



NEWS RELEASE – March 28, 2017

Veridian receives prestigious industry award; company President and CEO also recognized

Ajax, ON – It was a remarkable night for Veridian Connections (“Veridian”) and its President and CEO Michael Angemeer at the Electricity Distributors Association’s (“EDA”) annual Awards Gala held Monday evening at the Fairmont Royal York Hotel in Toronto. The utility received the prestigious Performance Excellence Award and Angemeer received the Chair’s Citation Award.

The Ontario Power Generation LDC Performance Excellence Award is presented to a local electricity distribution member of the EDA which has distinguished itself among its peers by performance excellence in the following areas during 2016: Occupational Health and Safety, Operational Excellence, Financial Operations, Retail Strategies for Conservation and Demand Management and Contribution to the Community.

“This award is a testament to the hard work of our amazing employees and their strong ongoing commitment to Veridian’s business operations,” said Angemeer. “The company and its customers benefited from exceptional overall performance in 2016, and we’re rightfully proud of the benefits that these efforts have brought to customers and shareholders. As one of the most efficient large utilities in Ontario, our quest to better serve our customers, provide high quality services and innovation, and seek new business opportunities is ongoing.” Angemeer added, “The company is also supported by an amazing Board of Directors that supports and oversees Veridian’s excellent performance, and provides a valuable connection to its shareholder communities.”

Veridian’s submission to the EDA presented its performance scorecard trends from 2013 to 2016, which served to highlight its operational excellence within the nomination award criteria. Some of the accomplishments and milestones in 2016 included:

- Significant improvement in electricity system reliability performance from 2013 to 2016. System reliability results in 2016 were among the best recorded over the past 11 years.
- The launch of “my.alerts”, an outage notification system that provides customers with outage information and updates through SMS, text, email and telephone.

- The launch of “my.customers”, a company-wide campaign that reinforces Veridian’s commitment to providing excellent customer service and exceeding customers’ expectations with every interaction.
- 1.5 million hours worked without a lost-time injury.
- The company’s record of managing costs in line with the industry inflation rate was maintained.
- 134 per cent of the company’s planned energy saving target was achieved.
- An annual sponsorship budget supporting key in the communities it serves, equalling about \$2 per customer, was set aside from shareholder returns to help fund local charities and provide education bursaries.

The EDA’s Chair’s Citation Award is presented to a director or executive of a local distribution company for outstanding service to the EDA and the industry over an extended period of time, or for an exceptional contribution to a special project.

Through Angemeer’s leadership, Veridian has become known for innovation in merger and acquisition efficiencies, health and safety, sustainability, smart grid, economic development, community building and electric vehicles. The company has been recognized as one of Canada’s Greenest Employers for seven consecutive years, and has received numerous business excellence, environmental and community awards. Angemeer previously served ten years on the EDA’s Board of Directors and was Chair in 2006. He also played an instrumental role in founding the Durham Strategic Energy Alliance (“DSEA”) as founding Chair and the Spark Centre Regional Innovation Centre as founding Past Chair.

“On behalf of Veridian’s Board of Directors, I would like to congratulate Michael on this special recognition,” said Board Chair Adrian Foster. “Michael is a respected leader and visionary in the energy industry, and his guidance spanning some thirteen-plus years to Veridian is second-to-none. Veridian is ideally positioned to be even more successful in the years to come with him at the helm.”

Angemeer is currently leading the company through a potential merger with Whitby Hydro to further optimize services and create an enhanced platform to provide benefits to customers and shareholders. The two utilities are optimistic about their ability to deliver synergies through consolidation – sharing common guiding principles, and a strong track record of customer service, reliability, financial stability and strategic partnerships. Veridian also wishes to congratulate Whitby Hydro on their prestigious EDA award highlighting their collaboration with other utilities. Bringing best practices of these two leading utilities together has the potential to provide critical support to the smart growth of Durham Region – one of the fastest growing areas in Ontario.

Veridian would like to thank the EDA and Ontario Power Generation for their support of these awards.

Veridian Connections, serving more than 120,000 residential and business customers, is the fifth largest municipally owned electric utility in Ontario. The City of Pickering, the Town of Ajax, the Municipality of Clarington and the City of Belleville jointly own Veridian Corporation, the parent company to Veridian Connections. The utility has a successful history of effective growth through two mergers and five acquisitions, and now serves nine communities east and north of Toronto more efficiently than any other large non-contiguous utility in Ontario. Veridian has a keen focus on reliability, customer

communication and helping to lower customers' electricity bills through the delivery of innovative conservation programs and reasonable rates. Veridian not only contributes to local communities through industry leading financial returns, but also helps build stronger communities through the support of youth, health, education, the arts, the environment and many charitable organizations. Industry leading employee programs, public safety and a focus on employee engagement has created an environment that has attracted seven consecutive Canada's Greenest Employer awards and one Top GTA Employer award. Veridian has now diversified into renewable energy, and will be establishing other value added offerings for its customers.

-30-

For more information, contact:

Chris Mace
Corporate Communications Representative
Veridian Connections Inc.
905-427-9870, extension 2218
Follow us on Twitter: [@VeridianTweets](https://twitter.com/VeridianTweets)