

FOR IMMEDIATE RELEASE (March 23, 2020) – As the COVID-19 pandemic continues to evolve in Alberta (and around the world), FortisAlberta is taking the necessary actions and precautions to protect the health and well-being of its employees and continue to provide electricity service to its customers. FortisAlberta serves more than half a million customers with the electricity they depend on to take care of their families and community members throughout our province.

“We recognize these are challenging times as while most Albertans are asked to stay home others continue to work in the community to provide essential services. As your electricity distribution provider, please be assured you can count on us to do what we do best – provide our customers with safe and reliable electricity service wherever and whenever they need it,” says Michael Mosher, FortisAlberta President and CEO.

FortisAlberta is proud to be a part of the communities it serves and commits to keeping the lights on for its customers. The company is providing a full range of services for its customers and has instilled best practices within critical parts of its business. The company’s control centre continues to remotely monitor, control, and restore, where possible, the delivery of power across the entire province. Early in March, FortisAlberta implemented its business continuity plan and the company remains fully accessible to customers 24/7 by phone at 310-WIRE (9473) or through its mobile app where customers can report outages online or view details of an outage. Customers can also sign up for outage alerts to their mobile phone and/or email address to let them know if an outage does occur.

FortisAlberta’s power line employees are geographically dispersed across 50 different communities so they can quickly address any issues that may arise. The company has implemented work from home measures and isolation best practices to ensure no disruption to customers.

FortisAlberta will continue to remain in close communication with its stakeholders to provide updates to customers and with industry associations to share guidance specific to the electricity sector. FortisAlberta will also continue to invest in and empower its communities by contributing

to organizations that offer programs and services aligned with the greatest needs in the communities it serves.

With the Alberta Government's recent announcement to provide relief to eligible Albertans by deferring electricity and gas charges for up to 90 days, FortisAlberta is committed to working with stakeholders and retail partners to ensure this option is available to customers quickly and efficiently.

For more information about how FortisAlberta is committed to bringing us all together while we are apart, visit [fortisalberta.com](https://www.fortisalberta.com).

---

## About FortisAlberta

As owner and operator of more than 60 per cent of Alberta's total electricity distribution network, FortisAlberta's focus is delivering safe and reliable electricity to more than half a million residential, farm and business customers. The Company serves more than 240 communities with 124,000 kilometres of distribution power lines across Alberta.

### **Media Contact:**

Alana Antonelli, Manager, Corporate Communications and Marketing

587-216-8127

FortisAlberta Inc.

[Alana.Antonelli@fortisalberta.com](mailto:Alana.Antonelli@fortisalberta.com)