

Media Releases 2001

55 Kenmount Road
P.O. Box 8910
St. John's, NF
A1B 3P6

January 3, 2001

\$1,000 Reward Offered

Vandalism to a Newfoundland Power pole in the community of Ship Cove on the Port au Port Peninsula could have easily ended in tragedy over the New Year's weekend.

"Vandals put themselves and the public at risk of death by attempting to cut down a power line pole on New Year's Eve," says Verbon Hewlin, Manager of Newfoundland Power's Western Region. "The vandals cut through the pole to the point that it was teetering – they then left the pole in that condition."

"The pole and live wires could have fallen on the vandals or anyone else who may have happened by," explains Hewlin.

As a result of the vandalism, Newfoundland Power had to disconnect power to customers from Ship Cove to Cape St. George in order to replace the damaged pole.

Newfoundland Power is working with the RCMP in the investigation of this serious offence.

Newfoundland Power will pay \$1,000 to the person for the information leading to the arrest and conviction of the person(s) responsible for this crime.

Individuals with information regarding vandalism to electrical equipment are encouraged to contact their local RCMP detachment or Newfoundland Power.

Mount Road
P.O. Box 8910
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A1B 3P6

Record Snowfall Causing Potential Electrical Safety Hazards

For immediate release:

February 1, 2001

(*St. John's, NF*): The record snowfall this year is piling up snowbanks in schoolyards and parking lots, creating a potentially dangerous situation with overhead power lines.

"Newfoundland Power is very concerned about the safety of the public, especially our children, where snowbanks are dangerously close to overhead power lines," says Bob Pike, Manager, Corporate Communications. "We want parents and teachers to remind children to stay away from high snowbanks underneath power lines."

Snow is also building up around Company facilities such as substation yards that contain high voltage electrical equipment. "We are regularly inspecting company facilities and will be removing snow in areas where we identify a public safety risk," says Pike.

Newfoundland Power warns the public of the importance of keeping away from power lines and electrical equipment at all times of the year, but especially this winter with the record high snow accumulation.

Newfoundland Power's meter readers are also facing challenges with the buildup of snow. "Every attempt is made to read our customers' meters every month," says Pike. "However, the snow is causing access problems and when our meter readers can't access a meter, it has to be estimated."

Newfoundland Power suggests that to avoid an estimate, customers clear a path to their meter around their meter reading date, or they can phone and report their own meter reading.

"The snow is causing problems for everyone," says Pike. "Our priority is to ensure that our children and the public are aware of potential safety hazards and avoid contact with power lines at all times."

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Newfoundland Power President and CEO Elected Chair of Energy Council of Canada

For immediate release:

February 2, 2001

(*St. John's, NF*): Mr. Philip G. Hughes, President and Chief Executive Officer, Newfoundland Power Inc., was recently elected Chair of the Energy Council of Canada (ECC).

"The Canadian energy industry is facing significant pressures and challenges both nationally and internationally," says Philip Hughes, past Vice-Chair of the Council. "The role of the ECC is to develop policies and solutions to meet the challenges, overcome obstacles and satisfy our stakeholders."

Mr. Hughes, who is highly regarded globally for his forward thinking and enthusiastic leadership style, will focus on promoting the Canadian energy industry and Canada's role as a major player in the world energy market during his tenure. In addition, Mr. Hughes will continue the development and delivery of the Action By Canadians (ABC) Program, which aims to engage individual Canadians in positive climate change activities to reduce greenhouse gas emissions.

The ECC is the Canadian member committee of the World Energy Council and is made up of over 100 members from Canada's energy sector. The ECC is a non-profit organization dedicated to enhancing the effectiveness of the national energy policy by seeking to forge a better understanding of energy issues among the public and private sectors.

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Media Release



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Newfoundland Power Employees Raise \$3,300 for Canadian Cancer Society

For immediate release:

February 2, 2001

(*St. John's, NF*): Newfoundland Power employees organized a very successful benefit concert last night at O'Reilly's Pub on George Street in aid of the Canadian Cancer Society. "The Masterless Men", whose lead singer John Curran is a Newfoundland Power employee, played to a full house.

"Through the support of Newfoundland Power, its employees and patrons at O'Reilly's Pub, we raised \$3,300 for the Canadian Cancer Society," says Gerard Locke, one of the volunteers who helped organize the event.

"We wanted to do something special to support the Company's corporate charity," says Locke. "But even more than that, cancer is a disease that affects everyone and we wanted to do our part to show that we care about making a difference in the fight against cancer."

"This event was very much a community effort and we would like to thank everyone who supported us in any way," says Locke. "In particular, we'd like to acknowledge "The Masterless Men" and O'Reilly's Pub owner Brenda O'Reilly as well as thank everyone who came out and supported this very worthwhile cause."

"When you personally know family and friends whose lives have been touched by cancer, you want to show your support. This benefit concert was just one way Newfoundland Power employees are helping in the fight against cancer."

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Media Release



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Newfoundland Power Reports Strong Results for 2000: Company to Apply to PUB to Rebate Customers

For immediate release:

February 7, 2001

(*St. John's, NF*): Newfoundland Power Inc. (ME:NFL; TSE:FTS) reports strong results for 2000 including higher earnings, improved operational performance and a rebate to customers. In 2000, the company achieved its lowest operating cost per customer in 10 years, attained its highest annual customer satisfaction rating to-date and kept electrical rates stable for 2001 based on the application of its automatic adjustment formula.

"Newfoundland Power's earnings increased to \$26.5 million, up \$3.6 million or 16 per cent over 1999 earnings of \$22.9 million," says Philip G. Hughes, President and Chief Executive Officer. "This improvement is the result of increased electricity sales, lower operating costs and the successful resolution to an outstanding income tax issue."

The positive outcome of a long-standing income tax issue relating to the deductibility of certain expenditures created a surplus in the company's 2000 revenues. As a result, Newfoundland Power has proposed a \$6.6 million, or approximately two per cent, rebate to its customers. The company will ask the Newfoundland and Labrador Board of Commissioners of Public Utilities (PUB) for approval to rebate this amount to customers as early as April 2001.

"As a result of Newfoundland Power's diligence, the company has successfully reduced its potential tax liability from \$40 million to \$14 million," says Barry V. Perry, Vice President, Finance and Chief Financial Officer.

"We will continue to defend our company's position on the remaining tax issue related to Newfoundland Power's treatment of unbilled revenue," explains Perry.

Year End Highlights

In 2000, Newfoundland Power experienced a 1.2 per cent increase in energy sales from 4,500 GWh in 1999 to 4,555 GWh. Residential and commercial energy sales increased by 1.3 per cent and 1.1 per cent, respectively.

