



News Release

ENWIN Utilities Ltd. Announces New Customer Outage Map for E.L.K. Energy Service Territory

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FOR IMMEDIATE RELEASE

Essex County, ON – ENWIN Utilities Ltd. is pleased to announce the upcoming launch of a new online outage map for customers across E.L.K. Energy service territories.

ENWIN is introducing the new outage map to strengthen communications with customers and provide greater visibility during power interruptions. The online tool will enable customers to quickly access outage information and track restoration updates, improving awareness and enhancing the overall customer experience.

Designed to improve transparency and access to information, the outage map will help customers stay informed when outages occur and support more effective communication during restoration efforts.

"We know our customers value timely and accessible information, especially during service interruptions," said Garry Rossi, Chief Executive Officer. "The outage map reflects our commitment to providing trusted customer communications and delivering service excellence. By giving customers access to outage information, we are making it easier for them to stay informed and better understand what is happening in their community."

The outage map is another milestone in the integration between ENWIN and E.L.K. Energy and demonstrates a shared commitment to improving the customer experience through practical, customer-focused solutions.

The outage map will be available in November with additional details to be shared in the coming weeks.



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About ENWIN:

ENWIN Utilities Ltd. (ENWIN) is the licensed electricity distribution company serving customers in the City of Windsor. ENWIN is responsible for the local distribution of electricity and the operation, maintenance, and expansion of Windsor's electricity distribution infrastructure. The company is committed to providing safe, reliable, and efficient service while supporting the growth and sustainability of the communities it serves.

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