Toy Drive (Chief Cartwright)**

Chief Cartwright expressed appreciation to all those who contributed toy and monetary donations at the Fire Hall over the last few weeks and reported that those donations have been delivered to Port Cares who will distribute them to members of the Community that require assistance.

**(b) Fire Safety Message (Chief Cartwright)**

Chief Cartwright provided a fire safety message to residents heading into the holiday season and expressed appreciation towards everyone working hard to make it a fire safe Christmas season.

**14. Consideration of Items Requiring Separate Discussion:**

**1. Engineering and Operations Department, Engineering Division, Report 2019-176, Subject: Skelton Municipal Drain Meeting to Consider**

Brandon Widner, P. Eng. Of Spriet Associates & Architects provided a verbal presentation outlining the Engineering Division's report regarding the Skelton Municipal Drain Meeting to Consider. The public were given the opportunity to ask questions in accordance with the *Drainage Act*. No questions were asked.

Moved by Councillor M. Bagu  
Seconded by Councillor H. Wells

That the Mayor and Clerk be directed to execute a by-law to provisionally adopt the Skelton Municipal Drain Engineer's Report, dated October 29, 2019, prepared by Brandon Widner, P. Eng. of Spriet Associates Engineers & Architects, under Section 78, Chapter D.17 of the *Drainage Act R.S.O. 1990*.

That staff be directed to advance the Skelton Municipal Drain Engineer's Report to that of the Court of Revision, as per Section 46(1), Chapter D.17 of the *Drainage Act R.S.O. 1990*.



That Councillor Bagu and Councillor Wells be appointed as a member of the Skelton Municipal Drain Court of Revision and Councillor Bruno be appointed as an alternate to be tentatively scheduled for January 21, 2020, and to be confirmed with the adjoining municipalities.

CARRIED

**2. Community and Economic Development Department, Parks and Recreation Division, Report 2019-190, Subject: Presentation of Parks and Recreation Master Plan (Draft)**

Pierre Chauvin, Partner of MHBC Planning provided a powerpoint presentation that summarized the Parks and Recreation Master Plan.

Moved by Councillor R. Bodner  
Seconded by Councillor H. Wells

That the Parks and Recreation Master Plan, as presented in Community and Economic Development, Parks and Recreation Report 2019-190, Subject: Presentation of Parks and Recreation Master Plan (Draft), be endorsed;

That the Director of Community and Economic Development be directed to commence implementation of the recommendations found within the Parks and Recreation Master Plan, including the submission of items for Council approval through the annual capital and operating budget process, and report back quarterly on implementation progress.

CARRIED

**3. Motion by Councillor Bagu Re: Grant Monies for Residential Lead- Lined Water Service Replacement**

Councillor Bagu removed the word "trial" from the motion.

Moved by Councillor H. Wells  
Seconded by Councillor M. Bagu

That staff bring forward a request in the 2020 water/wastewater budget process for the implementation of a 1 year grant program for homeowners to receive assistance when replacing their lead / leaking service lines.

CARRIED

**4. Fire and Emergency Services Department, Report 2019-189, Subject: Municipal Establishing and Regulating By-law**

Moved by Councillor D. Kalailieff  
Seconded by Councillor E. Beauregard

That the proposed by-law be adopted as the City of Port Colborne's Fire Department Establishing and Regulating By-law, and that By-law No. 6606/61/18 be repealed; and

That the Mayor and City Clerk be authorized to execute the appropriate documents.

CARRIED

**13. Memorandum from Nancy Giles, Executive Assistant Re: Report from Grant Policy Committee – Policy and Application Changes**

Moved by Councillor G. Bruno  
Seconded by Councillor E. Beauregard

That the memorandum from Nancy Giles, Executive Assistant on behalf of the Grant Policy Committee Re: Report from the Grant Policy Committee – Policy and Application changes, be received; and

That Council approve the request from the Grant Policy Committee regarding changes to the Grant Policy and Grant Application.