Operating expenses decreased by 5.7 per cent or \$2.9 million as compared to 1999. This reduction was due to lower labour costs resulting from the 1999 early retirement program and reduced pension expense related to a change in accounting rules.

Operating cost per customer was \$237 in 2000 – the company's best result in the last 10 years and a 20 per cent improvement since 1991.

Newfoundland Power's system reliability improved significantly over 1999 levels despite record snowfalls and severe windstorms in December 2000. The number of outages and length of service interruptions were reduced by 25 per cent and 39 per cent, respectively. Newfoundland Power will pursue further reliability improvements in 2001.

In 2000, Newfoundland Power invested approximately \$44 million in capital projects to increase the integrity and performance of its electrical system. The company's 2001 capital budget has been approved at \$39 million. In 2001, Newfoundland Power will focus on further improving its electrical system and enhancing customer service while continuing to lower operating and maintenance costs over the long-term.

Newfoundland Power's customer satisfaction rating for 2000 increased to 89 per cent from 88 per cent in 1999 representing the company's highest annual customer satisfaction rating ever.

Newfoundland Power's earnings are regulated on a rate of return on rate base that is subject to a maximum that is reviewed by the PUB on an annual basis. The maximum return on rate base for 2000 was set at 10.46 per cent.

Key financial statistics are summarized below:

	Annual Results	
	2000	1999
Earnings Applicable to Common Shares	\$26.5 million	\$22.9 million
Earnings per Common Share	\$2.57	\$2.21
Revenue	\$348.4 million	\$342.0 million
Energy Sales	4,555 GWh	4,500 GWh

All the common shares of Newfoundland Power Inc. are owned by Fortis Inc., a utility holding company with assets exceeding \$1.4 billion. Newfoundland Power's first preference shares series A, B and D are listed on the Montreal Exchange under the symbol NFL. The common shares of Fortis Inc. are traded on The Toronto Stock Exchange under the symbol FTS.

With a customer base of approximately 215,000 accounts, Newfoundland Power is dedicated to providing the highest level of customer service and reliability of electrical supply while relentlessly pursuing employee and community safety.

For more information on Newfoundland Power's programs, services and community partnerships, please visit www.newfoundlandpower.com.

Fortis Inc. information can be accessed at www.fortisinc.com.

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Media Release

Newfoundland Power Signs \$50 Million Agreement to Buy NewTel Poles

For immediate release:

March 2, 2001

(St. John's, NF): Newfoundland Power Inc. (ME:NFL; TSE:FTS) and Aliant Telecom Inc. (TSE:AIT), operating as NewTel in Newfoundland and Labrador, have signed a Support Structure Agreement that will see Newfoundland Power acquire NewTel's poles and related infrastructure on the island of Newfoundland. Newfoundland Power already owns the majority of poles on the island of Newfoundland.

The agreement, which was signed in St. John's today, outlines that Newfoundland Power will acquire NewTel's support structures including poles, anchors and related equipment on the island of Newfoundland over a five-year period at a price of approximately \$50 million, which represents approximately a 10 per cent increase in Newfoundland Power's rate base.

Newfoundland Power will assume responsibility for the construction, operation and maintenance of NewTel's future support structure requirements on the island of Newfoundland. In turn, NewTel will have full access to Newfoundland Power support structures under a 10-year renewable agreement.

"This is an exciting and positive opportunity for both companies," says Frank Fagan, President, NewTel and Senior Vice-President, Customer Services, Aliant Telecom. "Newfoundland Power already provides our company with much of the design, engineering and maintenance to our support structures. This agreement is a natural extension to our existing relationship and allows us to more efficiently utilize our resources."

Philip G. Hughes, President and Chief Executive Officer, Newfoundland Power, says the new agreement will create opportunities for more efficient, productive operations through a single owner and single engineering. "This relationship is a great example of Newfoundland companies working together to work smarter," says Hughes. "By working together to combine a service, we are able to do more for our customers in an increasingly productive manner and focus more closely on our respective core services."

The proposed agreements have been approved by the boards of directors of both Aliant Telecom and Newfoundland Power and are subject to approval by the appropriate regulators.

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Media Release



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Newfoundland Power's Rebate to Customers Approved

For immediate release:

March 16, 2001

(St. John's, NF): Newfoundland Power Inc. has been granted approval by the Newfoundland and Labrador Board of Commissioners of Public Utilities (PUB) to rebate customers \$7.7 million, including HST.

"The resolution of a long-standing tax case has put us in a fortunate position that we are able to provide our customers with a credit of approximately two per cent on their 2000 electrical usage," says Philip G. Hughes, President and Chief Executive Officer, Newfoundland Power.

"This rebate will be credited to customers' April electrical bills."

The company was informed of the PUB's decision early this morning.

The total amount being rebated to customers, \$7.7 million including HST, translates to a credit of about \$34.00 on an average all-electric residential bill.

Newfoundland Power's commitment to deliver value added service to its customers was well demonstrated over the past year. In 2000, the company achieved its lowest operating cost per customer in 10 years, attained its highest annual customer satisfaction rating to-date and kept electrical rates stable for 2001 based on the application of its automatic adjustment formula.

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Media Release



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Restoration Efforts Impaired by Severe Weather and Impassable Roads

For immediate release:

April 3, 2001

(St. John's, NF): Newfoundland Power crews are continuing their efforts to restore power to a number of customers on the Burin Peninsula who have been without electricity since early this morning.

Electrical crews have been working non-stop since the storm hit this morning. However, severe weather and impassable roads have brought restoration efforts to a virtual standstill as crews are unable to access substations and problem areas.

"Our crews are continuing their efforts to restore power to customers on the Burin Peninsula," says George Durnford, Manager, Operations, Newfoundland Power. "Unfortunately the weather is working against us and has made it virtually impossible to get our trucks and crews out to locate and repair problems."

As a result of impassable roads, efforts to restore power to customers on the Burin Peninsula have been significantly impaired. As of this afternoon, the Company estimated that power would not be restored to some Burin customers until noontime tomorrow.

Newfoundland Power has been working with government officials and the Department of Highways throughout the day to ensure road clearing is given top priority in order to allow electrical crews to locate system faults and restore power.

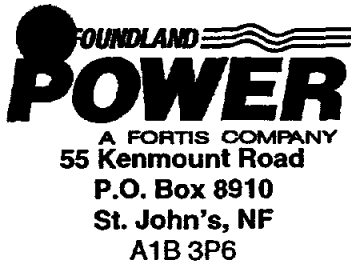
"We thank our customers for their considerable patience during this lengthy outage," says Durnford. "We will continue to do everything we can to ensure power is restored as quickly as possible."

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Media Release



Newfoundland Power Improves Performance Despite Record Snowfalls

For immediate release:

April 26, 2001

(*St. John's, NF*): Despite battling the worst winter on record, Newfoundland Power Inc. (*ME:NFL; TSE:FTS*) continued to improve its financial and operational performance in the first quarter of 2001.

