



Town of Essex Council Presentation

April 17, 2023



Agenda

Hydro One system in Essex



What we've heard from our customers



Targeted investments to improve reliability



Outage Statistics



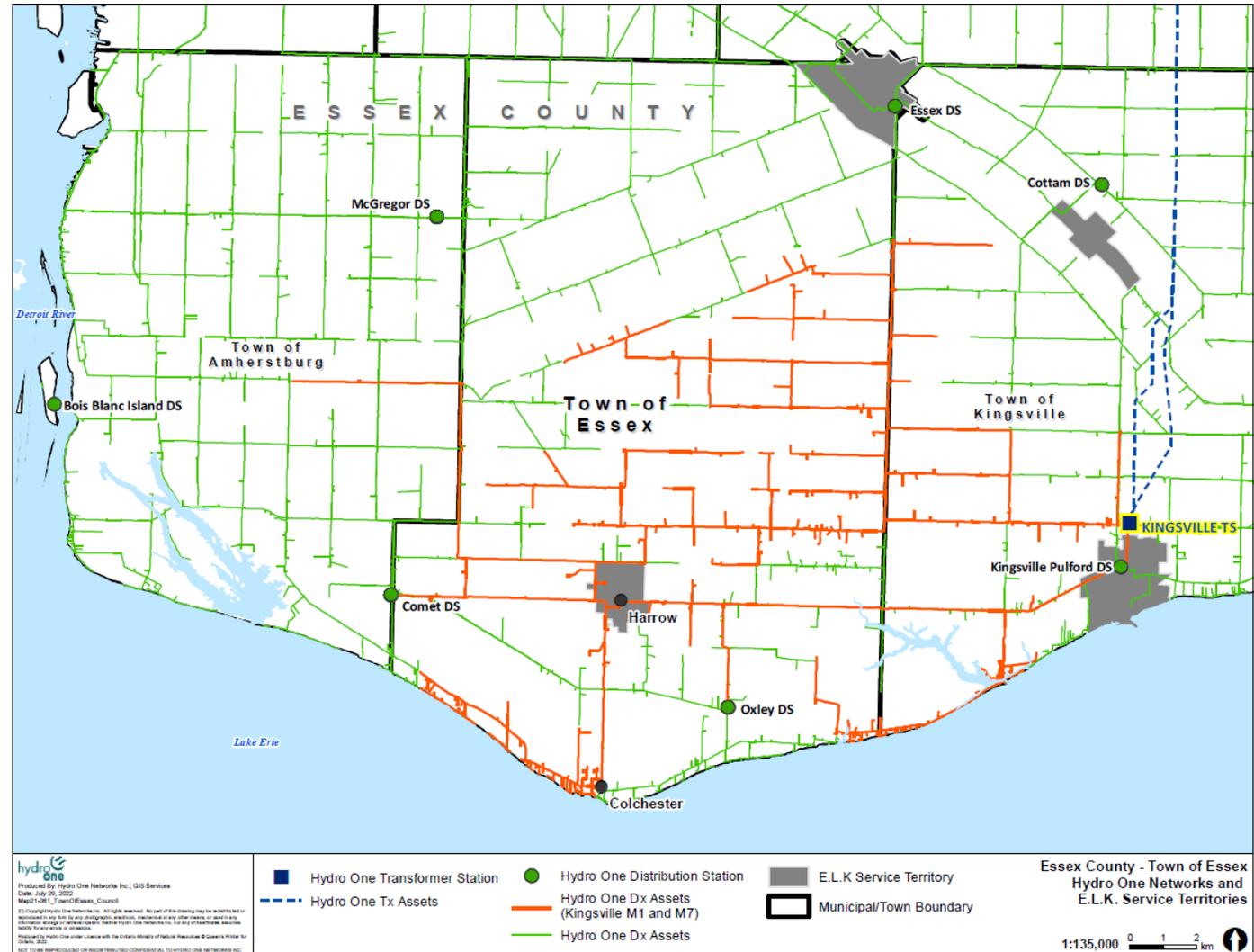
Supporting growth in the Town of Essex



Town of Essex & Harrow and Colchester

Electricity Landscape:

- Harrow is served by Hydro One and ELK
- Colchester served solely by Hydro One
- Kingsville M1 and M7 feeders serving these two areas have recently experienced an increased number of outages
- Colchester is connected downstream from Harrow on the M1 feeder



Listening and working with our Harrow and Colchester customers

Hydro One appreciates the sincere and diligent effort our customers are making to report outages so that we can better serve them and improve reliability

- In February, Hydro One contacted over 5300 customers via notices to encourage outage reporting
- This resulted in numerous customers calling to report both momentary and sustained outages
- Information provided by customers such as time, location and duration of outage reports helps us compare the data with our system reports and pinpoint the investment areas



Continued Investments in Harrow & Colchester

What we've been doing:

- Installed additional recloser in Colchester to contain and minimize impact of outages – January 2023
- Installing additional Communicating Fault Circuit Indicators for increased data recording and visibility of outages on the system – January 2023
- Repaired/replaced defective equipment identified during infrared patrols – November 2022
- Targeted off-cycle vegetation management – July 2022
- Patrolled feeder when flickers and outages occur

Asset maintenance: Hydro One regularly assesses the condition of its distribution assets, plans annual maintenance, and makes repairs as needed.



