

From: Francesca.Guaiana@HydroOne.com

To: d.lhitchcock@mazinaw.on.ca

Sent: Thursday, February 18, 2010 10:23 AM

Subject: RE Outage concerns

Ms. Hichcock,

Thank you for supplying your account information.

Per your request I have investigated the power outages in your area over the holiday season. I have received a copy of the transmission updates at that time and included the information for you.

“Tweed area continues to deal with extremely difficult conditions in their efforts to restore power, crews are using helicopter support along with snow machines and tracked ATV's; off road buckets and RBD's. As the temperatures rise ice falls from trees causing further conductor contacts and breaks as the trees return to a more vertical position.”

As you can see from the report, weather conditions played a major role in delaying restoration of services. After the Boxing Day ice storm that affected your area, Hydro One forestry crews from 3 different operation centres were called in and worked 9 days straight, for 16 hours each day, clearing the area. Our Forestry department continued to perform work in the affected areas through the entire month of January to increase the reliability of our distribution system.

During an outage, our primary goal is to restore electricity service quickly and safely. We make every reasonable effort to minimize the duration of outages. However, more power outages are experienced in rural and remote areas. Lines travel longer distances through a variety of rough terrain, and weather conditions affect these lines more frequently.

Hydro One Networks is responsible for maintaining and repairing all the power lines that make up our transmission and distribution system. This includes tree and vegetation trimming and/or removal, and emergency repairs along the power lines. We understand that reliability is important to our customers and it is one of the top five areas of focus within Hydro One Networks. The reliability levels of our transmission and distribution lines are tracked throughout the province and we are constantly striving to improve their performance through our maintenance programs and new capital investments.

Customers located in heavily treed areas of the province may be particularly vulnerable to more frequent and extended outages given the challenges associated with the geography. One of our vegetation management goals is to balance environmental and reliability issues to minimize tree-related outages. To clear-cut our distribution rights-of-way so trees never contact our lines would be unacceptable to most people and cost prohibitive.

It is important to note that maintenance of trees or vegetation on privately owned lines is the responsibility of the property owner. With that in mind, we recommend that they hire a qualified contractor to do the work and that they contact us to temporarily disconnect the

electrical service during maintenance. As a courtesy to customers, we allow one free disconnection per year to allow them safe access to trim or remove their trees and brush.

If you, or any of your members, would like to schedule an isolation of your line to make any repairs or if you notice a dead or damaged tree interfering with the lines or branches that have grown close to the lines, please let us know by contacting our Customer Care Centre at 1-888-664-9376 available Monday to Friday between 07:30am and 08:00pm.

Our 24hr emergency line 1-800-434-1235 should be used if the tree poses a potential threat to human safety or meets any of these hazardous conditions:

- The tree or branches are smoking, sparking or burning on a hydro line
- The tree is an immediate hazard to the line (split, leaning, hanging over, uprooted)
- The tree is leaning on a hydro pole

As stated in our “A Summary of Our Conditions of Service”: From time to time, events beyond our control can cause power interruptions or voltage irregularities. Therefore, we cannot guarantee a continuous or constant supply of power and will not be liable for any damages caused by lack of power, a power outage or surge. Also, planned interruptions to your electricity service do occur. While we try to provide you with advance notice of such interruptions, we may be unable to do so; and in such situations, the interruptions will proceed as planned, and we will not be liable for any damages caused by such planned outages.

Our “A Summary of Our Conditions of Service” can be viewed on line at www.HydroOne.com

I trust I have addressed your concerns.

Sincerely,

Francesca Guaiana

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