"Our employees repeatedly rose to the challenges presented by more than 600 centimetres of snow and delivered outstanding service to our customers," says Philip G. Hughes, President and Chief Executive Officer, Newfoundland Power Inc. "In true Newfoundland spirit, they helped their neighbors and communities through this harsh winter. Likewise, we take heart that so many customers have lent us a helping hand and encouraging words during recent storms."

Earnings for the first quarter of 2001 were \$12.2 million, up \$2.5 million from the same quarter last year. The increase in earnings is attributed to higher energy sales, productivity improvements and a tax refund from Canada Customs and Revenue Agency in the first quarter of 2001.

"Although extreme weather increased trouble calls and delayed progress on our 2001 capital program, we were able to overcome these challenges and improve earnings and reliability," says Hughes.

Despite record snowfalls, 2001 system reliability has been consistent with levels achieved during the mild winter of 2000. In the first quarter last year, the number of outages and length of service interruptions were reduced 12 per cent and 27 per cent, respectively, compared to the same period of 1999.

"The resolution of a long-standing tax case in 2000, combined with improvements in productivity and cost control, has enabled Newfoundland Power to keep its electrical rates the lowest in Atlantic Canada while providing the extra benefit of a rebate to our customers," says Hughes.

Newfoundland Power initiated a \$7.7 million rebate to customers in February. The rebate was approved by the Newfoundland & Labrador Board of Commissioners of Public Utilities in March and is being issued on April electrical bills. The rebate, which is equivalent to 1.9 per cent of each customer's 2000 electrical bill, will provide a credit of approximately \$34.00 to the average residential electrical customer.

In March, Newfoundland Power entered into an agreement with Aliant Telecom Inc. (operating as NewTel Communications in Newfoundland and Labrador) to acquire NewTel's poles and related infrastructure on the island of Newfoundland over a five-year period at a price of approximately \$50 million. The purchase price represents an increase of approximately 10 per cent in Newfoundland Power's fixed assets. The transaction is subject to regulatory approval and is expected to close before July 31, 2001.

Key financial statistics are summarized below:

	First Quarter Results	
	2001	2000
Earnings Applicable to Common Shares	\$12.2 million	\$9.7 million
Earnings per Share	\$1.18	\$0.94
Revenue	\$116.1 million	\$112.1 million
Energy Sales	1,572 GWh	1,536 GWh

All the common shares of Newfoundland Power Inc. are owned by Fortis Inc., a utility holding company with assets exceeding \$1.6 billion. Newfoundland Power's first preference shares series A, B and D are listed on the Montreal Exchange under the symbol NFL. The common shares of Fortis Inc. are traded on The Toronto Stock Exchange under the symbol FTS.

With a customer base of approximately 215,000 accounts, Newfoundland Power is dedicated to providing the highest level of customer service and reliability of electrical supply while relentlessly pursuing employee and community safety.

For more information on Newfoundland Power's programs, services and community partnerships, please visit www.newfoundlandpower.com.

Fortis Inc. information can be accessed at www.fortisinc.com.

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Media Release



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Newfoundland Power Provides Funding to Hughes Brook Aquatic Centre

For immediate release:

May 2, 2001

(Corner Brook, NF): Newfoundland Power presented the Hughes Brook Aquatic Centre for Research and Education (ACRE) with the fourth installment of a \$20,000 contribution today.

"The focus of the Hughes Brook Aquatic Centre closely aligns with Newfoundland Power's commitment to supporting education and environmental developments in our province," said Phonse Delaney, Manager of Newfoundland Power's Western Region. "We are proud to support the Centre and its programs."

Newfoundland Power established an employee-driven Environmental Commitment Program in 1997 to promote environmental awareness. Over the past three and a half years, the company and its employees have partnered with environmental organizations from across the province.

"Our sponsorship of the Hughes Brook Aquatic Centre compliments Newfoundland Power's sponsorship of the Atlantic Salmon Federation and its public education program, Fish Friends," explained Delaney. "The Hughes Brook Aquatic Centre provides salmon eggs for the Fish Friends program which are then delivered to classrooms in western Newfoundland for school children to raise and release back into waterways."

Mr. Delaney presented Dr. Don Downer, Acting General Manager, ACRE, with a cheque for \$5,000 this afternoon at Newfoundland Power's office in Corner Brook, bringing the company's total contribution to-date to \$20,000.

The donation will be used to support ACRE programs such as counting fence operations, brood stock collection and fry rearing programs, and an annual survey of Hughes Brook.

ACRE's long-term goal is to develop large research programs in various watersheds of western Newfoundland and to identify key research priorities for each program. The organization aims to establish a balance of theoretical and applied research.

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\$1,000 Reward Offered for Information on Theft at Clarke's Pond Substation in Freshwater/Placentia Area

For immediate release:

May 28, 2001

(*St. John's, NF*): Newfoundland Power is working with the Royal Canadian Mounted Police (RCMP) to investigate a serious offence at its Clarke's Pond Substation in the Freshwater/Placentia area over the weekend.

"Over the May 25 weekend, Newfoundland Power's Clarke's Pond Substation was illegally entered and materials stolen," says Michele Coughlan, Director, Corporate Communications. "Upon discovering the break in, Newfoundland Power immediately reported it to the RCMP which is currently investigating the matter."

The person(s) involved in the crime cut through the substation fence and entered a storage shed on the property. "This break in could have resulted in the serious injury or death of the person(s) involved in the crime as they entered a high voltage area," says Coughlan.

Because of this criminal activity, a child or another community member could have accessed the substation through the hole in the fence and been seriously injured or killed, explains Coughlan. "This is unacceptable and very disturbing."

Newfoundland Power will pay \$1,000 to the person for the information leading to the arrest and conviction of the person(s) responsible for this crime. Information that would assist the police in their investigation of this incident should be forwarded to the RCMP or RNC.

Newfoundland Power will continue to work with the RCMP in the investigation of this serious offence.

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Media Release



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Hydro Proposes a Series of Rate Increases: Newfoundland Power Concerned for Customers

For immediate release:

May 31, 2001

(*St. John's, NF*): Newfoundland Power is very concerned with the impact that Newfoundland & Labrador Hydro's (Hydro) proposed rate increases will have on its customers and the economy.

"Purchased power from Hydro is Newfoundland Power's largest single expense, representing approximately 60 per cent of the cost of delivering power to our customers," says Philip G. Hughes, President and Chief Executive Officer. "It is our responsibility to represent our customers' interests and ensure that this cost remains fair and reasonable."

Hydro has proposed two increases in 2002 to the rate charged to Newfoundland Power, totaling approximately 13 per cent. These increases will directly affect operating costs and electrical rates for consumers. Newfoundland Power will examine the details of Hydro's rate application to determine the total impact these increases will have on customers.

