

Burlington*hydro*.<sub>inc.</sub>

EMERGENCY PLAN

DISTRIBUTION SYSTEM  
LOSS OF SUPPLY

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# **Burlington Hydro Inc**

## **Emergency Plan: Distribution Loss of Supply**

### **Part 1**

### **Introduction**

This plan has been prepared to provide key officials, agencies and employees with a general guideline to the initial response to an emergency and an overview of their responsibilities during an emergency.

For this plan to be effective, it is important that all concerned be made aware of its provisions and that everyone be prepared to carry out their assigned functions and responsibilities in an emergency.

Each Department within Burlington Hydro has the responsibility of supplying the initial response in an emergency. The head of the affected department may request assistance from other departments within Burlington Hydro without contacting the Emergency Coordinator. This may be done without activating the Burlington Hydro Emergency Notification system.

However, when the resources of the affected department are deemed insufficient to control the emergency, the Emergency Coordinator or his/her alternate shall activate the Burlington Hydro emergency notification system in the Burlington Hydro emergency plan.

Once the Burlington Hydro emergency plan is implemented, overall co-ordination and deployment of resources required to mitigate the effect(s) of the emergency will be the responsibility of the emergency control group.

However, it should be stressed that in any emergency or threat of emergency, members of the Emergency Control Group, or their designates, may be called together to make decisions, or to be on standby, without having to declare that an emergency exists.

## **1. Purpose**

The purpose of this emergency plan is to deal with loss of power supply and aim at minimizing the impact of power disruptions. This is a fundamental part of Burlington Hydro's risk management program and of Burlington Hydro's operating practice.

## **2. Scope and Applicability**

### **2.1. Legislation and Standards**

The Electricity Act of 1998, which forms Schedule A of the Energy Competition Act, includes provisions for emergency planning. The following excerpts from the Act are provided as illustration that greater emphasis on emergency planning and accountability is a component of the new legislation governing the electric utility industry in Ontario.

Section 39(2) states that: *"the Minister of Energy, Science & Technology may require participants in the competitive Ontario Electricity market to prepare and file with the minister such emergency plans as the Minister considers necessary."*

### **2.2. Safety**

It is the duty and responsibility of each worker to work safely, with equal concern for the safety of coworkers and the public. The Electrical Utility Safety Rules (EUSR), Burlington Hydro Safe Work Practices and Procedures, Burlington Hydro Local Rules, the Occupational Health and Safety Act and Regulations, WSI Act and Environmental Protection Act legislation must be followed. Short cuts that may impact on safety will not be condoned.

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### **2.3. Communications Liability**

Any suggested courses of action and safety warnings for power outages that is offered to the public, will be done, without committing Burlington Hydro responsible or indicating that the suggested actions are mandatory measures. These tips and warnings will be made to the public on an ongoing basis.

### **2.4. Due Diligence**

Where outside service providers are procured for emergency situations, Burlington Hydro will do everything reasonable to ensure that these external agents meet all obligations specified in our Due Diligence policy GN-050. Burlington Hydro will also ensure that these external agents have valid liability insurance with minimum acceptable limits and coverage and which covers the utility as an added insured in the event of the agent's negligence.

## **3. Emergency Planning Committee**

For the purposes of implementing this Emergency Plan a committee was formed. The committee consists of:

- COO / VP Engineering and Operations
- VP Corporate Relations
- VP Regulatory Compliance & Asset Management
- Director, Engineering
- Director, HR, Safety & Health

The Planning Committee is responsible for the updating of all appendices and shall inform the holders of this plan of any such changes and the amendments shall be inserted. Suggested changes to the plan will be submitted to the Committee for consideration, as will changes in telephone numbers and other details.

## **4. Emergency Notification System**

The Emergency Coordinator – the COO / Vice President, Engineering and Operations or Alternate has the sole authority to activate the Emergency Notification System. The notification system will be implemented after consultation has first been made with the Emergency Control Group. This decision will be passed on to Senior Management and The Board of Directors. Notification system procedure is discussed further in part 3.