Moved in amendment by Councillor A. Desmarais  
Seconded by Councillor G. Bruno

That the main motion be amended by adding the following as the second paragraph:

“That Section 3.0 of the Grant Policy be amended by adding “or a non-profit organization within the City of Port Colborne.””

The vote was then called on the main motion, as amended, as follows:

That the memorandum from Nancy Giles, Executive Assistant on behalf of the Grant Policy Committee Re: Report from the Grant Policy Committee – Policy and Application changes, be received;

That Section 3.0 of the Grant Policy be amended by adding “or a non-profit organization within the City of Port Colborne”; and

That Council approve the request from the Grant Policy Committee regarding changes to the Grant Policy and Grant Application.

CARRIED

**15. Notice of Motion:**

Nil.

**16. Adjournment:**

Mayor Steele adjourned the meeting at approximately 9:06 p.m.  
CARRIED.

AL/cm



## MAYOR'S REPORT – DECEMBER 9, 2019

### **SANTA CLAUS PARADE**

A big thank you to everyone who participated in last Saturday evening's Santa Claus Parade.

With 58 participants decked out in wonderful decorations and lights, it was quite a night. And of course, the jolly man himself.

Our six judges had a difficult time deciding, but the winners are:

2nd Port Colborne Scouts - Community  
Dance Expressions - Business  
Port High - Musical  
Quad Niagara ATV Club - Other  
Girl Guides - People's Choice

### **NEW YEAR'S EVE CELEBRATIONS**

Bring in the new year with your family by joining us on December 31<sup>st</sup> at the Vale Health & Wellness Centre for cookie decorating, the Mad Scientist, bouncy castles, kite making, face painting, games, free swimming and skating. Most activities are on between 2-6 pm and specific times for shows are listed on our website.

Fireworks, weather permitting, will go off at 6.

On behalf of staff and members of City Council, we wish everyone a very, very Merry Christmas and a Joyous New Year.

## Christmas Card Contest

I would like to thank all of the children of the city for sending me their drawings for consideration in our Christmas Card Contest.

Tonight as you can see by these poster boards, we have some great artists among us.

Their drawings were blown up and put on these poster boards and displayed on our float for the Santa Claus parade.

Each of you will get to take home your upsized drawing.

We also have a framed copy of the card for each of you.

For the front of the card, we choose a drawing by Maria Gonzalez, a Grade 8 student at Oakwood Public School.

Her drawing shows our iconic bridge and city logo as well as great detail in her evergreen trees.

Maria, can you please come up.

*Maria comes up.*

We have a PORTicipate prize package for each of you, which also includes some blank Christmas cards for you to take home and send to family and friends.

Maria, if you could just stand in front while I call up the other children, and then we will take a group photo.

Next, we have Mercedes Allen, a grade 7 student at St. Patrick Catholic School, who provided us with a drawing iconic bridge inside a snow globe with buildings in the background.

Mercedes, can you please come up.

*Mercedes comes up. Present frame and bag.*

Kaelyn Laramée is a grade 2 student at Oakwood Public School.

She drew a picture of our lighthouse decorated for Christmas.

Kaelyn can you please come up.

*Kaelyn comes up. Present frame and bag.*

Next is Nathan Saltarelli, a grade 8 student at St. Patrick Catholic School.

Nathan's picture is our Library and Archives Building, which are special to his family as his mom works there.

Also, he and his brother Adam have a colouring duel going on to see who can get their picture into the City's Christmas card the most. Nathan currently has 2, and Adam 1, but Adam now has 2 more years to try again.

Nathan, can you please come up.

*Nathan comes up. Present frame and bag.*

Next is Ashton Anderson, a grade 5 student at St. Therese Catholic School.

Ashton's picture is Santa driving the grader at our new Engineering and Operations Centre, where his dad fixes our City equipment.

Ashton, can you please come up.

*Ashton comes up. Present frame and bag.*

Next we have Ksenia Rungi-Ruston, a grade 7 student at Ecole Saint-Joseph.