"Our focus has been on keeping electrical rates the lowest in Atlantic Canada," explains Hughes. "Newfoundland Power has achieved this by significantly reducing operating expenses, streamlining business processes to improve efficiencies and increasing the use of technology."

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EnviroFest Back for a 4th Year of Educational Fun!

For Immediate Release:

June 5, 2001

(Carbonear, NF): Newfoundland Power will join with local environmental partners to host its fourth annual EnviroFest celebrations this evening from 6:00-9:00 p.m. at St. Francis School.

"EnviroFest is a family-orientated event that gives individual community members and environmentally-minded groups an opportunity to learn more about the environment and how to preserve it," says Richard Johnson, Environmental Coordinator with Newfoundland Power. "It's entertaining, free of charge and has something for the entire family."

EnviroFest ties together a year's worth of environmental initiatives. Newfoundland Power supports organizations and programs such as Tree Canada, the Atlantic Salmon Federation, community cleanups and recycling programs, in addition to planning this annual celebration of the environment for the entire community.

This year, the Carbonear area EnviroFest will offer a variety of environmental demonstrations and activities, as well as a ChildFind fingerprinting clinic, electrical safety demonstrations, giveaways and a grand prize draw for a new mountain bike. There will also be face-painting for the children and Scouts Canada will be distributing free popcorn for everyone.

The province-wide EnviroFest celebrations are becoming an event to look forward to in Newfoundland. "Last year, more than 4,500 community members participated in our eight EnviroFest events," says Johnson. "We anticipate that this year's events will be even more successful. It's a great way to celebrate National Environment Week."

Driven by employees, retirees and family members, the Newfoundland Power Environmental Commitment Program was launched in 1997 as a testament to the company's long-term commitment to protecting and enhancing the environment. Since 1997, employees have helped organize more than 200 environmental projects across the island.

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Media Release



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Electricity Rates Decrease on July 1, 2001

For immediate release:

June 29, 2001

(*St. John's, NF*): Newfoundland Power customers will see an average rate decrease of approximately 0.2 per cent effective July 1, 2001. For a residential customer with a monthly electrical bill of \$100, this decrease will mean a reduction of approximately \$0.20 per month.

The decrease is a result of the annual review of the Rate Stabilization Account (RSA) and Municipal Tax Adjustment (MTA).

During the 1980's, the Newfoundland & Labrador Board of Commissioners of Public Utilities (PUB) approved the establishment of the RSA and MTA. The RSA helps to reduce large swings in electrical rates as a result of fluctuations in the cost of oil used at Newfoundland and Labrador Hydro's (Hydro) thermal generating plants, as well as the impact of annual precipitation on hydroelectric generation. The MTA was established as a means to collect and pay municipal taxes.

"The price of oil in 2000 put upward pressure on the RSA," says Bob Pike, Manager, Corporate Communications. "However, Hydro's hydroelectric production was higher than normal during 2000 which had a positive affect on the RSA and helped offset the cost of oil."

Because this rate adjustment is based only on the balance in the RSA and MTA as of December 31, 2000, it does not reflect the impact of changes in the price of oil that have occurred in 2001.

Since the inception of these accounts in 1987, the impact on electricity rates has been a total of nine increases and six decreases. The net affect over the past 15-years has been an overall increase of 1.6 per cent.

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Media Release



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Newfoundland Power Disappointed with PUB Ruling on Pole Deal

For immediate release:

July 6, 2001

(*St. John's, NF*): Newfoundland Power Inc.'s application to acquire Aliant Telecom Inc.'s 100,000 poles in Newfoundland Power's service territory has been denied by the Newfoundland and Labrador Board of Commissioners of Public Utilities (PUB).

"We are disappointed with the ruling," says Philip G. Hughes, President and Chief Executive Officer, Newfoundland Power. "This decision has a negative impact on both our customers and our shareholders."

In its ruling, PUB acknowledged the benefits of Newfoundland Power owning the 70,000 joint use poles outlined in its proposal. Although PUB agreed financial benefits from the 30,000 non-joint use poles would flow to Newfoundland Power's customers, it concluded that based on its interpretation of legislation these poles should not be included in the Newfoundland Power's regulated assets.

"Our proposal to acquire poles in Newfoundland Power's service territory focused on improving efficiency and stabilizing rates over the long-term," says Hughes.

PUB's financial consultants concluded in its report that the analysis submitted by Newfoundland Power in support of the application appeared reasonable and appropriate.

"Over the next few days we will be reviewing our options, which include applying for only the 70,000 joint use poles or appealing the PUB ruling."

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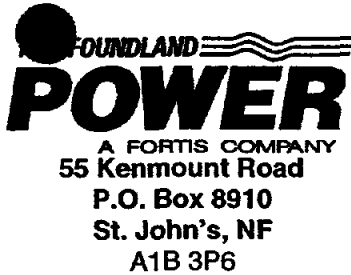
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Media Release



Newfoundland Power Achieves ISO 14001 Environmental Registration

For immediate release:

July 18, 2001

(*St. John's, NF*): Newfoundland Power Inc. (ME: NFL; TSE: FTS) recently achieved ISO 14001 environmental registration for its generation facilities across the island.

"We are very excited and pleased with our registration," says Philip G. Hughes, President and Chief Executive Officer, Newfoundland Power Inc. "What this means is that Newfoundland Power is as good or better than comparable utilities around the world in respect to carrying out its operations in an environmentally sensitive manner."

The International Organization for Standardization (ISO) sets quality standards worldwide that represent best practices in environmental management. To achieve ISO 14001 registration, a company must demonstrate over time its unwavering commitment to meet standards such as continuous improvement, prevention of pollution and meeting legislative requirements.

"Newfoundland Power is committed to striving for continual improvements in environmental management while at the same time enhancing reliability of service, keeping electrical rates the lowest in Atlantic Canada and providing superior service to our customers," says Hughes.

"The provision of a reliable, cost-efficient supply of electricity is key to the growth of our province," says Provincial Mines and Energy Minister, Hon. Lloyd Matthews. "That Newfoundland Power is able to provide electricity in this manner while maintaining a clear focus on reducing the impact of its business on our environment is a significant accomplishment."

In addition to achieving ISO 14001 registration for its generation section, Newfoundland Power has received three environmental awards over the past year, including the Newfoundland and Labrador Environmental Award, the St. John's Clean and Beautiful Mayor's Award, and the Association of Professional Engineers and Geoscientists of Newfoundland Environmental Award.

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Media Release



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Newfoundland Power Reports Solid Performance and Increased Customer Satisfaction in Second Quarter

For immediate release:

July 18, 2001

(*St. John's, NF*): Newfoundland Power Inc. (ME:NFL; TSE:FTS) released its second quarter results today announcing continued performance improvements and a record customer satisfaction rating.