## **5. Emergency Control Group**

The following officials and their alternates will become members of the Burlington Hydro Emergency Control Group:

COO / VP Engineering and Operations  
President/CEO  
VP Regulatory Compliance & Asset Management  
Director, Engineering  
Director Human Resources, Safety & Health

The following officials and their alternates will become members of the Burlington Hydro Support Group and will be directly accountable to the Emergency Control Group during activation of the Emergency Plan:

EVPIFCO  
VP Corporate Relations  
CIO  
Director, Operations  
Supervisor, Stations  
Electrical Operator Supervisor

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It should be stressed that in any emergency or threat of emergency, members of the Emergency Control Group, or their alternates, may be called together to make decisions, or to be on standby, without having to declare that an emergency exists. The Emergency Control Group is discussed further in part 4.

### **6. Emergency Operations Centre**

The Emergency Control Group will gather and operate from an Emergency Operations Centre (EOC). The primary EOC shall be at Burlington Hydro Inc., 1340 Brant Street, Burlington, Ontario. The Emergency Control Group will report to the Control Meeting Room.

In the event that the primary EOC is inaccessible, the secondary EOC shall be the previous Control / Training Centre, 1340 Brant Street, Burlington, Ontario – a building on the same property but physically separated by approximately 200 feet.

Detailed procedure for the set up of the primary EOC is further discussed in Part 5.



# **Burlington Hydro Inc**

## **Emergency Plan: Distribution Loss of Supply**

### **Part 2**

### **Determination of an Emergency & Data Collection**

#### **1. Definition of an Emergency**

Emergencies, for the purposes of this plan, is defined as a power disruption and/or a probable impending power shortage on the local distribution system, which threatens human life, public property, or the social and economic well-being of the community.

#### **2. Risk Assessment**

An assessment of hazards that may have a substantial effect on Burlington Hydro's electricity distribution system indicates a variety of incidents that may have an impact. These are divided between natural and human-caused events.

Natural events that may occur and have a severe effect on the electricity distribution system include ice storms, windstorms, lightning storms, earthquakes, tornadoes, forest fires and floods. Human-caused events include vandalism, civil unrest, hazardous chemical spills, fuel shortages, transportation disruption, technological failures and supply shortages.

The hazards that pose the greatest risk to our distribution system are winter storms. While the others listed above could have a severe impact on the distribution system, they are of less risk.

The Emergency control group will have the flexibility to adjust this plan and its associated implementing procedures to the unique characteristics of each emergency situation. A risk assessment will be done on an annual basis to determine if additional planned responses need to be developed to deal with other emergencies not currently part of the plan.

#### **3. Criteria for Determination of an Emergency**

The criteria that may form part of the decision as to whether an emergency exists are:

- Cause of Outage (i.e. storm situation causing widespread outage and likely of long duration versus a problem that can be sectionalized and restored in a few hours);
- Number of customers affected, time of day, temperature, weather conditions;
- Critical nature of customers or operations affected (for instance, hospitals, customers on life support, nursing homes, water pumping stations, sewage treatment plants, transportation authorities, or airports)  
- Please see appendix C for list of critical customers and shelters;
- Potential of economic loss to customers who are sensitive to outages of a particular duration (for instance customers in process industries such as steel, glass, paint or automotive, or in sensitive agricultural operations).
- Loss of load and estimated duration of outage. The following load loss and outage duration listing could be used in determining emergencies:
  - Less than 50 kW - 8 hours
  - More than 50 kW less than 500 kW - 4 hours
  - More than 500 kW less than 2500 kW - 2 hours
  - More than 2500 kW less than 10000 kW - 1 hour
  - More than 10000 kW less than 25000 kW - 30 minutes
  - More than 25000 kW less than 100000kW - 15 minutes
  - More than 100000 kW - 5 minutes

# **Burlington Hydro Inc.**

## **Emergency Plan: Distribution Loss of Supply**

### **Part 3**

### **Emergency Notification System**

#### **1. Pre - Emergency Response**

##### **1.1. Identifying System Problems**

Data Acquisition System (DACS) alarms, no power calls and reports of lines down are the usual first indicators of an actual emergency. In a situation where many no power calls are received from diverse parts of the City, individual radio equipped spotters may be dispatched by the Electrical Operator Supervisor or the Line Supervisor, as required. The Director of Operations and/or the Project Engineer should be contacted at this point as well. They will determine if the damaged area should be assessed further.

