



For Immediate Release
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Saint John Energy Reports Reliability Rates Above Industry Standard in 2014, Despite Most Challenging Winter in Years

Saint John Energy released its 2014 Annual Report today, reporting service reliability rates well above national industry standards, despite one of the most difficult winters in years in 2014.

The utility's average system interruption duration was 2.12 hours / year, compared to the Canadian national average of 6.38; its average system interruption frequency was 1.39 interruptions / year, compared to the Canadian national average of 2.39.

"As severe weather events such as blizzards and hurricanes continue to occur in our region, we will continue to increase investments in system fortifications, and further enhance our outage response practices," said Ray Robinson, President & CEO of Saint John Energy. "To position Saint John Energy and our customers for success, we have also implemented an Asset Management model to maximize the value of every dollar spent on the Saint John electrical system.

"This means our customers can continue to expect safe and reliable service, at some of the most affordable rates in the region."

The utility made financial gains in 2014, reporting a net gain of \$1,860,000, compared to a budget of \$503,000 which will be reinvested back into the company's inspection, maintenance and Capital plans.

Over the past year, Saint John Energy has also continued to improve its communications practices, including enhanced communication of power outages, as well as the promotion of energy efficiency through social media. In 2014, the utility also facilitated a customer survey and several focus groups to deepen its understanding of customer and stakeholder requirements and expectations. The survey found that 83.7 per cent of respondents were "satisfied" or "very satisfied" with the utility's services compared to 66 per cent Canadian National Average.

In 2014, Saint John Energy employees also volunteered more than 2,000 hours with a variety of local non-profit organizations.

"Staying involved and engaged in our community is a high priority for us," Robinson said. "We want to do our part by focusing efforts on certain community challenges. That's why our company gave nearly \$100,000 to organizations in areas of social need in Saint John last year, supporting education, community building and the provision of food and warm shelter."

To access Saint John Energy's full 2014 Annual Report, visit sjenergy.com.

About Saint John Energy

Saint John Energy (sjenergy.com) has been a premier provider of energy to the people of Saint John since 1922. 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 and more 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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Note to Newsrooms: To access Saint John Energy's complete 2014 Financial Report, visit sjenergy.com.

Top 5 Energy Savings Tips

1. Use cold water to wash clothes and hang clothes to dry.
2. In winter, keep curtains open during the day (to attract heat) and closed at night (to retain heat). In summer, do the opposite.
3. LED light bulbs are 85% more energy efficient and last longer.
4. Basements are responsible for 1/3 of a home's heat loss. Make sure your basement is properly insulated.
5. Use a microwave or toaster oven when possible to use less energy than a stove or oven.