"Despite the impact of a harsh winter, Newfoundland Power achieved a record customer satisfaction rating, significantly improved system reliability and reported second quarter earnings consistent with the same period in 2000," says Philip G. Hughes, President and Chief Executive Officer, Newfoundland Power Inc.

Newfoundland Power received a customer satisfaction rating of 91 per cent in the second quarter. This is the company's highest second quarter rating ever. Year-to-date, the company's customer satisfaction is at an all time high of 90 per cent.

"Our efforts to continuously improve service are being recognized by our customers," says Hughes. "We will continue to listen to our customers and to make service improvements to meet our customers changing expectations."

System reliability improved significantly in the second quarter of 2001. The number of outages and length of service interruptions were reduced by 46 per cent and 21 per cent, respectively, compared to the same period of 2000.

Second quarter earnings were \$9.0 million or \$0.87 per common share, consistent with the same quarter last year. Year-to-date earnings were \$21.2 million or \$2.05 per common share, up 13 per cent from the \$18.7 million or \$1.81 per common share earned in the first half of 2000.

In the first half of 2001, the company improved productivity and continued to control operating costs. Year-to-date revenue was \$7.0 million higher than the same period last year due to a \$5.3 million increase in revenue from energy sales and \$1.7 million in interest received as part of an income tax refund. Year-to-date energy sales were three per cent higher than the first half of 2000 due to increases in the number of customers and energy usage.

On May 31, 2001, Newfoundland and Labrador Hydro (Hydro), a Crown corporation that focuses on generation and supply, filed an application with the PUB to increase the rate charged to Newfoundland Power in 2002 by approximately 13 per cent. Purchased power from Hydro represents approximately 60 per cent of Newfoundland Power's cost of delivering power to customers.

"Newfoundland Power is concerned about the impact Hydro's proposed electrical rate increases will have on our customers and the provincial economy," says Hughes. "As a result, our company will fully participate in the upcoming hearing."

Key financial statistics are summarized below:

	Second Quarter Results	
	2001	2000
Earnings Applicable to Common Shares (\$000s)	9,024	9,020
Earnings per Share (\$)	0.87	0.87
Revenue (\$000s)	88,772	85,800
Energy Sales (GWh)	1,165	1,122

	Year-to-date	
	2001	2000
Earnings Applicable to Common Shares (\$000s)	21,185	18,708
Earnings per Share (\$)	2.05	1.81
Revenue (\$000s)	204,854	197,886
Energy Sales (GWh)	2,738	2,658

All the common shares of Newfoundland Power Inc. are owned by Fortis Inc., a utility holding company with assets exceeding \$1.5 billion. Newfoundland Power's first preference shares series A, B and D are listed on the Montreal Exchange under the symbol NFL. The common shares of Fortis Inc. are traded on The Toronto Stock Exchange under the symbol FTS.

With a customer base of approximately 215,000 accounts, Newfoundland Power is dedicated to providing the highest level of customer service and reliability of electrical supply while relentlessly pursuing employee and community safety. For more information on Newfoundland Power's programs, services and community partnerships, please visit www.newfoundlandpower.com.

Fortis Inc. information can be accessed at www.fortisinc.com.

-30-

For further information, please contact:

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Media Release



55 Kenmount Road
P.O. Box 8910
St. John's, NF
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Newfoundland Power Board of Directors to Meet in Corner Brook

For immediate release:

August 9, 2001

(Corner Brook, NF): Newfoundland Power Inc.'s (ME:NFL; TSE:FTS) board of directors will hold meetings in Corner Brook over the next day and a half.

While in Corner Brook, the company's directors will have an opportunity to speak with many customers to gain an appreciation for customer service needs, reliability of supply issues and general economic conditions of the area.

"At Newfoundland Power, we are continuing to listen to our customers so we can meet or exceed their service expectations," says Philip G. Hughes, President and Chief Executive Officer, Newfoundland Power. "We are committed to making continual customer service improvements while at the same time improving reliability and keeping our electrical rates the lowest in Atlantic Canada."

Newfoundland Power's board of directors meet on a quarterly basis to provide strategic direction for the company's development. Each summer the company rotates its board of director meetings to a different area of the province.

"By holding our board of directors meetings in various parts of the province we are better able to expose our directors to local issues, capital projects and commercial customers," says Hughes. "Over the past few years, we've held meetings in Corner Brook, Gander and Grand Falls-Windsor, in addition to St. John's."

Newfoundland Power is the main distributor of electricity in Newfoundland, providing service to approximately 215,000 customers in more than 600 communities.

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Media Release



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Newfoundland Power Files \$45 million Capital Budget for 2002

For immediate release:

August 15, 2001

(*St. John's, NF*): Newfoundland Power Inc. (ME:NFL; TSE:FTS) filed its 2002 capital budget with the Newfoundland and Labrador Board of Commissioners of Public Utilities (PUB) today.

"Our proposed capital budget for 2002 is approximately \$45 million," says Philip G. Hughes, President and Chief Executive Officer. "The majority of the expenditures are directly related to improving reliability, enhancing customer service and ensuring the safety of the public and our employees."

Newfoundland Power's 2002 capital budget responds to customers' expectations for reliable service by maintaining and improving the provincial electrical system.

"Our customers consistently tell us through customer visits and quarterly customer research that their main priorities are reliable service and low-cost electricity," explains Hughes. "Our proposed budget will enable Newfoundland Power to continue its focus of improving reliability while minimizing costs over the long-term."

Newfoundland Power has successfully increased customer satisfaction to an all time high of 91 per cent, an increase of about 30 per cent since 1996. At the same time, the company has achieved the lowest operating cost per customer in ten years while keeping electrical rates the lowest in Atlantic Canada and lower than Calgary and Toronto.

Newfoundland Power has submitted its capital budget application early again this year. "By seeking approval now, we hope to be ready to begin capital work without delay should the winter be mild," says Hughes. "This will enable Newfoundland Power to better allocate resources, increase productivity and keep costs down for customers."

The PUB recently approved an application for a net increase of \$1.8 million to the company's existing 2001 capital budget, bringing the total 2001 capital budget to approximately \$41 million. The additional capital expenditures are for improvements to the Cape Broyle hydro plant and the Burin Peninsula reliability project.

-30-

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Media Release



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Newfoundland Power Wins Prestigious National Productivity Award

For immediate release:

August 16, 2001

(St. John's, NF): Newfoundland Power Inc. (ME:NFL; TSE:FTS) was named an Award of Excellence winner in Customer Care earlier this morning in Toronto by the Canadian Information Productivity Awards (CIPA).

