



# Town of Essex Virtual Council Presentation

August 22, 2022



# Agenda



Listening to our customers



Understanding the local electricity landscape



Investing to improve reliability



Working together with E.L.K. Energy Inc.



Supporting growth in the Town of Essex



# Listening to our customers

## We are committed to improving reliability in the Town of Essex!

- We have heard our customers' feedback and have been making investments that help reduce the number of outages, reduce the number of customers affected and reduce restoration times.
- We are appreciative of the ongoing discussions with the Town of Essex and encourage customers to report outages – even momentary ones, so that we can serve you better.



# Hydro One's system in Essex County

As a company that puts customers and communities first, Hydro One is committed to energizing life in Essex County by ensuring safe and reliable power is available for customers now and into the future.

Essex County is served through



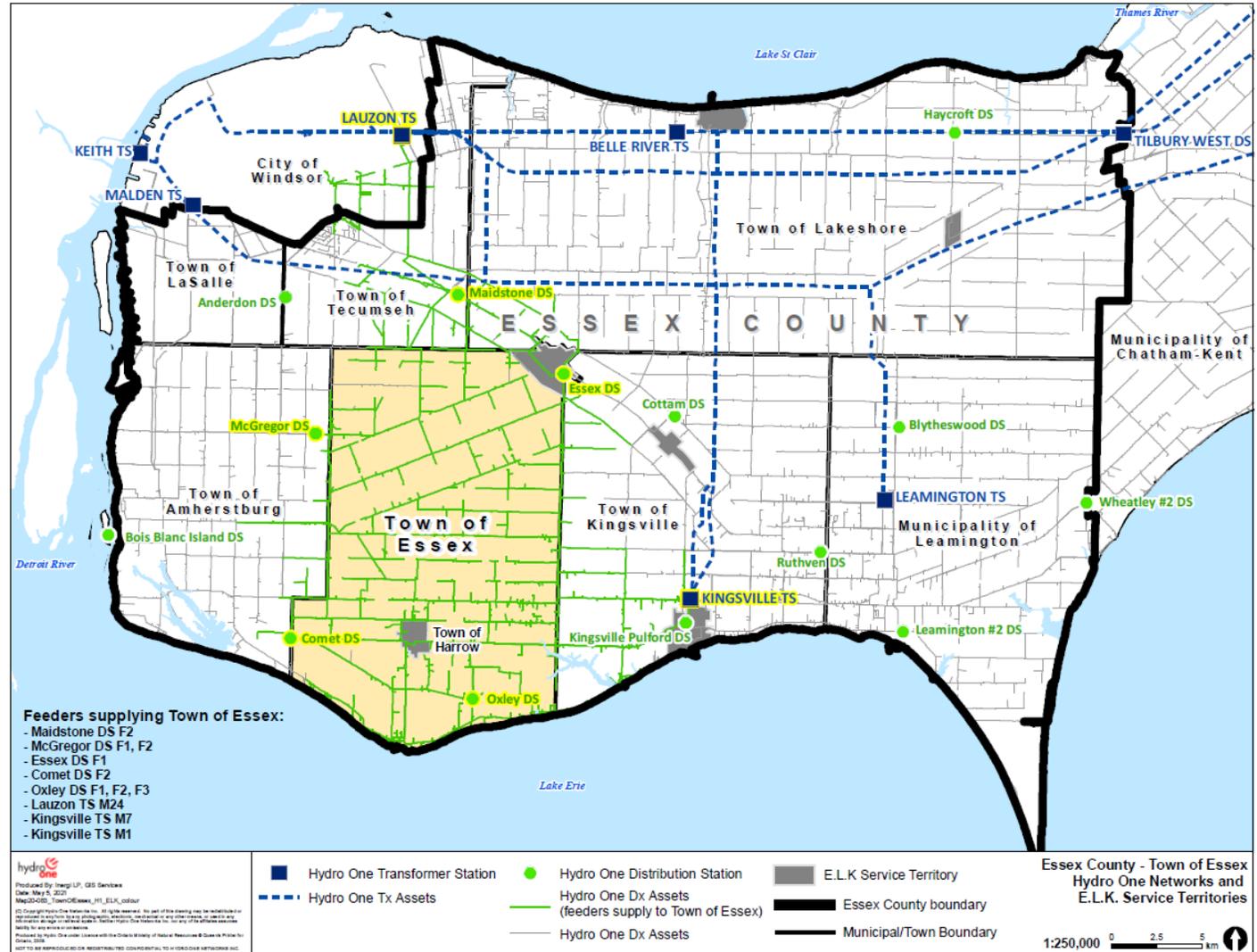
**6** transmission stations,



**15** distribution stations,  
and



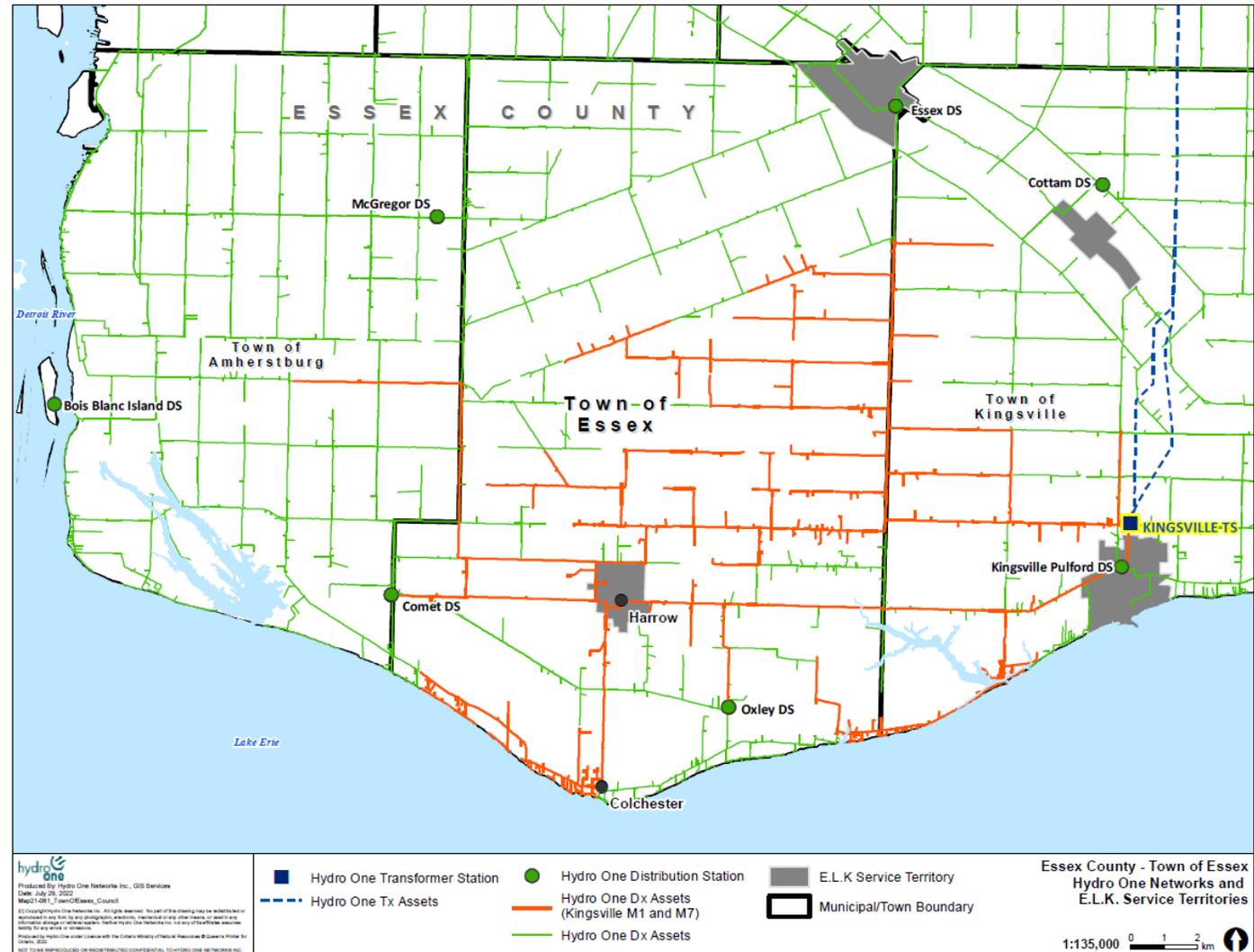
**70** distribution lines.



