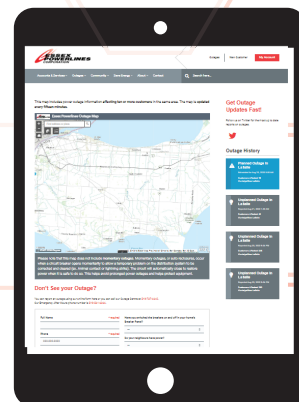


STAY CONNECTED

1 OUTAGE CENTRE

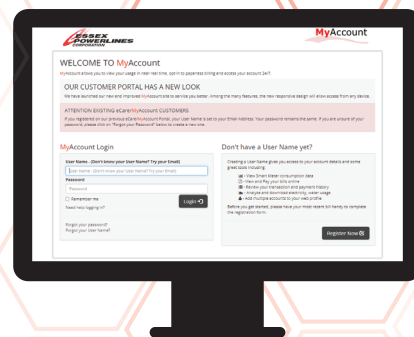
- View our outage map, including power outage information affecting ten or more customers in the same area. This map is updated every fifteen minutes
- Report an outage using our online form
- Learn more about common outage causes



Outage Centre

2 MYACCOUNT CUSTOMER PORTAL

- View and pay your bills online anytime, anywhere
- Review your transaction and payment history
- Analyze and download electricity usage
- View Smart Meter consumption data
- Sign up for paperless billing to reduce your mail waste
- Add multiple accounts to your web profile



MyAccount

3 TWITTER

- Receive outage information, energy-saving tips, and much more




4 FACEBOOK


- Learn about our community initiatives
- Receive regular electricity safety updates
- Stay up to date on Essex Powerlines events and news



5 CUSTOMER SERVICE

 519-737-6640

 customerservice@essexpowerlines.ca

 **Office Hours** - Monday to Friday 8:30 a.m. - 4 p.m.



BEING PROACTIVE

1 TREE-TRIMMING

Essex Powerlines conducts tree-trimming on a regular basis.

In our current program, vegetation is trimmed:

- Every **two years** around our primary lines
- Every **four years** around our secondary lines

This program is actively monitored throughout the year and additional trimming is executed on an as-needed basis.

We are currently conducting tree-trimming around primary lines in LaSalle, as shown in our tree-trimming program. >

Essex Powerlines Tree-Trimming Program

	AMH	LAS	TEC	LEA
2022				
2023				
2024				
2025				
2026				
2027				
2028				

Legend

Primary Only

Secondary Only

Primary & Secondary

AMH: Amherstburg

LAS: LaSalle

TEC: Tecumseh

LEA: Leamington



All tree-trimming scheduled in LaSalle in 2022 is indicated in red.

2 LINE PATROLS

Line patrols are conducted on an as-needed basis, usually in situations where a segment of a service line cannot be energized.

For example, line patrols are conducted when:

- 1 A fused switch has opened and there is no apparent reason for the fuse to fail.
- 2 A recloser unit has locked out, meaning it will no longer automatically close and requires manual intervention to do so.
- 3 The main breaker at the transmission station has locked out.
- 4 Intermittent auto reclosures are occurring with our recloser units due to contact with a foreign object.

BEING PROACTIVE

3 ASSET INSPECTIONS

In line with the Ontario Energy Board's Distribution System Code, we inspect all assets on a three-year cycle.

Infrared (IR) Inspections

In 2021

The following assets in our service territory underwent IR inspection*

607,942
metres

**Overhead
Lines**

863

**Overhead
Switches**

1,138

**Overhead
Transformers**

122

**Switching
Cubicles**

*Applies to Amherstburg, LaSalle, Leamington, & Tecumseh.

Physical and Non-Destructive Testing

In 2022

The purpose of this type of testing is to ensure that assets are in good working order. The following assets are scheduled for physical and non-destructive testing*

2,873

Poles
to undergo drill
and/or hammer
test

728

Poles
scheduled for
aerial (drone)
photography

211

Dip Poles
to be tested

622

**Pad-Mounted
Transformers**
to be inspected

*Applies to LaSalle only.