"We are delighted to be named a winner of this prestigious national award," says Philip G. Hughes, President and Chief Executive Officer, Newfoundland Power. "This award is a testament to our ongoing focus to leverage technology and invest in employee training in a way that meets our customers' changing expectations while keeping costs down."

"Newfoundland Power and other winners of CIPA Awards of Excellence are outstanding case studies that show senior executives the benefits that the strategic application of information technology can bring," said CIPA Chair Paul Jones, Senior Vice President, News & Business Group, Rogers Media and Publisher of *Maclean's*. "Newfoundland Power has made truly innovative use of information technology and employee development to produce excellent results in customer service."

Newfoundland Power was named a CIPA Award of Excellence Winner in the Customer Care category in recognition of the company's utilization of leading edge technology and employee training to develop an integrated call centre and customer service solution enabling interactive customer communication. This is the first Award of Excellence of its kind to be awarded to a Newfoundland company.

"We have made quantum improvements as a result of our innovative use of technology," says Hughes. "We are providing a significantly higher level of knowledgeable, one-stop service for our customers. This has resulted in record customer satisfaction levels, reduced operating costs, increased productivity and enhanced employee morale."

Over the past two years, Newfoundland Power's call centre performance has been benchmarked among the leading call centres in North America. In the second quarter 2001, Newfoundland Power received a record customer satisfaction rating of 91 per cent – an improvement of about 30 per cent since 1996. At the same time, the company has achieved its lowest operating cost per customer in ten years and has the lowest electrical rates in Atlantic Canada and lower rates than Calgary and Toronto.

CIPA, which was formed in 1992 to recognize individuals and organizations that make the most outstanding use of information technology, presents Awards of Excellence on an annual basis in a national showcase of information management best practices.

Twenty-three CIPA Awards of Excellence will be presented during a gala ceremony in Toronto in November. The awards are selected by an 11-member National Judging Committee of information technology management experts from across Canada. Technology consultants from Cap Gemini Ernst & Young Canada Inc. conduct independent on-site reviews of all winning solutions to verify nominations. More information on CIPA can be found at www.cipa.com.

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Media Release



55 Kenmount Road
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Newfoundland Power's Acquisition of NewTel Joint Use Poles Approved by Regulator

For immediate release:

August 30, 2001

(*St. John's, NF*): Newfoundland Power Inc.'s (*ME:NFL; TSE:FTS*) amended application to acquire 70,000 joint use poles from Aliant Telecom Inc. (*TSE:AIT*) in Newfoundland Power's service territory was approved by the Newfoundland and Labrador Board of Commissioners of Public Utilities (PUB) on Tuesday, August 28, 2001.

The \$40 million deal, which was refiled with the PUB on July 26, 2001, will see Newfoundland Power purchase the 70,000 joint use poles and related infrastructure owned by Aliant (which operates as NewTel Communications in Newfoundland and Labrador), over a five-year period.

"We are very pleased with the approval," says Philip G. Hughes, President and Chief Executive Officer, Newfoundland Power Inc. "This deal is beneficial to our customers and our shareholders, and will assist Newfoundland Power in stabilizing rates to customers over the long-term."

"The approval of this acquisition contributes to Newfoundland Power's goal of achieving continual efficiency gains as it enables our company to more effectively manage our support structures through economies of scale in the design, construction and maintenance of our electrical distribution system," explains Hughes.

It is expected that the transaction will close in the next two weeks, at which time Newfoundland Power will own approximately 80 per cent of all the distribution poles on the island of Newfoundland.

The \$40 million transaction will be completed over a five-year period and represents approximately eight per cent growth in Newfoundland Power's rate base, with 70 per cent of the acquisition occurring by January 1, 2002.

-30-

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Media Release



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A1B 3P6

\$40 Million Deal Closes on Purchase of NewTel Poles

For immediate release:

September 14, 2001

(*St. John's, NF*): Newfoundland Power Inc. (*ME:NFL; TSE:FTS*) announced today that it has closed its \$40 million deal to acquire 70,000 joint use poles and related infrastructure from Aliant Telecom Inc. (*TSE:AIT*) in Newfoundland Power's service territory.

The \$40 million transaction will be completed over a five-year period and represents approximately eight per cent growth in Newfoundland Power's rate base. Approximately 70 per cent of the acquisition will occur by January 1, 2002.

"Over the last few years Newfoundland Power has made significant progress in improving productivity, reliability and customer service," says Philip G. Hughes, President and Chief Executive Officer, Newfoundland Power Inc.

Newfoundland Power's customer service is at an all time high, operating cost per customer is at its lowest in a decade and the company's electrical rates continue to be the lowest in Atlantic Canada.

"This acquisition enables Newfoundland Power to accelerate its progress in delivering benefits to our customers and shareholders."

Newfoundland Power now owns approximately 80 per cent of all distribution poles on the island of Newfoundland.

-30-

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News Release



Newfoundland Light &
Power Co. Limited

55 Kenmount Road
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A1B 3P6

Public Safety Advisory

For immediate release:

September 19, 2001

(*St. John's, NF*): Newfoundland Power wishes to advise customers to exercise extreme caution in flooded areas. Customers should not attempt to access the main electrical panel in their homes if water is present but should contact a qualified electrician for assistance and advice.

Newfoundland Power also wants to remind customers to watch out for downed power lines. Contact with a power line can be deadly!

If you encounter a downed power line, you should stay away from it and call Newfoundland Power immediately at **737-5711** or toll free at **1-800-474-5711**.

-30-

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Media Release



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Newfoundland Power Inc.'s 2002 Capital Budget Approved by Regulator

For immediate release:

September 21, 2001

(*St. John's, NF*): Newfoundland Power Inc.'s (**ME: NFL; TSE: FTS**) \$54.6 million capital budget for 2002 was approved by the Newfoundland and Labrador Board of Commissioners of Public Utilities (PUB) earlier today.

"In 2002, Newfoundland Power will invest approximately \$55 million to further enhance customer service, reliability and safety by making continual improvements to the electrical system," says Philip G. Hughes, President and Chief Executive Officer, Newfoundland Power.

Similar to last year, Newfoundland Power submitted its capital budget in September to gain regulatory approval earlier in the year. Earlier approval allows the company to begin construction planning sooner, order materials well in advance and begin 2002 capital work without delay should the winter be mild. These efforts enable Newfoundland Power to better allocate resources, increase productivity and keep costs down for customers.

Year-to-date 2001, Newfoundland Power continues to maintain the lowest electrical rates in Atlantic Canada, has increased customer satisfaction by 30 per cent since 1996 and has achieved its lowest operating cost per customer in a decade.

"Our customers consistently tell us that their main concerns are reliable service and low-cost electricity," explains Hughes. "Our 2002 capital budget will enable our company to continue its focus of improving reliability while minimizing costs over the long-term."

