APPENDIX B – UNDERGROUND LOCATES

A. Cable Locates

Upon request, Hydro One will locate, if able, all Hydro One-owned, Hydro One-maintained secondary and primary underground cables or submarine cable connected to its distribution system.

To locate Hydro One-owned or Hydro One-maintained secondary and primary underground cables that are connected to the distribution system, Customers can:

- Call Ontario One Call at 1-800-400-2255
- Submit an e-ticket at www.on1call.com

For more information visit: www.HydroOne.com.

For reasons of public safety, Hydro One will not endeavor to locate cables owned by Customers or other parties. These parties are advised to obtain information from the owners of such cables. At the Customer's request, Hydro One will provide a service disconnection and reconnection once per calendar year, during normal working hours, at no charge. To locate privately owned secondary and primary underground cables Customers must consult a private underground utility locate service provider or the owner of such cables.

B. Fault Locates and Repairs

Hydro One will locate and repair faults on all Hydro One-owned/or Hydro One-maintained service cables without charge, except when the Customer or third party has caused the damage. In this situation, the party responsible for the fault/damage will pay the costs of repair.

If structures, pavement, or landscaping make the cable inaccessible for repair, the Customer will provide and pay for all civil work, supports, vegetation and landscaping required to repair or replace it.