

POWER OUTAGE



RESOURCE FACT SHEET

PROVIDING IMPORTANT INFORMATION YOU'LL NEED FOR THE NEXT OUTAGE

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

VERIDIAN'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, Veridian'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

Veridian's Power Restoration Plan defines the levels of response (shown below) depending on the severity of the outage and ensures that Veridian 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 time. Through the use of automated substation and distribution feeder technology, they are often able to restore power to thousands of customers within a few minutes. At the most severe level – like the December 2013 ice storm – the plan prompts the request of additional assistance from more than 20 utilities spanning from Kingston to Windsor, external contractors and the Canadian Mutual Assistance Group. The group, whose members include BC Hydro, SaskPower, Toronto Hydro, Nova Scotia Power and Newfoundland Power, was formed to assist one another and share resources during emergency events.

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 emergencymanagementontario.ca 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 Veridian (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 Veridian's distribution system to stabilize.



For more information

Visit veridian.on.ca/emergencypreparedness and esasafe.com.



GET OUTAGE NEWS – ANYWHERE, ANYTIME!

Outage map – veridian.on.ca/outages

Veridian'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 – @VeridianTweets

Veridian'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 Veridian's electrical equipment.



my alerts

Register at veridian.on.ca

Veridian's Outage Notification Service – my.alerts – provides customers with information and updates on outages affecting their service. Registered users can receive outage information and updates through any combination of text, email and telephone.



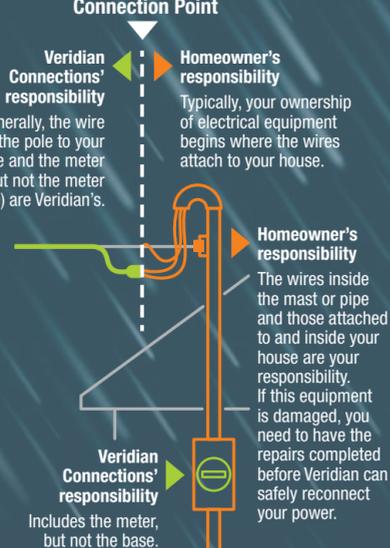
SPECIAL ARRANGEMENTS FOR THOSE REQUIRING EXTRA CARE DURING AN EMERGENCY

If you depend on electrically-powered medical equipment, such as a ventilator or kidney dialysis machine, please let us know. We'll do our best to notify you of planned outages so that you can make advance preparations. Contact us at 905-420-8440.



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 Veridian that power can be reconnected.
 - Veridian 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.

