

Hydro Ottawa Limited  
3025 Albion Road North, PO Box 8700  
Ottawa, Ontario K1G 3S4  
Tel.: (613) 738-6400  
www.hydroottawa.com

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July 9, 2010

Dear Customer:

Thank you for your inquiry concerning Hydro Ottawa's service reliability in the Stittsville area. We regret any inconvenience recent power outages have caused residents and businesses. 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.

The two most recent outages on Monday, July 5<sup>th</sup> and Wednesday, July 7<sup>th</sup> were not the result of a shortfall in energy supply due to this week's heat-wave, but rather a vine interfering with electrical equipment, and a defective underground cable respectively. The second was more complex to fix, requiring some forced outages in order to safely complete the work and ensure the system would remain stable. This resulted in multiple outages for some customers throughout the evening.

To provide you with some background, I would like to outline the causes of the outages this year, and our plans for upgrades that will improve overall service reliability in Stittsville.

- An outage affecting 18,500 customers on April 1<sup>st</sup> was caused by loss of supply from the provincial grid due to animal contact, and lasted eight minutes.
- An outage on April 7<sup>th</sup> was likely caused by tree contact, and affected 3,325 customers for up to 116 minutes.
- A planned outage affected 110 customers in Fringewood Village for 178 minutes on April 8<sup>th</sup>, in order to transfer overhead lines to a new pole line.
- On April 9<sup>th</sup> and 10<sup>th</sup>, two momentary outages and a 14 minute outage occurred, affecting 3,325 customers each time.
- A 16 minute outage occurred on April 15<sup>th</sup> due to defective equipment, affecting 1,495 customers



- Four customers experienced a planned outage on April 19<sup>th</sup> for 49 minutes so that overhead lines could be reconfigured.

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

The City of Ottawa is currently rebuilding Hazeldean Road, and has requested that Hydro Ottawa relocate its pole line to align it with the new road. This work has required several planned outages to ensure the safety of workers, but unplanned outages have also occurred. We are working closely with City staff to reduce the unplanned outages caused by the construction activity.

We are continuing to invest significant resources in new infrastructure in Stittsville, to keep pace with growth and ensure that our high standards for service reliability are maintained. Currently, much of the Stittsville community is fed from a single 44 kilovolt distribution line. 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 to move this project forward as soon as possible.

A new transformer station planned for south Kanata and Stittsville will also increase the reliability of supply for the residents of Stittsville. This new station, scheduled to be in service in 2013, will provide added capacity and backup supply options in the case of outages.

We are confident these investments will ensure that the Stittsville area is well served by our electricity distribution system in the years to come.

While we can't provide absolute assurances that outages will not occur in the future, please know that we are firmly committed to preventing outages whenever possible and quickly restoring power when outages do occur.

Thank you once again for the opportunity to respond to your concerns.

Sincerely,

A handwritten signature in blue ink that reads "Norm Fraser". The signature is stylized and written in all caps.

Norm Fraser

COO, Hydro Ottawa Limited