Ksenia's picture is of a couple relaxing on a park bench on West Street watching a ship pass under the bridge.

Ksenia can you please come up.

*Ksenia comes up. Present frame and bag.*

And finally, we have Ryleigh Huneault, a grade 7 student at St. Patrick Catholic School.

Ryleigh is no stranger to winning this contest either. This year she drew Christmas balls containing scenes of Port Colborne

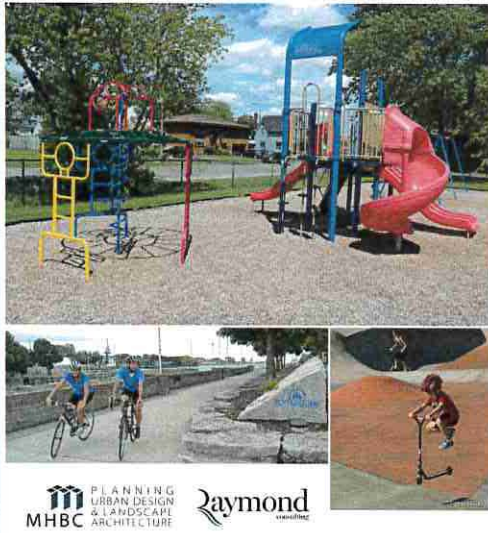
Ryleigh, can you please come up.

*Ryleigh comes up. Present frame and bag.*

We will now do a group photo if the parents want to get ready.



**PORT COLBORNE**  
**CITY OF PORT COLBORNE**  
 Parks & Recreation  
 Master Plan  
  
 Port Colborne City Council  
 December 9, 2019



PLANNING  
 URBAN DESIGN  
 & LANDSCAPE  
 ARCHITECTURE

## Purpose of the PRMP

- Identify needs and priorities to 2030.
- Shape decision making over next 10 years.
- Provide long-term direction on provision of parks, trails, facilities, recreational programming and events
- Flexible, working document adaptable to changing trends/values

## Community/Staff Consultation

1. Facilitated two Public Open Houses
2. Working session with stakeholder groups
3. Online Survey  
• 372 respondents
4. Facilitated discussions with Mayor and Council
5. Facilitated discussions with department heads and senior management
6. Working sessions with Staff and CAO
7. Focus group session with Canal Days Committee

**372**  
Online Survey Respondents  
Representing

**1,198**  
Individuals

## Emergent Themes

1. Accessibility & Inclusiveness
2. Partnerships & Collaboration
3. Communication & Engagement
4. Innovation and Building Capacity
5. Optimization of Infrastructure

## Accessibility & Inclusiveness



1. Create park and facility guidelines that exceed AODA standards and implement inclusive design.
2. Ensure physical accessibility measures are incorporated into existing and new facilities and considered for all recreational programming.
3. Develop an Active Aging Strategy that focuses on getting older adults into programs and facilities as they age.
4. Support the development of a 'Sports Council/Alliance'

## Accessibility & Inclusiveness



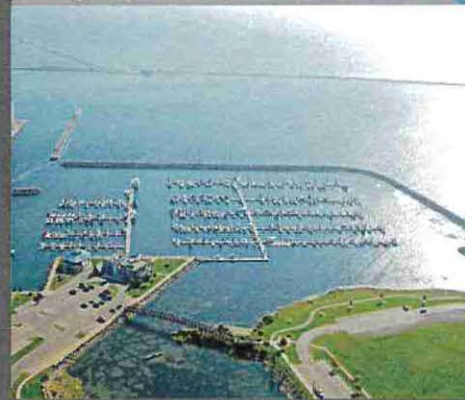
5. Establish a regular maintenance schedule/work plan to guide park and facility improvements based on Parks Inventory (see Appendix E)
6. Prepare and implement an Accessibility Mandate/Terms of Reference
7. Promote healthy behaviours at City-run events
8. Explore new ways to encourage and build awareness in Port Colborne's spontaneous and drop-in recreation activities

## Partnerships & Collaboration



1. Engage in discussion with the YMCA to address internal processes, policies and procedures. This may include reviewing the existing joint agreement.
2. Develop and maintain a Parks and Recreation Partnership Framework.
3. Engage in discussion with interested private and not for profit organizations to facilitate programming and services at Roselawn Centre for the Arts.
4. Partner/collaborate with health, education and policing/justice agencies to address concerns associated with Needle Debris in public spaces.