-30-

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Media Release



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A1B 3P6

Newfoundland Power Inc. First Preference Shares Series A, B and D

For immediate release:

September 28, 2001

(*St. John's, NF*): Newfoundland Power Inc. (TSE:FTS), which traded first preference shares series A, B and D on the Montreal Exchange under the symbol **NFL**, has decided not to file an application for trading on the Canadian Venture Exchange (CDNX).

Effective today, the Montreal Exchange will cease to operate as an equity stock exchange. On October 1, 2001, eligible companies previously listed on the Montreal Exchange will commence trading on CDNX. The CDNX is a national public venture capital marketplace with a focus of providing emerging companies with access to capital.

"Newfoundland Power has decided not to list its preference shares on the CDNX because of the small number of these shares and their relatively low trading volume," says Barry V. Perry, Vice President, Finance and Chief Financial Officer, Newfoundland Power Inc. "In addition, we feel our company's well established presence in the Canadian electrical utility industry is not consistent with CDNX's emphasis."

Newfoundland Power preference shares will continue to be available for public trading over the counter. All the common shares of Newfoundland Power are owned by Fortis Inc., a utility holding company with assets exceeding \$1.5 billion. The common shares of Fortis Inc. are traded on The Toronto Stock Exchange under the symbol FTS.

With a customer base of approximately 215,000 accounts, Newfoundland Power is dedicated to providing the highest level of customer service and reliability of electrical supply while relentlessly pursuing employee and community safety. For more information on Newfoundland Power's programs, services and community partnerships, please visit www.newfoundlandpower.com.

Fortis Inc. information can be accessed at www.fortisinc.com.

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Media Release



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Newfoundland Power Improves Performance in Third Quarter

For immediate release:

October 9, 2001

(*St. John's, NF*): Newfoundland Power Inc. (TSE:FTS) announced today improved third quarter results.

"We are pleased with our performance in the last quarter," says Philip G. Hughes, President and Chief Executive Officer, Newfoundland Power Inc. "Newfoundland Power continues to meet its objectives of aggressively controlling operating costs and focusing on customer service."

Earnings for the quarter ended September 30 were \$3.4 million or \$0.33 per common share. On a year to date basis, earnings were \$24.6 million or \$2.38 per common share compared to \$2.09 per share earned for the same period last year. The increase in earnings is largely due to operating efficiencies, increased pole rental revenues, higher energy sales and the favorable resolution of an income tax issue earlier in the year.

The company continues to aggressively focus on operating efficiencies. Annual operating expenses for 2001 expressed on a per customer basis are tracking at their lowest level in over a decade.

Improvements in system reliability continue to contribute to customer satisfaction with Newfoundland Power's service. On a year to date basis, overall system reliability stands at 99.99 per cent. Year to date, the number and duration of outages have been reduced by 11 per cent and 16 per cent, respectively. The company's year to date customer satisfaction rating is currently at an all time high of 90 per cent, up 27 per cent from 1996 levels.

In the third quarter, Newfoundland Power was named a Canadian Information Productivity Awards (CIPA) National Award of Excellence Winner for Customer Care. This award recognizes the company's utilization of leading edge technology and employee training to develop an integrated call centre and customer service solution enabling interactive customer communications.

On September 14, 2001, Newfoundland Power closed a \$40 million transaction to acquire approximately 70,000 joint use distribution poles from Aliant Telecom Inc. As a result of the acquisition, Newfoundland Power will own approximately 80 per cent of all distribution poles on the island of Newfoundland and, effective January 1, 2001, Aliant Telecom Inc. has rented pole space from Newfoundland Power. Approximately 70 per cent of the transaction will occur by January 1, 2002.

Newfoundland Power's \$54.6 million capital budget for 2002 was approved by the Newfoundland and Labrador Board of Commissioners of Public Utilities (PUB) on September 21, 2001. The company's 2002 capital budget focuses on safety, reliability and customer service by further improving the electrical system.

On May 31, 2001, Newfoundland & Labrador Hydro (Hydro) filed an application with the PUB that will result in an increase in the rates charged to Newfoundland Power customers in 2002 of approximately seven per cent. Purchased power from Hydro represents approximately 60 per cent of the cost of delivering power to Newfoundland Power's customers. The company is concerned with the impact of these increases on its customers and the economy. As a result, Newfoundland Power is fully participating in the regulatory hearings that started on September 24, 2001 on the issue.

Key financial statistics are summarized below:

	Third Quarter Results	
	2001	2000
Earnings Applicable to Common Shares (\$000s)	3,423	2,859
Earnings per Share (\$)	0.33	0.28
Revenue (\$000s)	66,876	64,703
Energy Sales (GWh)	814	787

	Year to date	
	2001	2000
Earnings Applicable to Common Shares (\$000s)	24,609	21,564
Earnings per Share (\$)	2.38	2.09
Revenue (\$000s)	271,729	262,587
Energy Sales (GWh)	3,553	3,445

All the common shares of Newfoundland Power Inc. are owned by Fortis Inc., a utility holding company with assets exceeding \$1.5 billion. The common shares of Fortis Inc. are traded on The Toronto Stock Exchange under the symbol FTS.

With a customer base of approximately 215,000 accounts, Newfoundland Power is dedicated to providing the highest level of customer service and reliability of electrical supply while relentlessly pursuing employee and community safety. For more information on Newfoundland Power's programs, services and community partnerships, please visit www.newfoundlandpower.com.

Fortis Inc. information can be accessed at www.fortisinc.com.

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Media Release



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Newfoundland Power @ Your Service! Website upgrade provides greater convenience for customers

For immediate release:

October 18, 2001

(St. John's, NF): Newfoundland Power Inc. (TSE:FTS) has launched an upgraded website featuring more on-line service options than ever before.

"Newfoundland Power has been working to keep pace with customers' changing service expectations," explains Bob Pike, Manager, Corporate Communications and Customer Service, Newfoundland Power. "Part of these efforts has been to address increasing demand for on-line services and information that can be accessed electronically at a customer's convenience."

Customers visiting www.newfoundlandpower.com are now able to access more information and self-service options than ever before. Customers can now open or close an electric account, change their account information, sign up for payment plans or learn how to get more out of their energy dollar with the click of a mouse.

"In addition, customers with inaccessible meters who may be estimated at times and customers wanting to submit a final meter reading can now provide their own meter reading by using an interactive on-line meter," explains Pike. "The on-line meter is very user friendly and the only one of its kind in Atlantic Canada."

Upgraded sections on the website include "Energy Use in Your Home", which provides customers with information on energy efficiency tips and how to get the most out of your energy dollar, "How to Read Your Bill and Understanding Your Electric Meter", and "Electrical Safety". A new section for commercial customers called "Managing Your Energy" provides information on energy efficient lighting, load management and power quality.

