



COMMUNITY NOTICE

Hydro One is working to improve reliability in your neighbourhood

Dear Neighbours

This month, Hydro One will begin work to replace critical electrical equipment in your community and improve reliability in your subdivision. This involves replacing end of life underground equipment inside pad-mount transformers, which are often enclosed in green boxes located at street level. This underground equipment is essential to powering individual homes. As crews move throughout the neighbourhood they will complete work on approximately two transformers simultaneously before they move on to the next. No work will occur from December 23 to January 2.

What can I expect as a resident?

While this work is completed you will notice Hydro One personnel, trucks and an increase in noise and activity at each location from Monday-Friday. We expect work at each transformer removal and replacement will take one day.

In order to safely replace equipment, residents may experience a 3-5 hour power interruption, when repairs to underground equipment connected to their home is being conducted. If your home is expected to experience an interruption our project team will notify you 48 hours prior to the outage to discuss what you can expect, advise you of the approximate time, and leave contact information for you. We understand this is inconvenient and will work to make accommodations where possible. Additionally, we will have staff onsite who you can speak with should any issues arise during the replacement.

From time to time our teams experience unforeseen issues when working on equipment that is underground and not visible at street level. We can generally predict which homes will experience a power interruption, however if issues arise, some homes that we did not anticipate may also be affected. We will do our best to contact these homes in advance, however it may be less than 48 hours' notice.

We appreciate your patience while we complete this important project.

For questions about this project please contact:

Community Relations, 1-877-345-6799

Community.Relations@HydroOne.com