## Communication & Engagement



1. Prepare a Parks & Trails Wayfinding Strategy.
2. Install wayfinding/entrance signs at key focal points, park entrances and along trails.
3. Establish a Departmental Vision and Mission
4. Develop and maintain an integrated Parks and Recreation Website tool
5. Prepare and continually update a comprehensive database of stakeholders from recreation organizations
6. Adopt a Department-wide Signage Advertising Policy to increase sponsorship opportunities

## Innovation & Building Capacity



1. Prepare a Strategic Action Plan for the development of the Port Colborne's waterfront, including the Canal, Nickel Beach, Marina, etc.
2. As part of Port Colborne's Waterfront Strategy, develop and implement a Strategy for Nickel Beach development.
3. Consider preparing an Events, Culture, and Sports Tourism Strategy (ECSTS)
4. Consider hiring a Tourism Product Development Specialist
5. Build on and incorporate emerging sport and recreational activities into program offerings

## Innovation & Building Capacity



6. Prepare a Canal Days Business Plan with the primary focus of identifying a Host Organization
7. Invest in trail enhancements/connections through the preparation of a Trails and Bicycling Master Plan (TBMP)
8. As part of the TBMP, develop and enforce a Trails Code of Conduct for all trail users in conjunction with neighbouring municipalities
9. Develop a long-term growth strategy for the Sugarloaf Marina
10. Adopt a Project Feasibility Framework for all potential infrastructure projects

## Optimization of Infrastructure



1. Identify opportunities to maximize multi-use recreational space at Vale Health and Wellness Centre to increase the supply of multi-use and multi-functional rooms
2. Review and update operating agreements with Rural Community Centres
3. Require all organizations renting/utilizing Port Colborne facilities to report annually on the number of registered participants
4. If deemed appropriate, consider the repurposing or disposition of some parkland that is underutilized/does not meet parkland standards
5. Monitor population growth/decline and facility provision

# QUESTIONS



 PORT COLBORNE Thank you!

 MHBC  RAYMOND

# Canadian Niagara Power Port Colborne - General Update

THE CITY OF PORT COLBORNE  
CITY COUNCIL MEETING  
DECEMBER 9, 2019

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CANADIAN NIAGARA POWER INC.  
A **FORTIS** ONTARIO  
*Company*



CANADIAN NIAGARA POWER INC.

A FORTIS ONTARIO  
Company

# Agenda

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- October 31 Major Weather Event
- System Reliability
- Recent CNPI Port Colborne System Enhancements
- System Investment
- Operating & Maintenance Programs
- Customer Communication Enhancements