4 ANIMAL GUARDS

Due to high animal contact in the LaSalle area, additional animal guards will be installed.

WHERE YOUR MONEY GOES

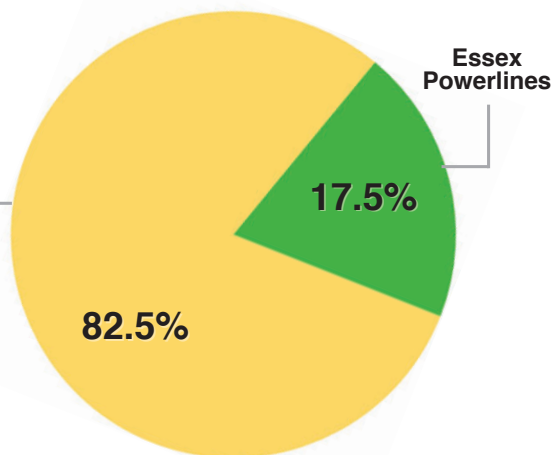
1 HYDRO BILL BREAKDOWN

Fixed Monthly Service Charge

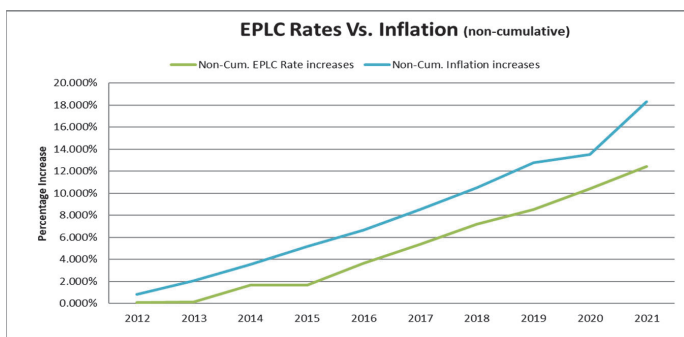
\$28.66
Residential

\$38.62
Business/
Commercial
GS<50kW

Wholesale
Power
Supply
Hydro One
Networks
Inc., IESO,
etc.

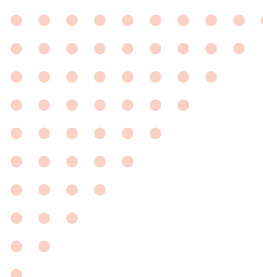


2 RATES UNDER INFLATION



*Based on OEB Rate Application.

The Monthly Service Charge consistently remains below inflation.



3 CAPITAL INVESTMENTS IN LASALLE 2017-2021

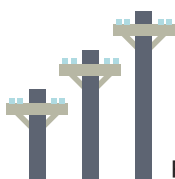
Essex Powerlines is continuously updating and replacing its infrastructure in its service territory to maintain its high standard of service.

\$3,029,274

2017-2021

1

Overhead-to-Underground Rear Yard Conversion Project Spanning Three Years

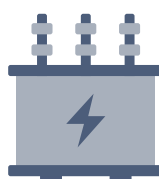


117

Pole Replacements

2

Overhead Line Rebuilds



111

Transformer Replacements

+ Various Projects

Replacing pedestals

Updating switching cubicles to Molded Vacuum Interrupters (MVI)












Ongoing pole line rebuild

and more...