Continued Investments in Harrow & Colchester

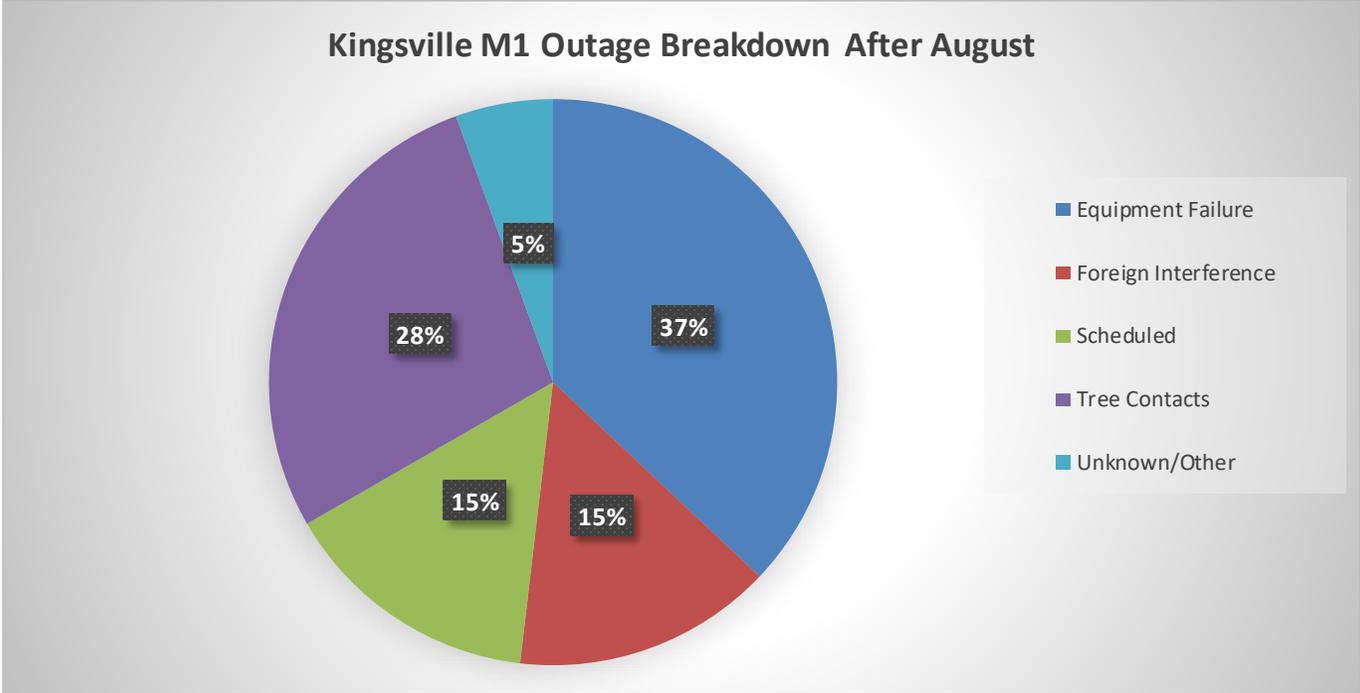
What we are going to continue to do:

- Continue to use information provided by customers and outage reporting centre to pinpoint the problem areas
- Continue patrolling the line for all instances of outages
- Targeted off-cycle vegetation management
- Evaluate other alternative solutions



Outage Report

The diagram below captures the cause of sustained outages since August 2022



Historical Sustained Outages

Without force majeure and without loss of supply

Feeder	2019 SAIDI	2020 SAIDI	2021 SAIDI	2022 SAIDI	2023 SAIDI
Kingsville M1	6.7 hrs	4.9 hrs	10.6 hrs	3.7 hrs	8.1 hrs

