



Stittsville Information Session

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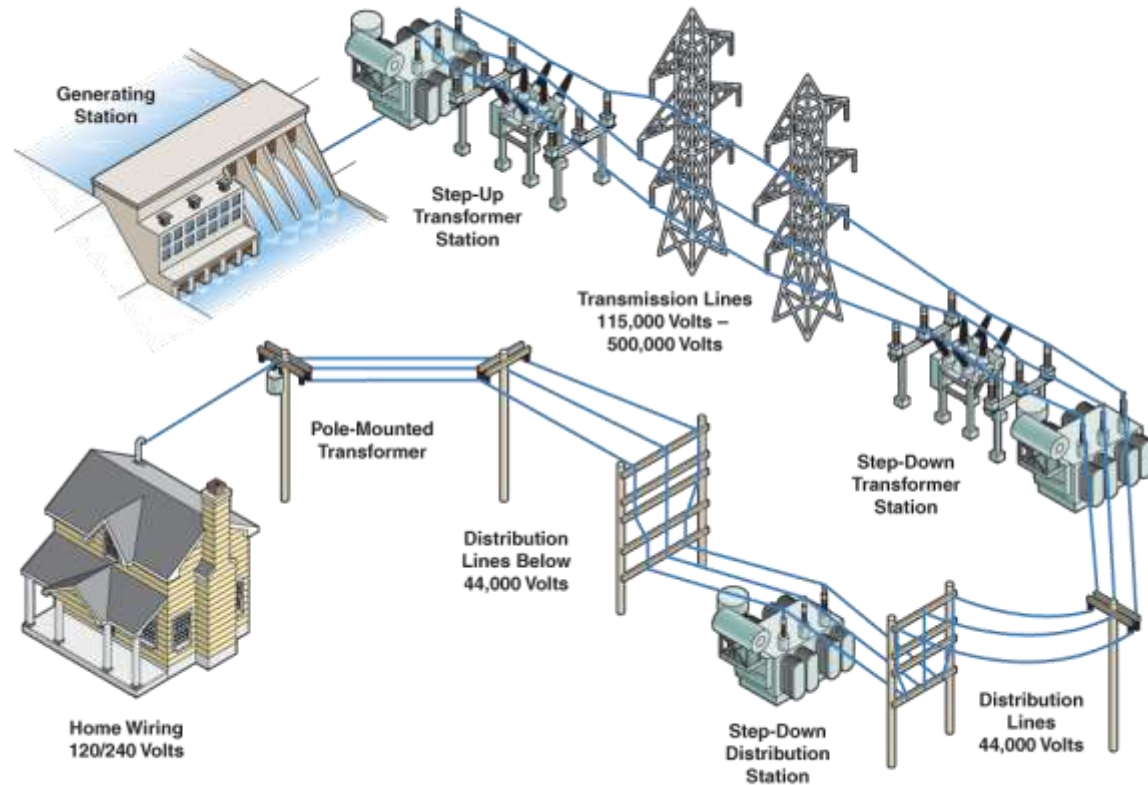


About Hydro Ottawa



- Obtain power from provincial grid and distribute it
- 300,000 customers
- Third largest local distribution company in Ontario
- Largest geographic area in the province for a municipal utility
- 99.989% reliability
- Investing 21% of our capital budget in west end, including Stittsville in 2011

The Electricity System



Alexander DS SAIDI / SAIFI

Year	SAIDI (including LOS)			SAIFI (including LOS)		
	Alex-F2	Alex-F3	HOL System	Alex-F2	Alex-F3	HOL System
2007	0.55	0.98	1.40	0.53	0.35	1.21
2008	0.03	2.26	0.98	0.02	1.10	1.02
2009	2.20	2.93	1.50	1.41	1.82	1.15
2010	8.61	7.66	1.35	5.47	5.33	1.39

2010 Alexander DS Outages

Alex-F2: 2,660 customers (approx.)

Primary Cause	Duration (Hours)	Customers Affected	Secondary Cause
Defective Equipment	1.44	2,005	
Defective Equipment	0.85	2,520	Equipment Failure - Cause Unknown
Defective Equipment	2.59	2,330	Imminent Equipment Failure Detected
Foreign Interference	1.17	6	Animal
Foreign Interference	3.00	10	Bird
Scheduled Outage	2.39	28	
Scheduled Outage	1.08	13	Construction
Scheduled Outage	3.00	28	Preventive Maintenance
Scheduled Outage	1.45	11	Repair
Tree Contacts	1.47	2,000	Inadequate Trimming
Other	1.52	2,604	No Apparent Cause

Alex-F3: 4,140 customers (approx.)