LASALLE STATISTICS

1 OUTAGE CAUSES

Essex Powerlines typically accounts for at least 11 different factors that cause outages:

 Adverse Environment	Customer interruptions due to equipment being subject to abnormal environments, such as salt spray, industrial contamination, humidity, corrosion, vibration, fire, or flowing.
 Adverse Weather	Customer interruptions resulting from rain, ice storms, snow, winds, extreme temperatures, freezing rain, frost, or other extreme weather conditions.
 Defective Equipment	Customer interruptions resulting from equipment failures due to factors like deterioration from age and failures detected by maintenance.
 Foreign Interference	Customer interruptions beyond the control of the Distributor (EPL), such as those caused by animals, vehicles, dig-ins, vandalism, sabotage, and foreign objects.
 Human Element	Customer interruptions due to interface of distributor staff with the distribution system.
 Lightning	Customer interruptions due to lightning striking the distribution system, resulting in an insulation breakdown and/or flash-overs.
 Loss of Supply	Customer interruptions due to problems in the bulk electricity supply system. For this purpose, the bulk electricity supply system is distinguished from the distributor's system based on ownership demarcation. This also includes assets owned or operated by another party.
 Scheduled Outage	Customer interruptions due to the disconnection at a selected time for the purpose of construction or preventive maintenance.
 Tree Contact	Customer interruptions caused by faults resulting from tree contact with energized circuits.
 Unknown cause	Customer interruptions with no apparent cause that contributed to the outage.
 Major Event	Customer interruptions due to a Major Event. A Major Event is defined as an event that is beyond the control of the distributor and is a) unforeseeable; b) unpredictable; c) unpreventable; or d) unavoidable. A Major Event causes exceptional and/or extensive damage to assets, takes significantly longer than usual to repair, and affects a substantial number of customers. These outages are also counted under the actual Cause of Interruption listed above.

This list has been adapted from the Ontario Energy Board's Electricity Reporting & Record Keeping Requirements, version dated November 29, 2018.

Momentary outages do not count towards outage statistics.

A recloser is a switch that interrupts power when an event occurs, such as a tree branch or animal touching a line. The recloser momentarily opens when a fault is detected and automatically recloses after a set period of time.

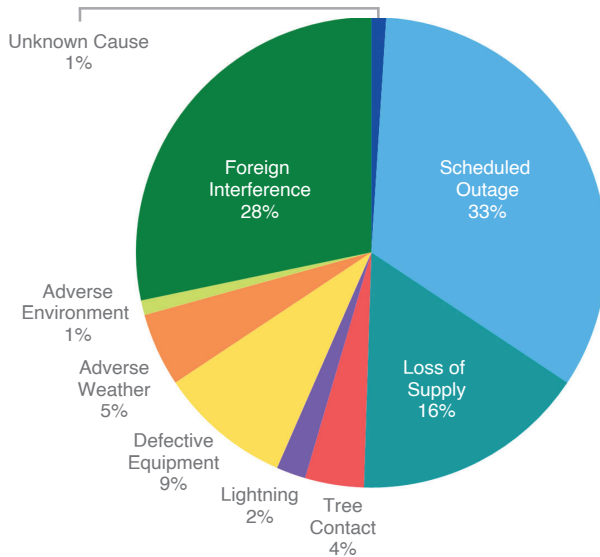
This is referred to as an AR, Auto Reclose, or Momentary Outage. Depending on the area and/or load, these devices are programmed to make two or three attempts to isolate and clear a fault or event. After the second or third attempt, the device will remain in the open state as the event or fault will require external support to clear.

A Recloser is designed to protect the system from damage and mitigate potentially longer and more widespread outages. It is designed to operate before the breaker at the Transmission Station, thus reducing the impact of the outage. Power is removed temporarily to isolate the fault and protect the system or network from being damaged.