With force majeure and with loss of supply

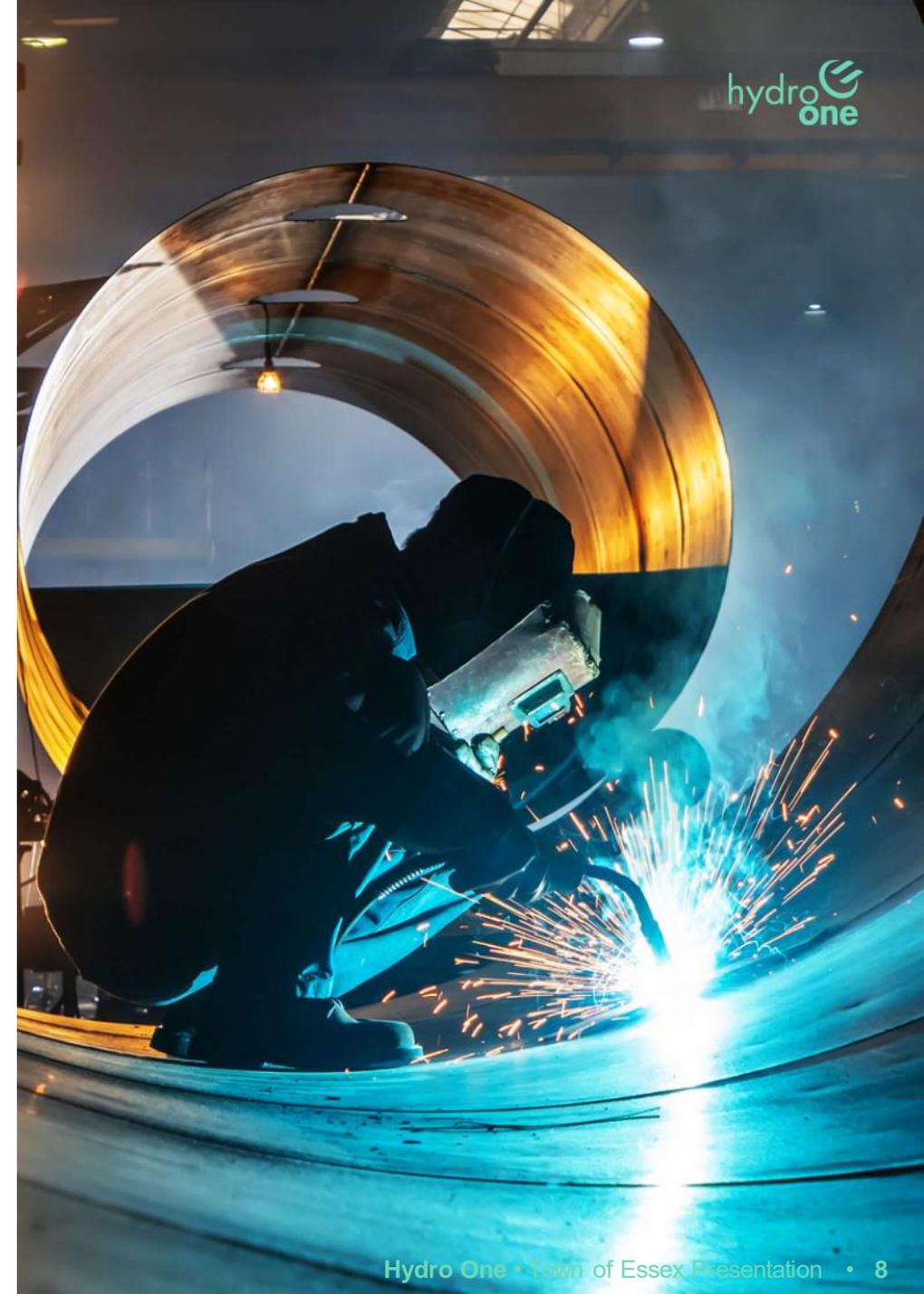
Feeder	2019 SAIDI	2020 SAIDI	2021 SAIDI	2022 SAIDI	2023 SAIDI
Kingsville M1	6.7 hrs	5.4 hrs	10.8 hrs	12.9 hrs	17.2 hrs

Glossary

SAIDI: System Average Interruption Duration Index - A commonly used metric used by utilities to gauge reliability in hours normalized at a system level.

Loss of Supply: LOS - An outage on the upstream transmission network, which results in full loss of power for the distribution network.

Force Majeure: FM - An event, like a storm, that causes a sustained interruption to 10% or more customers.



Momentary Interruptions

The data below is since August 2022, Hydro One’s last council presentation. The table below captures the feeder source connected to Kingsville Transformer Station

Number of Kingsville TS M1 Momentary Interruptions		
Total	FM Count	Non-FM Count
7	5	2

- Customers on the M1 feeder will see more momentary interruptions than listed above due to additional protective devices just before Harrow and Colchester. At least 7 additional momentary interruption.
- We understand that customers are reporting additional momentary interruptions beyond the 14 as describe above

We know our customers count on us! We are committed to making further investments to mitigate the number of momentary outages experienced by our Colchester and Harrow customers.



Supporting growth in the Town of Essex

On July 15, 2022 , the Town of Essex shared details and locations of future development areas. Hydro One has:

- Reviewed the data and infrastructure details to ensure that there is adequate capacity in the growth areas identified
- Integrated the proposed plans into Hydro One's load projections for the 2022 Windsor-Essex Regional Planning cycle
- Committed to continuing to work together to support growth in Essex and ensure power is available for customers when they need it



We encourage customers to contact us

In the event of an outage, we encourage customers to contact Hydro One to report it

- Report online at HydroOne.com/Outages
- Call us at **1.800.434.1235** anytime day or night



Thank you
We welcome questions

