



September 20, 2018

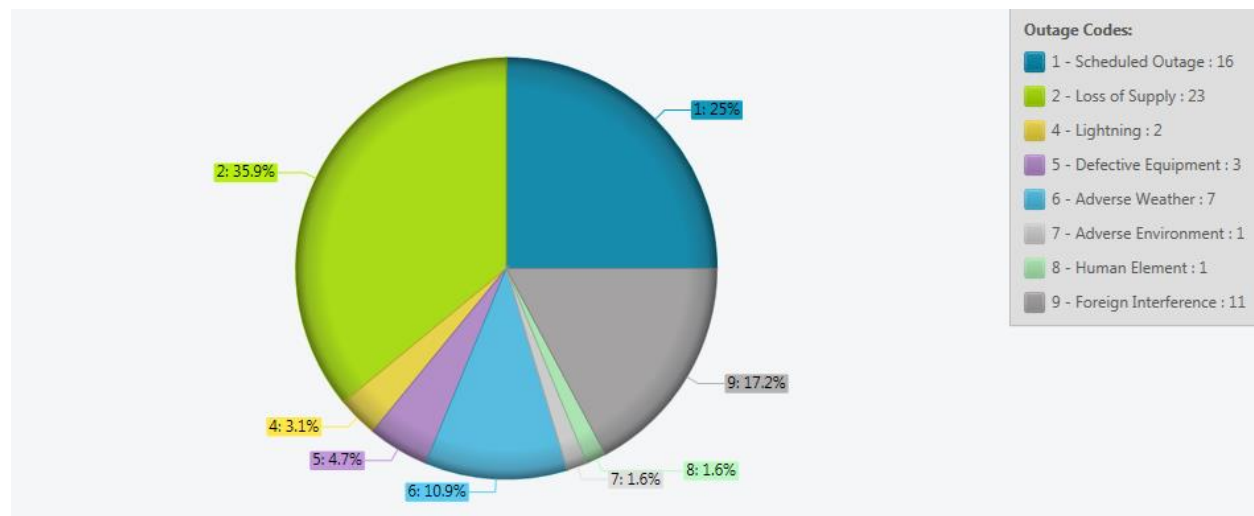
Linda Jean
Deputy Clerk
Town of Lasalle
5950 Malden Road
Lasalle, Ontario
N9H 1S4

Re: Town of Lasalle Council Request – Essex Powerlines Corporation

Thank-you for your letter dated September 4, 2018 which requested a response from Essex Powerlines Corporation with respect to two specific items. The first request was as follows:

“Councillor Akapata requests statistics from Essex Power outlining the number of power outages in Lasalle for 2018, if we are above or below the average of power outages in the region, and what are the causes of these outages.”

To date in 2018, the Town of Lasalle has experienced a total of sixty-four (64) outages. The causes of the outages are itemized below.



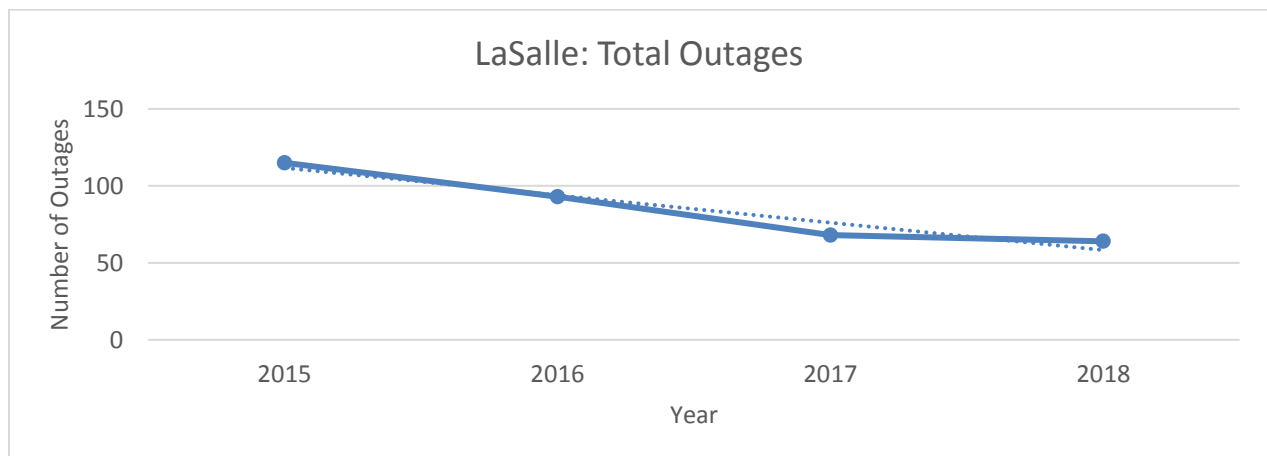
The Loss of Supply is the greatest contributor to outages in the Town of Lasalle forming the basis of almost 36% of the outages which have occurred to date this year. In short, the Loss of Supply entails the loss of the electrical feed outside our service territory from Hydro One into the Town of Lasalle.



