

WHAT HAPPENS WHEN THE POWER GOES OUT



IF YOUR POWER DOES GO OUT, PLEASE REPORT THE OUTAGE TO: 1-800-434-1235

Ever wonder what's happening behind the scenes when the power goes out? Here's a brief explanation of what we're doing to get the lights back on.

HYDRO ONE IS READY

Ontario's electricity system can be impacted by the Canadian climate. In the winter, heavy snow or ice storms can cause power lines to break, while in the summer and fall, fierce winds, rain, and lightning can cause extensive tree damage that leads to power outages. At other times, and even in sunny weather, traffic collisions or animal contact with electrical equipment can cause outages on our system.

When the electricity goes out, we have a six-step recovery plan in place to restore power to our customers as quickly and safely as possible.





HOW LOCAL POWER OUTAGE RESTORATION WORKS

1. NOTIFY

Customers report an outage by contacting our call centre, and our system collects data about outages and automatically transmits it to our Ontario Grid Control Centre.

2. EMERGENCY RESTORATION

We receive many calls during an outage and they are addressed in priority. Our first priority is to respond to 9-1-1 emergencies like fires or live lines that are down. We then focus on restoring electricity to essential services such as hospitals, fire and police stations and water and sewage treatment facilities.

3. PRIORITIZE

We prioritize repairs to system elements starting with those that serve a large number of customers and then move on to repair individual lines serving individual customers.

4. MOBILIZE

We assess the nature and extent of the storm-related damages so that we can quickly mobilize and deploy crews and equipment from across the province, if needed, to the storm damaged area.

5. COMMUNICATE

During a power outage, our crews update the Ontario Grid Control Centre on their progress. This information is used to develop the Estimated Time of Restoration (ETR) bulletins to the media and local officials. ETR updates can be checked on our website, mobile app, or by phone.

6. FINISH THE JOB

Our crews, management, and dispatchers stay on the job until we have restored power to everyone. We then revisit any temporary repairs and help communities clean up after the storm.

THREE WAYS TO STAY UP TO DATE

1. DOWNLOAD OUR FREE MOBILE APP

Check the status of power outages anywhere in our service area, right from your smart phone or wireless device.
HydroOne.com/MobileApps

2. VISIT OUR ONLINE STORM CENTER

Our online outage map is updated every 15 minutes to let you know the cause of the outage, crew status and when power will be restored. StormCentre.HydroOne.com

3. SIGN UP FOR FREE OUTAGE ALERTS

We'll send you a text alert or email alert when the power is out near your property, with any updates on the estimated time of restoration and when the power is restored.
HydroOne.com/MyAccount

If your power does go out, please call
and report the outage to:

1-800-434-1235



WHAT TO DO IN A POWER OUTAGE:

- Call Hydro One's province-wide, 24/7 emergency number: 1-800-434-1235
- Always stay clear of downed lines or equipment. Never assume they are safe to go near.

WE CAN RESTORE POWER FASTER IF:

- You can provide your account number (found on your electricity bill) and phone number.
- You use our automated telephone self-service features.
- You're able to tell us anything you might know about the possible cause of the outage.



Emergencies and Power Outages

1-888-434-1235

24 hours/7 days



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