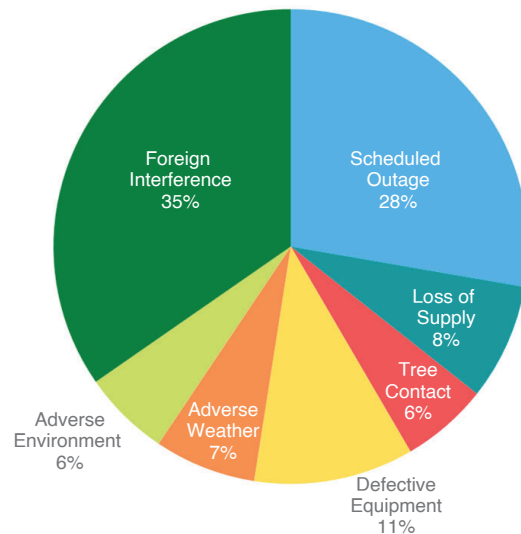
LASALLE STATISTICS

2 OUTAGE CAUSES, FREQUENCY & IMPACT

Outage Causes and Frequency
in LaSalle from 2017 to 2022



Outage Causes and Frequency
in LaSalle in 2022 Alone



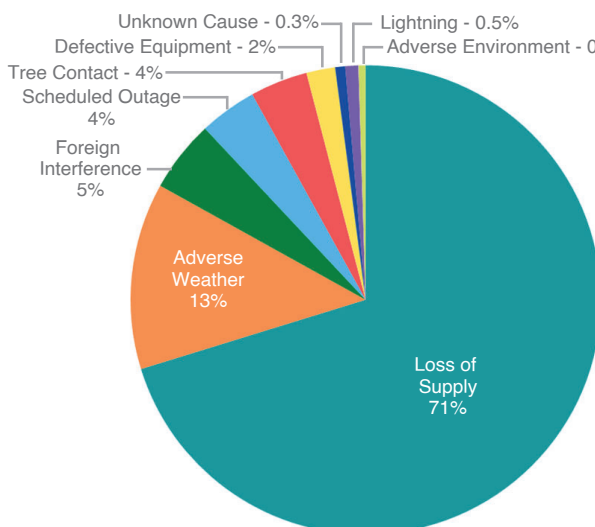
After scheduled outages, the second most common cause of outages in LaSalle in the last five years as a whole (28%) and in 2022 alone (35%) is foreign interference.

However, these numbers don't tell the full story...

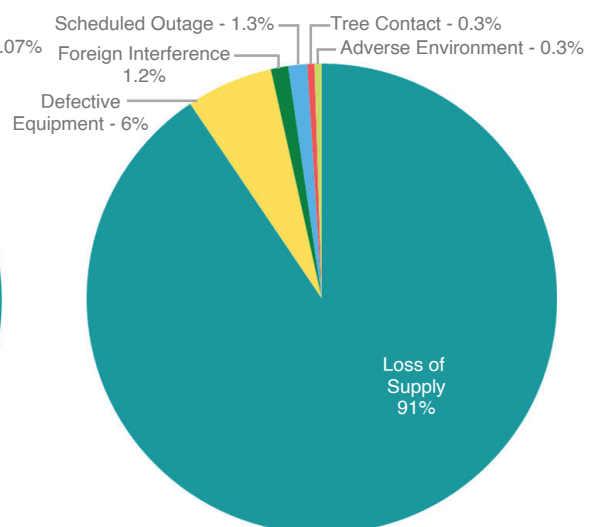
because the most **impactful** cause of outages in LaSalle this year alone is **loss of supply**, which is consistent with data over the last five years.

We measure impact here using **Customer Outage Hours**, which refers to the total duration of outages multiplied by the number of customers impacted.

