



October 20, 2025

NB Power
P.O. Box 2000
Fredericton, NB E3B 4X1

Attention: Customer and Community Relations

Subject: Ongoing Power Outages and Proposed Rate Increase

Dear NB Power,

On behalf of the Council of the Rural Community of Hanwell, I am writing to express our growing concern regarding the frequency and duration of power outages affecting our residents. These outages have occurred repeatedly over the past several months, often without any apparent or valid reason, and have had a significant impact on the daily lives and well-being of our community members.

Residents have reported power interruptions during periods of calm weather and without any public explanation, which raises questions about the reliability and resilience of the infrastructure servicing our area. These disruptions not only affect households, but also local businesses, public facilities, and emergency preparedness efforts.

In light of these ongoing service interruptions, Council finds it deeply concerning that NB Power is proposing a rate increase. It is difficult for residents to justify paying higher rates when the consistency and quality of service remain unreliable. Before any rate adjustments are considered, we urge NB Power to:

1. Conduct a comprehensive review of the infrastructure servicing Hanwell; and
2. Communicate clearly with residents regarding the causes of outages and the steps being taken to prevent future occurrences.

Hanwell is one of the fastest-growing rural communities in New Brunswick, and our residents deserve a dependable power supply that reflects the essential nature of the service



NB Power provides. We ask for a prompt response and a plan of action to address these concerns.

Thank you for your attention to this important matter. We look forward to working collaboratively to improve service reliability for the residents of Hanwell.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dave Morrison", is positioned above the printed name.

Dave Morrison

Mayor, Rural Community of Hanwell
On behalf of Hanwell Council

cc: Hanwell Council

cc: Hon. René Legacy, Minister of Energy

cc: New Brunswick Energy and Utilities Board

cc: Hon. Cindy Miles