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April 12, 2010

Office of Councillor Shad Qadri
City of Ottawa
Ottawa, Ontario K1P 1J1

Dear Councillor Qadri:

Subject: Stittsville Outages

Thank you for your inquiry concerning Hydro Ottawa's service reliability in the Stittsville area. Providing a high quality of service to the residents of Stittsville is extremely important to us, and I would like to assure you that we are taking steps to ensure we deliver on that commitment.

Allow me to outline the causes of the recent outages, and our plans for upgrades that will improve service reliability in the Stittsville area. I would also like to address the concerns expressed about Hydro Ottawa's automated power outage communications system.

Let me begin with the following table, which summarizes the outages that have affected the Stittsville area since April 1st:

DATE	CAUSE	DURATION
April 1 @ 17:28	Loss of Supply from Hydro One as a result of foreign interference (bird contact) at South March Transformer Station. This affected the power supply to Alexander, Bridlewood, South March, Munster, Janet King & Richmond North stations.	(18,500 customers) Restored at 17:36 - 8 minutes

DATE	CAUSE	DURATION
April 7 @ 07:42	Suspected tree contact. Restoration was delayed due to equipment related complications.	(3325 customers) Electricity supply rerouted in order to restore power to 2496 customers at 09:33 and the remaining 829 customers at 9:38.
April 8 @ 09:12	Planned (Alexander F3) – Planned outage to some customers in Fringewood Village in order to transfer overhead lines to a new pole line.	(110 customers) Restored at 12:10 (178 minutes)
April 9 @ 09:04	Auto-reclose (Alexander F3)	(3325 customers) Momentary outage, less than one minute
April 9 @ 11:44	Cause unknown. Crew patrolled the line and no cause was found.	(3325 customers) Restored at 11:58 (14 minutes)
April 10 @ 7:43	Auto-reclose (Alexander F3)	(3325 customers) Momentary outage, less than one minute

As you can see from the table above, some of the recent outages have been due to factors beyond our control, while others illustrate the importance of the upgrades we have planned for the area.

Currently, the City of Ottawa is rebuilding Hazeldean Road and in conjunction with this project, the City has requested that Hydro Ottawa relocate its pole line to align it with the new road. To complete this pole line relocation, there have been several planned outages. Customers have been informed of these outages in advance, in accordance with our normal practices.

As you know, Hydro Ottawa has planned upgrades for the Stittsville area that, when complete, will improve the reliability and redundancy of the electricity supply. Currently, most of the Stittsville community is fed from a single distribution station owned by Hydro One. This distribution station is connected to a long sub-transmission line (44 kV), which has some exposure to failure. As such, the area has been identified by Hydro Ottawa as a priority area for upgrades. In 2008, Hydro Ottawa proposed to install an alternate supply route for Stittsville along Abbott



Street. However, this project was deferred at the request of the City, pending a review of underground wiring options. Hydro Ottawa continues to work with the City of Ottawa on this policy process.

A new transformer station planned for the south Kanata and Stittsville area, scheduled to be in service for the summer of 2013, will also increase the reliability of supply for the residents of Stittsville. This new station will provide added capacity, enabling new distribution lines to be connected into the Stittsville community, providing greater redundancy in the supply of power. In the event one feeder is faulted, most of the affected customers will be restored by switching to an alternate one. Automated switches are being installed such that Hydro Ottawa's system operators will be able to transfer loads without having to dispatch crews.

I welcome your feedback regarding Hydro Ottawa's outage reporting line. This service has greatly increased our ability to communicate with our customers in a timely fashion regarding outages, and to receive critical information from them that helps us to restore power more quickly. However, like every avenue of service delivery, there is always room for improvement, and we continue to look for opportunities to enhance this service.

Hydro Ottawa's power outage reporting system prompts residents for their street number as a verifier that helps to make the process fast and efficient for both the caller and the utility. The full street address is not required in most cases, as the system automatically matches the incoming call to Hydro Ottawa's database of customer phone numbers and addresses. The caller's response validates that the system has identified the correct address, to ensure the outage is logged accurately. The instant the customer inputs their street number, an outage report is generated, and our outage management system adds that new information to what is already known. The call duration for this process is typically less than 30 seconds, whereas the previously used manual reporting system could take up to three minutes or longer. The faster the automated system receives these validated addresses, the quicker it can diagnose the specific outage area, and in many cases the actual source of the outage, thereby reducing restoration time.

While the vast majority of residents phoning in simply want Hydro Ottawa to know there is an outage, there is a small percentage of customers who may have specific information as to the cause of the outage (e.g. a fallen tree, fallen pole etc). The automated system invites these residents to identify what has caused the outage by selecting a cause from a list of the most common causes. If the reason is not on the list of choices offered, then the resident is given the opportunity to connect to a live agent in order to provide specific details.

To date, Hydro Ottawa's experience with the automated system is that it has significantly improved our ability to field customer calls quickly and effectively



during outages, dramatically reducing the number of busy signals and improving outage diagnostics and response times. Any feedback from customers about their experience with our outage line would be welcome and taken into account as we continue to enhance its functionality.

Sincerely,

A handwritten signature in black ink, appearing to read "Norm Fraser", with a long horizontal line extending to the right.

Norm Fraser, COO
Hydro Ottawa Limited