

POWER OUTAGE



RESOURCE FACT SHEET

PROVIDING IMPORTANT INFORMATION YOU'LL NEED FOR THE NEXT OUTAGE

- What causes outages?
- Elexicon's *Power Restoration Plan*
- Tips for being better prepared
- Elexicon's outage communication channels
- Who owns damaged electrical equipment?
- Completing repairs following an outage

ELEXICON'S ELECTRICITY DISTRIBUTION SERVICE AREA IS ONE OF THE MOST GEOGRAPHICALLY DIVERSE IN ONTARIO

This is both a blessing and a challenge. On one hand, the company can draw on resources from across a broad area to deal with localized problems. On the other hand, it exposes the utility to more varied extreme weather events. Fortunately, Elexicon's power restoration team has the experience, capability and flexibility to deal with Mother Nature at her worst.



WHAT CAUSES OUTAGES?



Severe weather conditions

High winds, snow and ice storms, heavy rain and lightning.



Distribution equipment issues

Vehicles colliding with our equipment, trees falling on lines and animals contacting power lines.



Loss of supply from transmitters



Planned outages

When possible, we provide advanced notification of the expected time and length of a planned outage.



HOW WE GET THE POWER BACK ON

Elexicon's *Power Restoration Plan* defines the levels of response (shown below) depending on the severity of the outage and ensures that Elexicon is able to devise the safest and fastest restoration process given the specific circumstances.

Our 24/7 system control centre becomes command central whenever the *Power Restoration Plan* is enacted. During a major outage, at least two distribution system operators are on duty at all times. Through the use of automated substation and distribution feeder technology, they are often able to restore power to some customers remotely in a short period of time.

The plan sets out to protect public safety, then maximize the number of customers restored in the shortest time possible.



- 1 Start with emergency services, hospitals, retirement residences, water and sewage treatment plants, pumping stations and municipal warming stations.



- 2 Focus next on feeders that supply power to local substations.



- 3 Then work to restore feeders that deliver power from local substations to specific streets.



- 4 Finally, turn efforts to re-energizing individual homes and businesses.



BE READY FOR THE NEXT OUTAGE

Before an outage

- Have an emergency survival kit containing items that you'll need to remain comfortable for at least 72 hours.
- Visit <https://www.ontario.ca/page/be-prepared-emergency> for a survival kit checklist.
- Check trees on your property and call us to investigate branches and limbs that threaten to make contact with power lines.



During an outage

- Always consider downed power lines to be live and dangerous. Electricity can travel through water and the ground around downed power lines. Stay back at least 10 m (33 ft) or the length of a school bus.
- Call 9-1-1 and Elexicon (1-866-579-6819) immediately to report any downed wires or electrical hazards.
- Portable generators can provide security and comfort during power outages. Consult the owner's manual and the Electrical Safety Authority (esasafe.com) for proper use and important safety tips.



After an outage

- Do not plug in electrical appliances that have been wet until they have been checked by a licensed electrical contractor or serviced by the manufacturer.
- Give the electrical system a chance to stabilize before reconnecting appliances and equipment. Turn on appliances and equipment one at a time over 15 minutes to allow Elexicon's distribution system to stabilize.



GET OUTAGE NEWS - ANYWHERE, ANYTIME!

Outage map - elexiconenergy.com/outages

Elexicon's outage map highlights areas that have had their service interrupted with a circular symbol that customers can click on to find the date and time the outage occurred, estimated time of restoration, cause, number of customers affected and crew status.



Twitter - @ElexiconEnergy

Elexicon's Twitter account notifies users of outages affecting more than ten customers. These tweets include the cause of the outage, the community and location(s), and a link to the outage map. A new message is tweeted each time outage information is updated.



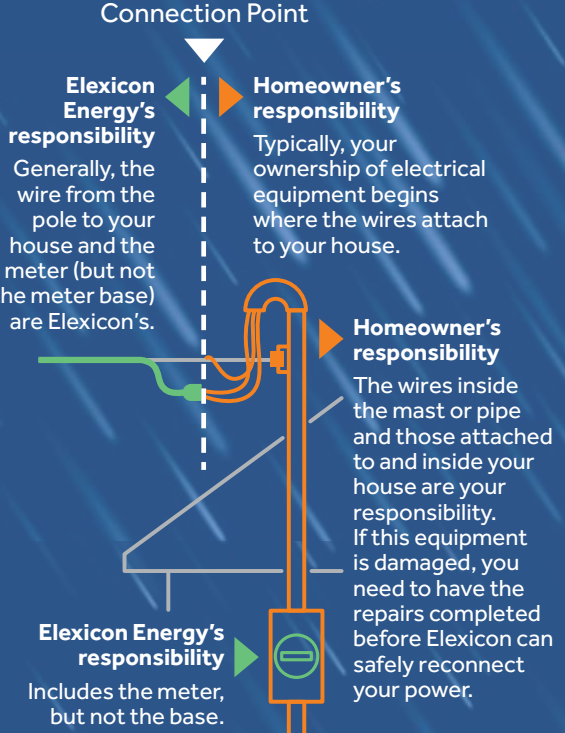
24-hour Power Outage Hotline - 1-866-579-6819

This automated service allows customers to listen to current power outage reports, report a power outage or a problem with Elexicon's electrical equipment.



WHO OWNS DAMAGED ELECTRICAL EQUIPMENT?

Connection Point



STEPS FOR COMPLETING REPAIRS

- 1 **Do not attempt to repair the damaged equipment yourself.**
Stay back to avoid the risk of shock, electrocution or fire.
- 2 **Contact a licensed electrical contractor.**
Call 1-877-372-7233 or visit esasafe.com.
- 3 **Once a licensed electrical contractor has been hired...**
 - The contractor will file for a permit with the Electrical Safety Authority (ESA) so that there will be a record of the work.
 - When the work is complete, an ESA inspector will confirm that the repaired equipment is safe and inform Elexicon that power can be reconnected.
 - Elexicon will reconnect power when it is able to do so.
- 4 **Once the work is complete...**
You will need to have the contractor supply you with a copy of the *ESA Certificate of Inspection* for your records and insurance purposes. According to the Insurance Bureau of Canada, most home insurance policies cover the cost to repair a home's electrical mast. Please note that a licensed electrical contractor must complete the repairs and your insurance policy deductible will apply.