Subsequent visual confirmation by Burlington Hydro personnel, of reported problems, should take place.

##### **1.2. Assessing the Damage Area**

In order to help assess the area, an Emergency Site Coordinator- Line Supervisor, Alt: Line Supervisor will be appointed by the Emergency Control Group, and be directed to the emergency scene. This person should be equipped with a portable radio or cellular phone.

The Emergency Site Coordinator will survey the emergency area, on foot if necessary, and record the nature and extent of the damage in terms of:

- Specific location (street address and visible landmarks)
- Lines down (poles down)
- Are public rights of way blocked?
- Is anyone trapped?
- Do people need to be advised to stay in vehicles or homes?
- Do people need to be advised to stay clear of energized equipment?
- Is any form of access possible (a best route)?
- Does the police, fire department, or ambulance service need to be on the scene?
- All information is to be reported to the Operations Coordinator or Emergency Control Group immediately

It is stressed that this initial survey is to establish key parameters only. This will allow such decisions as:

- Does the area need immediate attention?
- Do we need to isolate or de-energize feeders?
- Does the area need to be cordoned off?
- Can sectionalizing be performed to reduce the outage area?

In this initial survey, as much information as possible should be obtained to assist the Emergency Control Group in making an appropriate decision.

##### **1.3. Action Prior to Declaration**

When an emergency exists but has not yet been declared to exist, applicable employees may take such action under this emergency plan as may be required to restore power, protect lives and property at the emergency site.

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## **Emergency Plan: Distribution Loss of Supply**

### **1.4. Secure Damage Area**

The need to safeguard the general public is to be recognized. The first responsibility is to complete the safe and speedy removal of injured people in the damage area. The area of damage must be cordoned off, by whatever reasonable means, to prevent inadvertent access to, or contact with, energized lines or equipment. When the emergency involves distribution system equipment, we must assume that the equipment is still energized or may be re-energized at any time.

### **1.5. Isolate the Damage Area**

Appropriate steps will be taken to isolate the damage to facilitate power restoration.

## **2. Emergency Notification**

- Upon receipt of a warning of a real or potential emergency, the responding department will immediately contact the Emergency Coordinator, to request that the notification system be activated.
- Upon receipt of the warning, the Emergency Coordinator will notify all members of the Emergency Control Group.
- If the primary person cannot be reached at any of the listed numbers, telephone the Alternate.
- If neither can be reached, go on to the next appointment on the list.
- Upon being notified, it is the responsibility of all Emergency Control Group officials to notify their staff.
- Where a threat of an impending emergency exists, the Emergency Control Group will be notified and placed on standby. The Emergency Notification System List is attached as Appendix B.

## **3. Meeting of the Emergency Control Group**

After an emergency has been identified and while restoration is in progress, the Emergency Coordinator - VP Engineering & Operations will convene a meeting of the Emergency Control Group. The purpose of this meeting will be to review and evaluate available information, and depending on the situation, determine what course of action is most feasible and appropriate.

Many of the communications listed below should be set in motion before an emergency has been declared:

- To the Police Department to block roads, direct traffic, coordinate press releases or respond to other emergencies;
- To the Fire Department to respond to an emergency;
- To the Ambulance Service
- To the Public Works Traffic Departments for assistance to barricade roads, for spare barricades and emergency lights;
- To Senior Management;
- To the City of Burlington- Community Emergency Management Coordinator (CEMC)
- To Hydro One, other Mutual Aid Utilities and the Electricity Distributors Association (EDA) for external assistance;
- To Electrical Safety Authority;
- Make arrangements to open the Switchboard and assign extra staff to answer telephones;
- Make arrangements to enable after hours telephones and the Storm Room as appropriate;
- Advise Information Services within 15 minutes if power to Burlington Facility is to be off;
- To radio stations to make announcements and to keep them advised;
- To newspapers with messages;

See Appendix D; E; J & P for above phone numbers

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### **4. Declaring an Emergency**

After consultation with the Emergency Control Group, it will be the responsibility of the Emergency Coordinator – COO / VP Engineering & Operations or his alternate, to determine whether an urgent situation will be declared an emergency. The COONP Engineering & Operations will advise the President/CEO, the Board of Directors and Senior Management.