# System Reliability

## Major Wind Event Halloween

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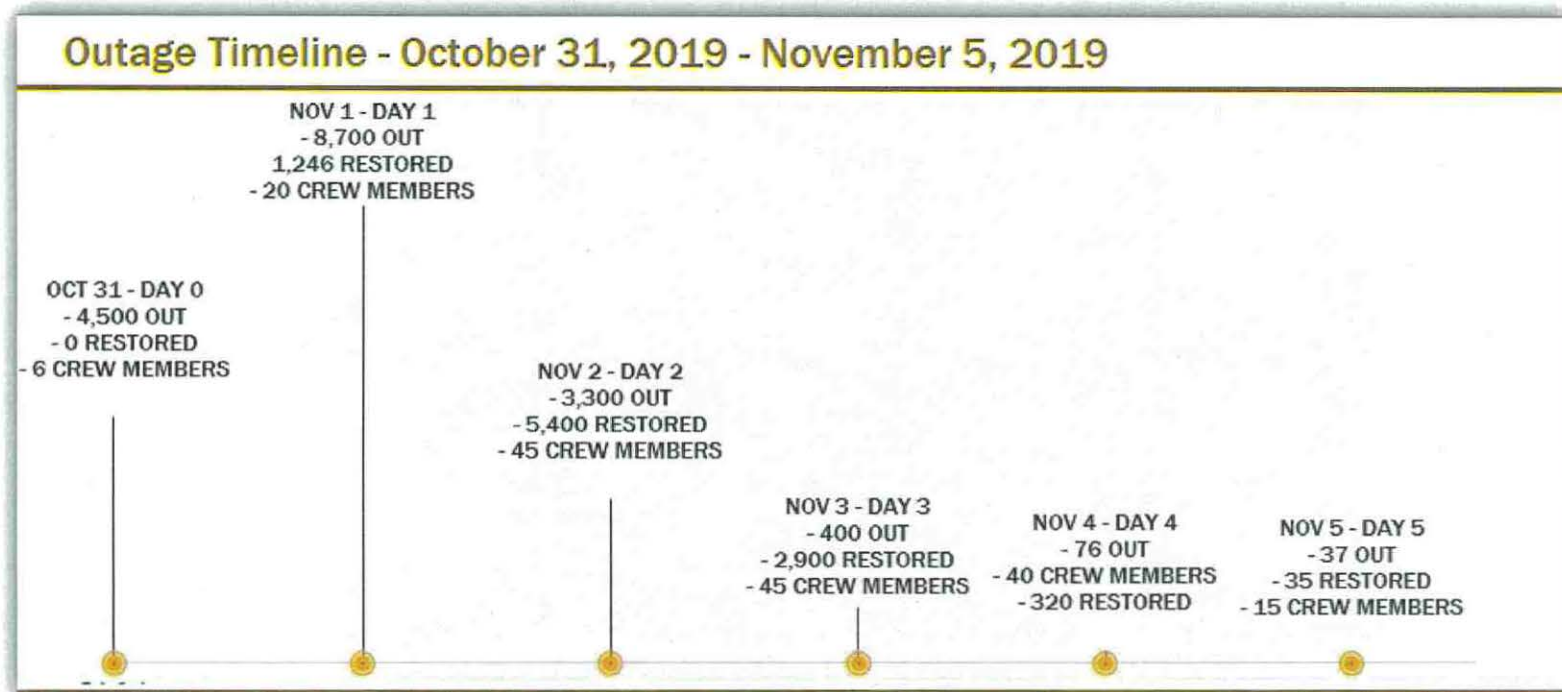
CANADIAN NIAGARA POWER INC.  
A FORTIS ONTARIO  
Company

- Commenced October 31 Approximately 19:00
- Winds in excess of 130 km /hour were realized in the CNPI service territory
- At the height of the storm 8,700 Customers were without power (33% of CNPI's Customer Base)
- 42 Broken poles occurred that required replacement
- Over 450 work orders issued in the 5 days
- Received approximately 3,000 calls

# System Reliability Major Wind Event Halloween



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# System Reliability Annual Port Colborne YTD



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Company

Customer Affected	Customer Hours	YTD May	Customer count	SAIFI YTD	SAIDI YTD
21152.00	29248.96	2017	9205	2.30	3.18
24420.00	17,691.73	2018	9210	2.65	1.92
12551.00	19,589.95	2019	9210	1.36	2.13