Primary Cause	Duration (Hours)	Customers Affected	Secondary Cause
Defective Equipment	3.11	3,000	
Defective Equipment	0.27	1,495	Equipment Deterioration Due to Age
Defective Equipment	0.20	5	Imminent Equipment Failure Detected
Foreign Interference	0.38	8	Animal
Foreign Interference	2.00	2	Vehicle
Scheduled Outage	2.82	143	Construction
Other	1.60	3,325	No Apparent Cause
Other	0.23	3,326	

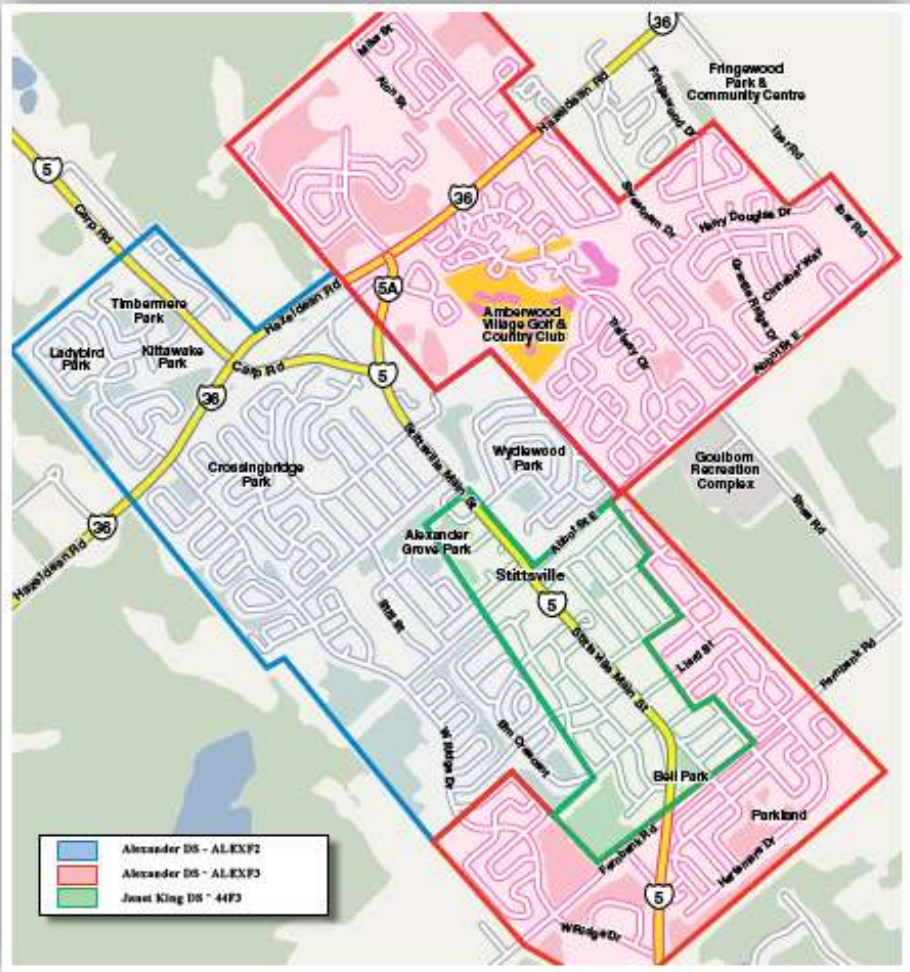
2010 Janet King DS Outages

44F3: 425 customers (approx.)			
Primary Cause	Duration (Hours)	Customers Affected	Secondary Cause
Scheduled Outage	0.36	11	
Scheduled Outage	4.00	100	Preventive Maintenance

12% Stittsville Outages – Foreign Interference



Stittsville Distribution System



Investing in Stittsville

New \$20 million transformer station (online in 2014) to provide additional capacity and reliability



2011 Stittsville Capital Work

- **Additional Capacity**

 - New Substation – Terry Fox MTS (100 MVA)

 - New Transformer – Janet King DS (30 MVA)

- **Elbow and Insert Replacement**

 - 3 Areas to be completed in Stittsville

- **Switchgear New and Rehab**

 - 1 Replacement

 - System Reconfiguration in Stittsville

- **O/H Equipment New and Rehab**

 - Stittsville Main street Rehabilitation

- **Line Extensions**

 - Janet King DS Egress for new transformer

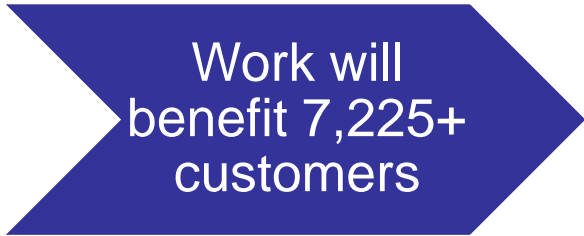
- **System Reliability Enhancements**

 - New automated recloser on Alex-F3

- **Distribution Automation**

 - New automated device on the 44kV circuit which feeds Alexander DS

 - New automated recloser on BeckF2 – to expedite restoration



Work will
benefit 7,225+
customers

Outage Communications

- **Chartwell 2010 Best Practices Award for Outage Communications**
- **Dedicated Power Outage Line: 613-738-0188**
- **Reduced call times from 3 minutes to 30 seconds**
- **Automated system matches incoming calls to our database – quickly identifying affected areas**
- **Fully operational Geographic Information System (GIS) – conversion of more than 30 million pieces of data from old files**
- **Pro-active communication with media and councillors via text messaging and through social media (Twitter)**
- **Soon – mobile phone apps, real-time outage web maps and more...**

