



For Immediate Release
Wednesday May 24, 2017

Our Vision Evolves...

Our Commitment to Reliable, Sustainable and Innovative Energy Solutions stays the same.

Saint John Energy has released its 2016 Annual Report, providing an overview of a very successful year. Saint John Energy's rates are among the lowest in our region. On average, residential rates are 10% lower and commercial rates are 3% lower than elsewhere in the province. The duration of our average system interruption was 1.75 hours / year and the frequency of our average system interruption was 1.36 interruptions / year which are significantly less than the national averages.

2016 was another challenging, eventful and exciting year for Saint John Energy; here are the highlights:

- Launched the Mini Split Ductless Heat Pump Rental Program with a total of 1,600 units rented by the end of 2016
- Achieved 250,000 hours of safe work without a lost-time incident
- Westmorland substation expansion
- Replaced 100% of transformers known to contain PCB's
- Implemented cloud-based data collection and reporting technology in many of our field operations
- Shared energy conservation tips with our customers on our website, Twitter and Facebook
- Achieved a net income of \$1.3 million

"I'm pleased to report that our customer satisfaction and reliability levels remained steady, comparing favourably to our peers across the country. These results are largely attributable to the dedication of our employees, and our ongoing commitment to our customers and community." said Ray Robinson, President & CEO of Saint John Energy. "Supporting the community is important to us, and our three areas of focus continue to be education, community-building and provision of food and warm shelter. In the next year, in partnership with the United Way, we will be evolving our primary focus to Saint John's greatest social challenge; reducing generational poverty."

Saint John Energy has been a premier provider of energy to the people of Saint John since 1922. Today, Saint John Energy provides reliable services and competitive rates to more than 36,500 local customers through 13 substations spanning 316 square kilometers. Saint John Energy also provides street lighting, area lighting, over 1,900 mini split ductless heat pump rentals and more than 20,000 water heater rentals. Toward our mission of excellence in energy solutions, we deliver value to our customers through our commitment to environmental, social and economic sustainability.

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To access Saint John Energy's Full 2016 Annual Report, visit www.sjenergy.com
Our Annual Report will be discussed in detail at our Community AGM, hosted on June 13th 4:30pm at the Lily Lake Pavilion. **Contact Jessica DeLong at 658-5225 or jessica.delong@sjenergy.com for more information.**