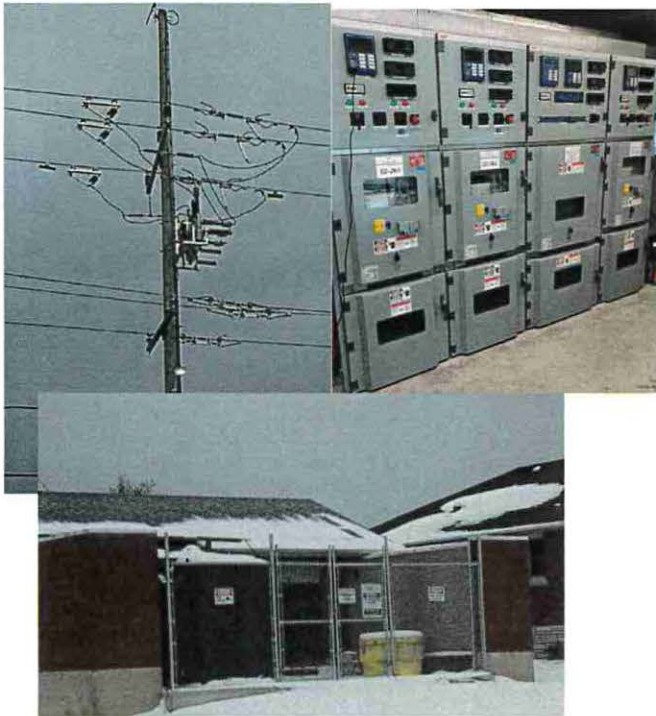
- Weather- Wind /Lightning
- Wildlife
- Emerald Ash Borer Infestation
- Equipment failure



# System Investment



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Company



- Line Rebuilds - Jefferson Area
  - Distribution Automation- 17 Automated Devices Implementation Q3 2020
  - Wildlife Equipment Protection - Initiated
  - Substation Jefferson St. Stn .Renewal
- Approximately \$4,000,000 2019 Investment In Port Colborne Service Area

# Customer Communication



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A FORTIS ONTARIO  
Company

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Two significant projects currently underway:

- *Customer self-help portal*
  - Scheduled for February, 2020 launch
- *Customer outage notifications*
  - Scheduled for Q1, 2020 launch

# Customer Self-Help Portal



CANADIAN NIAGARA POWER INC.  
A FORTIS ONTARIO Company

Online payment

Payment history

Historical consumption

Update personal info

The screenshot shows the Fortis Ontario Customer Self-Help Portal dashboard. At the top, there are logos for FORTIS ONTARIO, Algoma Power Inc., Cornwall Electric, CANADIAN NIAGARA POWER INC., and Eastern Ontario. Below the logos, a navigation bar includes a 'Change Account' link, the current account number '1118034', and buttons for 'More', 'Refresh', and 'Logout'. The main content area is divided into several sections:

- Home:** A section for logging in with 'Enter the User Name' and 'or Account Number' fields, and a 'Switch Account' button.
- Welcome to MyAccount Dashboard:** A message stating: 'A convenient way to check on your account details and information that matters. Alerts, recent usage and bill details allow you to monitor your usage and control your utility bill costs.'
- Account Details:** Fields for 'Address', 'Name', and 'Balance: \$0.00'.
- My Current Bill:** A section showing 'Current Balance: \$0.00' and a 'Pay Bill' button.
- My Alerts:** A section for alerts.
- My Recent Usage:** A section showing electricity usage with a bar chart. It states: 'You used 171.3 KWH more electricity compared to your previous bill'. The chart shows usage on the current bill dated 1-Nov-2018 (1,410.7 KWH) and usage on the previous bill dated 1-Oct-2018 (1,239.4 KWH).
- My Smart Meter Activity:** A section for smart meter activity.

On the left side of the dashboard, there is a vertical navigation menu with icons for Home, Payment, Transactions, Usage, Smart Meter, Compare, Profile, and a Home button at the bottom.

# Customer Outage Notifications

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A FORTIS ONTARIO  
Company

- When the power goes out, customers simply want to know that CNPI is aware of the problem(s) and doing everything possible to restore service
- Provide customers with current outage information including:
  - Known outage areas
  - Current restoration efforts
  - Notify customers with updates or information regarding their services
- Updates sent to customer in the form of *text-based* messages

Thank You!

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Company



Discussion