

# Customer Notice

## How to report power outages to Hydro One

Dear Customer,

October 27, 2022

Hydro One is committed to bringing you safe and reliable power. That is why we have been making investments to upgrade our electricity network in the Town of Essex and specifically in the communities of Harrow and Colchester. As we continue to make further investments over the coming year and plan our vegetation and maintenance program, we are seeking your support to report all outages directly to Hydro One. By contacting us we will be able to better identify the location and source of the outage and can undertake further action to help mitigate these issues.

In the event of a power outage - even a momentary outage, we ask you to please contact Hydro One directly to report it. This can be done online at [HydroOne.com/Outages](https://HydroOne.com/Outages) or by calling us at 1-800-434-1235. We are available 24 hours a day, 365 days a year.

Thank you for your cooperation and should you have any questions, please don't hesitate to contact us with the number provided above.

Sincerely,

Customer Care Team