Customer Outage Hours in LaSalle
from 2017 to 2022



Customer Outage Hours in LaSalle in
2022 Alone



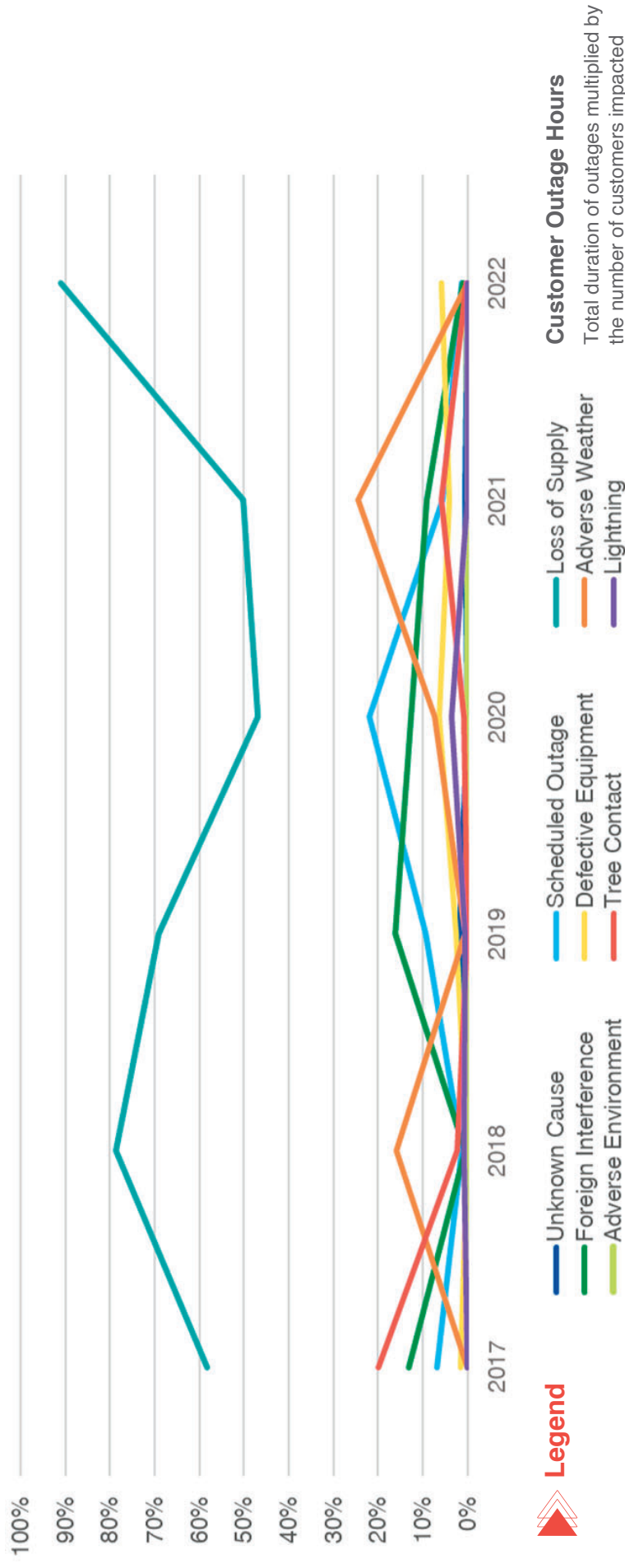
LASALLE STATISTICS



3 OUTAGE IMPACT OVER TIME

Loss of supply has consistently been the most impactful outage cause in terms of customer hours in LaSalle from 2017 to 2022, as shown below.

Customer Outage Hours in LaSalle from 2017-2022



*Disclaimer: All values above have been rounded and may not add up to an even 100%. Data is current as of August 28, 2022.

TOWN OF LASALLE DISTRIBUTION



**KEITH
TRANSMISSION STATION**

CITY OF WINDSOR

**MALDEN
TRANSMISSION STATION**

LEGEND

OVERHEAD PRIMARY

- EPL SINGLE PHASE PRIMARY
- PRIVATE SINGLE PHASE PRIMARY
- EPL 3 PHASE PRIMARY
- HYDRO ONE 3 PHASE PRIMARY

UNDERGROUND PRIMARY

- EPL
- PRIVATE OWNED

SWITCH

- CLOSED
- OPEN

RECLOSER

- CLOSED
- OPEN

TRANSFORMERS

- ON POLE TRANSFORMER
- ON GROUND TRANSFORMER

TRANSMISSION STATION

- TRANSMISSION STATION

**FEED FROM MALDEN
TRANSMISSION STATION**