# 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

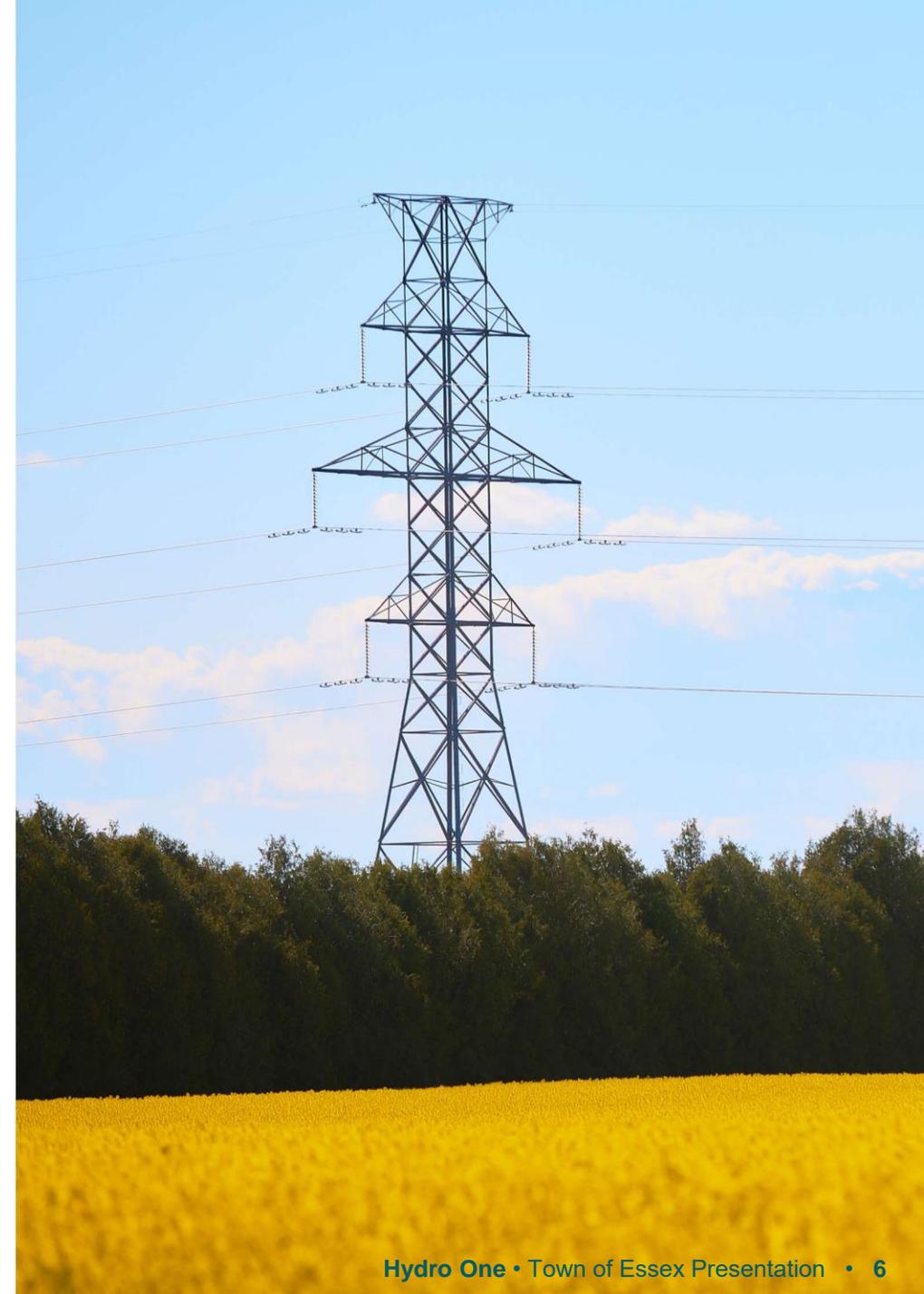


# Investing to improve reliability

## What we've been doing:

- Conducted line patrols after every outage to identify the potential cause and make the appropriate repairs or upgrades.
- Reconfigure the distribution system to help reduce the number of momentary outages and number of customers affected by an outage.
- Installed additional equipment that allows crews to identify where an issue is on a line which reduces the outage time for customers.
- Completed over 250km of vegetation management in 2021 in Essex County to reduce tree related outages and recently addressed potential risk areas that may have been contributing to the momentary outages.

Our customers can count on us to take immediate action and find ways to improve reliability!



# Continued Investments in Harrow & Colchester

## What's next:

- Conducting an infrared patrol on distribution lines to identify any equipment that may need attention.
- Installing equipment in Colchester to minimize the number of customers affected by an outage and to reduce outage durations for customers.