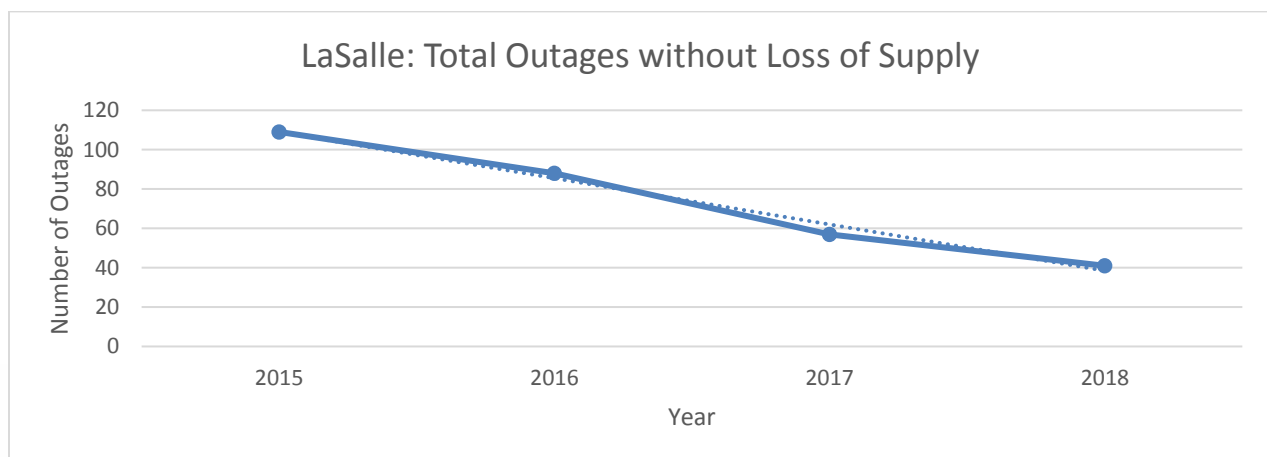
Scheduled Outages is the second greatest contributor to outages in the Town of Lasalle forming the basis of almost 25% of the outages which have occurred to date this year. These outages are within the control of Essex Powerlines in that they are required whenever preventative maintenance, customer capital and our own capital work is undertaken. It is important to note that these types of outages are typically short in duration, planned in order to impact the least number of customers and undertaken to ensure the safety of employees and/or the public when work is considered unreasonable to proceed on a energized basis. Essex Powerlines makes every reasonable effort to notifying customers who are directly affected by these types of outages well in advance of any work being undertaken.

The remaining causes of outages in the Town of Lasalle for 2018 are self explanatory.

Furthermore, I have included below outage data for the Town of Lasalle from 2015 to 2018 (to date) in order to provide you with a trending analysis.