"Our upgraded website offers greater convenience and ease of service for customers ranging from university and college students to seniors," says Pike. "We feel that our website improvements will contribute to a higher level of customer service while keeping our costs down."

-30-

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Media Release



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Newfoundland Power Rates to Decrease on January 1, 2002

For immediate release:

November 9, 2001

(St. John's, NF): Newfoundland Power Inc. (TSE:FTS) reported today that its electrical rates to customers will decrease in 2002.

"The application of the automatic adjustment formula in 2001 will result in an electrical rate decrease of approximately 0.6 per cent in 2002," says Barry V. Perry, Vice President, Finance and Chief Financial Officer, Newfoundland Power Inc.

The automatic adjustment formula, which was adopted in 1998 by the Newfoundland and Labrador Board of Commissioners of Public Utilities (PUB), is tied to long-term Canada bond yields and Newfoundland Power's invested capital and regulated assets. The formula is applied on an annual basis in November to determine Newfoundland Power's electrical rates for the coming year.

Newfoundland Power submitted the results of the operation of the automatic adjustment formula for 2002 to the PUB yesterday for its review. This year's application of the formula will reduce Newfoundland Power's annual revenue in 2002 by \$1.9 million and reduce the company's mid-point for its rate of return on rate base from 10.28 per cent to 10.06 per cent.

"The automatic adjustment formula was adopted to reflect the impact of current market conditions on electrical rates without the expense of associated hearings," explains Perry.

Over the three years of the formula's operation, Newfoundland Power's electrical rates have remained stable and the company's rate of return on rate base has been adjusted in accordance with the requirements of the formula.

All the common shares of Newfoundland Power Inc. are owned by Fortis Inc., a utility holding company with assets exceeding \$1.5 billion. The common shares of Fortis Inc. are traded on The Toronto Stock Exchange under the symbol FTS.

-30-

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NEWS RELEASES

Newfoundland Power Wins Two National Awards for Best Customer Care Solution in Canada - 11/26/01

Newfoundland Power Inc. (TSE:FTS) was presented with two prestigious national awards last night at the Canadian Information Productivity Award (CIPA) gala in Toronto. The company was awarded the premier Best of Category Award signifying its leadership in information technology best practices and customer care, as well as an Award of Excellence for Customer Care.

"We are honored to be presented with these prestigious awards," said Philip G. Hughes, President and Chief Executive Officer, Newfoundland Power Inc.

"Four years ago, we created a vision of marrying technology and employee development to deliver an unprecedented level of service to our customers. We are achieving this vision thanks to our employees' commitment and creativity."

Year-to-date, Newfoundland Power's customer satisfaction rating is at an all time high of 90 per cent – a 27 per cent increase since 1996. The company's operating cost per customer is at its lowest level in a decade and Newfoundland Power continues to offer customers the lowest electrical rates in Atlantic Canada. In addition, employee morale has increased substantially as a result of the company's commitment to employee development and its innovative use of technology.

"Our investments in technology and employee development have enabled Newfoundland Power to build a customer service solution based on information sharing; faster, more convenient service access for customers via phone and web-based services; and more knowledgeable employees."

Hughes explained that three elements were critical to Newfoundland Power achieving its vision of a seamless customer service solution. "To be successful, we had to listen to our customers more intently than ever before, invest in training and developing our people, and share a common vision of where we were going and how we were going to get there."

CIPA, which was formed in 1992 to recognize individuals and organizations that make the most outstanding use of information technology, presents Awards of Excellence on an annual basis in a national showcase of information management best practices.

Newfoundland Power is the first Newfoundland company to win a CIPA Best of Category Award and an Award of Excellence for Customer Care.

-30-

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Newfoundland Power Inc.

Media Release



55 Kenmount Road
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Newfoundland Power Inc. Presented with Business Excellence Award and Business Achievement Award for Productivity and Quality Improvements

For immediate release:

December 5, 2001

(*St. John's, NF*): Newfoundland Power Inc. (TSE:FTS), was presented with the Business Excellence Award and the Business Achievement Award for Productivity and Quality Improvements by the St. John's Board of Trade this afternoon.

"We are very honored to be recognized by our peers and customers for our achievements in productivity, quality, reliability and customer service," says Philip G. Hughes, President and Chief Executive Officer, Newfoundland Power Inc. "Our employees have worked diligently to make improvements to our business and service to our customers, and these awards are a very fitting tribute to their hard work."

Hughes says 2001 has been a year of achievements for Newfoundland Power that started out with employees delivering reliable service to customers despite more than 600 cms of snow during the record breaking winter.

"Our employees are dedicated to going the extra mile to deliver superior service to our customers," says Hughes.

"In 2001, they brought customer service to an unprecedented level, they kept the electrical system working during a very harsh winter, and they incorporated more technology into their work processes to provide customers with increasingly cost-efficient service."

Year-to-date, Newfoundland Power's customer satisfaction rating is at an all time high of 90 per cent while its operating cost per customer is at its lowest level in a decade.

The St. John's Board of Trade Business Excellence Award is presented annually to an organization that has demonstrated outstanding achievements in business and a commitment to excellence and quality in their field.

In 2001, Newfoundland Power's customer care solution was recognized as the best in Canada by the Canadian Information Productivity Awards. Earlier in the year, the Company's employees were presented with the Newfoundland and Labrador Provincial Environment Award for their commitment to environmental awareness.

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Media Release



55 Kenmount Road
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\$1,000 Reward Offered for Information on Break In and Theft at Pulpit Rock Substation in Torbay

For immediate release:

December 13, 2001

(*St. John's, NF*): Newfoundland Power is working with the Royal Newfoundland Constabulary (RNC) to investigate an act of vandalism and theft that occurred at its Pulpit Rock Substation in Torbay.

"On the evening of Tuesday, December 11, 2001, Newfoundland Power's Pulpit Rock Substation was illegally entered, and equipment and materials stolen," says Keith Wellon, Manager, Eastern Region. "Upon discovering the break in, Newfoundland Power immediately reported it to the RNC which is currently investigating the matter."

The person(s) involved in the crime cut through the substation safety fence and broke into a storage shed on the property. "This break in could have resulted in the serious injury or death of the person(s) involved in the crime as they entered a high voltage area," says Wellon.

"Because of this criminal activity, a child or another community member could have accessed the substation through the hole in the fence and been seriously injured or killed," explains Wellon. "This is unacceptable and very disturbing."

Newfoundland Power will pay \$1,000 to the person for the information leading to the arrest and conviction of the person(s) responsible for this crime. Information that would assist the police in their investigation of this incident should be forwarded to the RCMP or RNC.

Newfoundland Power will continue to work with the RNC in the investigation of this serious offence.

-30-

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