

May 1, 2003

Dear Customer:

We are pleased to announce that on April 1, 2003, FortisOntario (formerly Canadian Niagara Power) completed the purchase of Granite Power Distribution Company. As our new letterhead indicates, we have changed the name to *Eastern Ontario Power, a FortisOntario Company*.

At this time, we would like to welcome you as one of our valued customers. The service centre and contact numbers of the office in Gananoque will remain unchanged and we look forward to providing you the same high quality of service that we provide our other FortisOntario customers.

Included in this package you will find a sample layout for the new residential bill you will be receiving shortly. This sample bill reflects the standard charges now used by utilities in the rest of Ontario. An application to the Ontario Energy Board has been made for approval of rates based on this structure as promised at the Town of Gananoque council meeting on March 4, 2003. A copy of this application is available at the office in Gananoque. We have requested of the OEB that these rates be granted effective April 1, 2003. These rates include the subsidized 4.3 cents per kWh for all residential and most commercial and industrial customers. Due to the efforts involved in preparing our systems, there may be a delay in providing your first bill based on this new structure.

We welcome any questions you may have and encourage you to contact one of our dedicated customer service representatives. You will also note that we have included an authorization form for our Pre-authorized Payment and Equalized Payment Plans that can help make bill paying easier for you.

Sincerely,



Bill Daley  
President & Chief Executive Officer

WJD/mct  
Enclosure