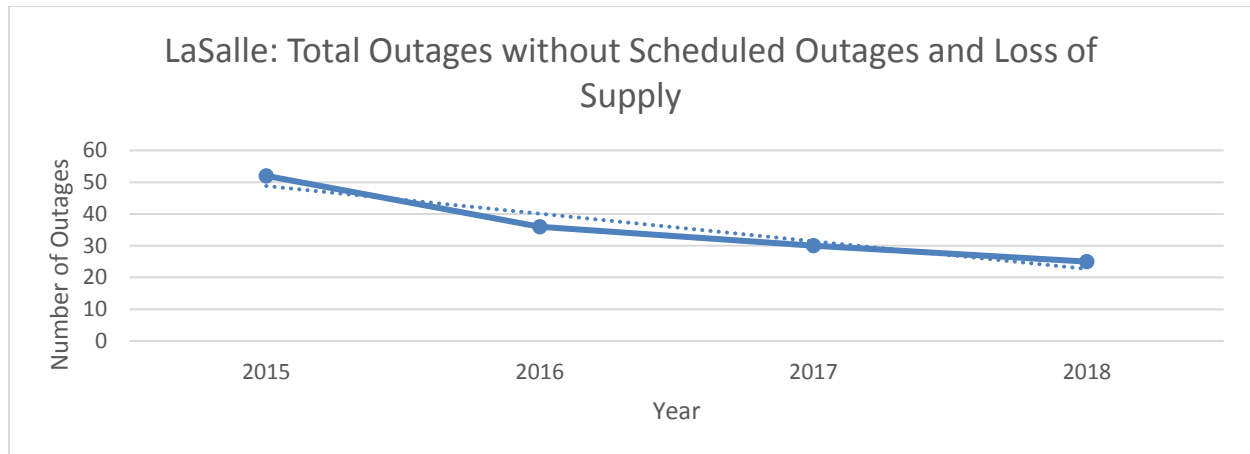


Below is the outage trending analysis for the Town of Lasalle from 2015 to 2018 (to date) when Loss of Supply data is **not** included.





Finally, below is an analysis of when both Loss of Supply and Planned Outages are **removed** from the outage trending data for the Town of Lasalle from 2015 to 2018 (to date).



With respect to the request for a Regional comparison regarding the Town of Lasalle outage performance, the lack of available data which is in the possession of our Regional counterparts makes a very detailed analysis in response to this request difficult.

However, from a more general level of analysis upon review of publicly disclosed documents*, the below comparisons can be provided both in terms of frequency and duration of outages.

Hydro Company	Frequency of Outages Average Number of Times that Power to a Customer is Interrupted	Duration of Outages Average Number of Hours that Power to a Customer is Interrupted
E.L.K.	0.09	0.25
Entegrus	0.41	0.51
Essex Powerlines	0.50	0.63
EnWin	1.47	0.64
Hydro One	4.95	9.11

*based on last reported 2016 OEB scorecard data.

Since 2013, Essex Powerlines has demonstrated a substantial decrease in both frequency and duration of outages in its service territories. For example, in 2013 and 2014 frequency of outages was reported at 1.12 and 0.66 respectively while duration of outages was at 2.24 and 1.16.



“Councillor Renaud requests Essex Power to provide information on protocol for sending updates when a long power outage occurs and if communications can be sent on a frequent basis.”

In the normal course, there are three steps involved in the outage notification protocol when a prolonged outage occurs.

First, an e-mail notification is sent to all required parties advising that an outage has occurred, the approximate time the outage commenced and the general area and/or street name(s) which is/are affected by the outage.

Second, once further information is gathered relating to the likely cause of the outage a further e-mail is sent adding additional information related to said cause while also providing an estimated restoration time.

A third and final e-mail is sent when power has in fact been restored and the duration of the outage is finalized.

The opportunity for Essex Powerlines sending more frequent updates during a prolonged outage is possible as part of the second step of the outage notification protocol process, however, certain factors will have to be taken into consideration including but not limited to the value add of such information based on the characteristics and nature of the outage.

We trust the above meets to your satisfaction and should you have any further questions please do not hesitate in contacting the undersigned.

Warmest regards,

A handwritten signature in black ink, appearing to read 'Joe Barile', with a stylized flourish at the end.

Joe Barile, General Manager
Essex Powerlines Corporation

c.c. Ray Tracey