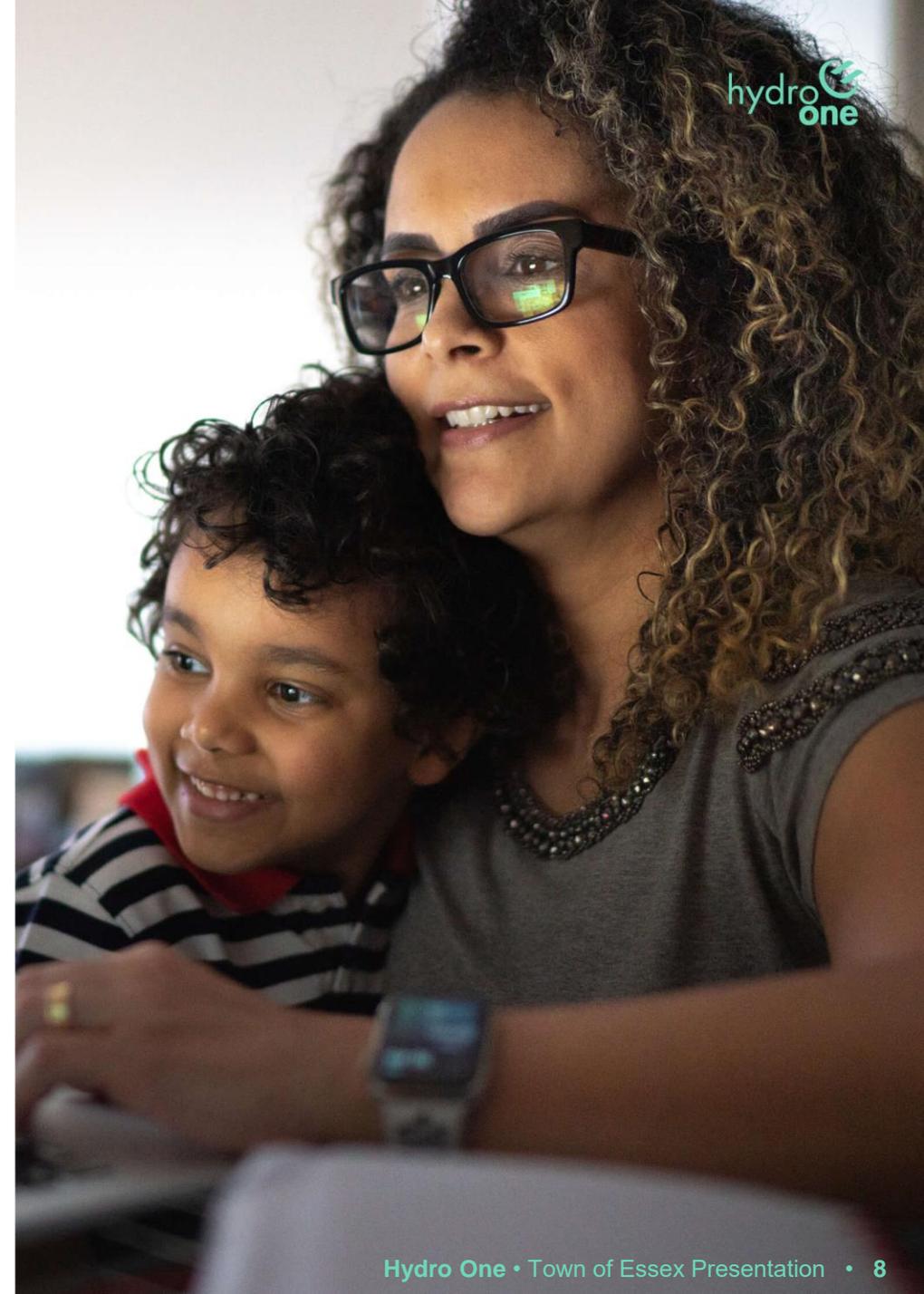
**Asset maintenance:** Hydro One regularly assesses the condition of its distribution assets, plans annual maintenance, and makes repairs as needed.



# 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](https://HydroOne.com/Outages)
- Call us at **1.800.434.1235** anytime day or night



# Working with E.L.K. Energy

**E.L.K. Energy and Hydro One have developed a trust-based partnership, keeping our customers at the center of every discussion.**

## **We meet regularly to:**

- Develop investment plans to ensure improved reliability for our customers
- Plan investments to meet future load growth needs in the area
- Share energy demand information to contribute to the regional planning process
- Work together in finding optimal solutions for temporary power interruptions



# Supporting growth in the Town of Essex

On June 15, 2022, the Town of Essex and Hydro One representatives met to discuss the town's development areas and how Hydro One can support your growth plan.

- Reviewed map of Colchester, McGregor and Essex Centre growth areas
- Discussed the development areas to understand future capacity needs and review existing Hydro One electricity infrastructure
- Committed to continuing to work together to support growth in Essex and ensure power is available for customers when they need it



**Thank you**  
**We welcome questions**

