



NEWS RELEASE – June 26, 2014

Veridian launches new web-based outage map

Ajax, ON – Veridian Connections (“Veridian”) has added a user-friendly outage map to its website. The new map, found at veridian.on.ca/outages, will be useful for customers affected by small outages to the more severe ones such as the December 2013 ice storm, which impacted service for 65,000 Veridian customers in Ajax, Pickering, Clarington and Port Hope.

“While Veridian is an industry leader in providing reliable, efficient and sustainable energy solutions and services, outages do occur and it’s always our goal to restore service to all customers as quickly as possible,” says Veridian President and CEO Michael Angemeer. “The new map makes information about outages readily available to our customers and empowers them to make informed, timely decisions for their family or business.”

Mobile- and tablet-friendly, the outage map highlights an area affected by a power outage with a circular symbol. The area appears in a certain colour, depending on the number of customers without power. For example, a blue symbol represents 1 to 50 customers without power, a green symbol 51 to 500, a yellow symbol 501 to 5,000 and a red symbol more than 5,000. Followers of Veridian’s Twitter account ([@VeridianTweets](https://twitter.com/VeridianTweets)) will be directed to the map when there’s an outage affecting more than 10 customers, and be notified when the outage has been restored.

“Valuable lessons have been learned in the wake of the single worst outage experienced by Veridian since it was founded in 1999,” explains Board Chair and City of Pickering Deputy Mayor Doug Dickerson. “The company has invested many hours in consultations with employees, its Board, representatives from the affected communities and customers – all with a single goal: to continuously improve our service to customers. The outage map, along with a list of many improvements the company is putting into action, is a step in the right direction.”

Veridian Connections Inc. safely and reliably delivers electricity to more than 117,000 customers in the Cities of Pickering and Belleville, the Towns of Ajax and Gravenhurst, the Municipality of Port Hope, and the communities of Uxbridge, Bowmanville, Newcastle, Orono, Port Perry, Beaverton, Sunderland and Cannington. Veridian Connections Inc. is a wholly owned subsidiary of Veridian Corporation. The City of Pickering, the Town of Ajax, the Municipality of Clarington and the City of Belleville jointly own Veridian Corporation.

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