The declaration of an emergency shall be the sole responsibility of the President/CEO or designate of Burlington Hydro Inc. Upon such declaration, the Emergency Coordinator will notify:

- Burlington Hydro Staff
- Region of Halton
- City of Burlington
- Neighbouring Utilities
- Agencies
- The public

# **Burlington Hydro Inc.**

## **Emergency Plan: Distribution Loss of Supply**

### **Part 4**

## **Emergency Control Group**

### **1. Composition**

The Burlington Hydro Inc. Emergency Control Group (ECG) shall be composed of persons holding the following appointments:

COO / VP Engineering and Operations  
President/CEO  
VP Regulatory Compliance & Asset Management  
Director, Engineering  
Director, Human Resources, Safety & Health

Additional personnel called or added to the Control Group may include:

EVP/CFO  
VP Corporate Relations  
CIO  
Electrical Operator Supervisor  
Any other staff, experts or representatives deemed necessary by the ECG.

### **2. Emergency Coordinator (EC)**

The Emergency Coordinator is responsible for the overall coordination of activities during the emergency. The COO / Vice-President of Engineering and Operations will act as the Emergency Coordinator. In his/her absence the VP, Regulatory Compliance & Asset Management will act as Emergency Coordinator.

#### **2.1. Authority and Responsibilities of the Emergency Coordinator**

The Emergency Coordinator position has responsibility to:

- Gain an overview of the total situation and assess overall operations;
- Establish priorities and coordinate the overall restoration effort, liaising with and through the communications, operations and system coordinators;
- Activating the Emergency notification system if required;
- Advise the President/CEO as to whether the declaration of an emergency is necessary;
- Organize workforces, secure the required outside assistance (staff, transport, work equipment and material) and direct these to locations which demand the greatest assistance;
- Prioritize power restoration according to critical customer list – see appendix C;
- Maintain radio communication with field operations;
- Provide food and arrange accommodation for the workforces;
- Keep track of individual time sheets, and assign and record transportation of material;
- Provide telephone answering service;
- Oversee vehicle maintenance;
- Obtain and control material;
- Coordinate and communicate information to customers, media, management and the City of Burlington;
- Coordinate and communicate with Hydro One emergency operations
- Direct the operations of the Emergency Control Group.

Many of the above functions will be delegated, as staff becomes available during the emergency. The EC will be in charge of all total aspects of the emergency. The EC will manage the system resources, analyze information and make decisions in the emergency with positive direction and control.

# **Burlington Hydro Inc.**

## **Emergency Plan: Distribution Loss of Supply**

The EC will manage the emergency systems, direction and control from the Emergency Operations Centre located at 1340 Brant Street, Burlington, Control Meeting Room.

**Note:** *Based on the damage assessment by the EC, more people may be required. The EC may need to delegate activities in order to make the emergency plan more efficient.*

### **3. Emergency Control Group (ECG)**

The emergency control group headed by the Emergency Coordinator consists of a Communications/Media Coordinator, and senior personnel who can direct the Operations Coordinator, Systems Coordinator and Overall Admin Support. EGG is responsible for the overall operation and implementation of the Emergency Plan. This team controls and communicates all incident-related activities and actions taken to and from the EC. Please see Emergency Organization Chart- Appendix A.

#### **3.1 Group Responsibilities**

The actions or decisions that the members of the EGG are likely to be responsible for are:

- Determining if the location and composition of the EGG are appropriate;
- Advising the President as to whether the declaration of an emergency is recommended;
- Ordering, coordinating and/or overseeing the evacuation of inhabitants considered being in danger;
- Appoint an Emergency Site Coordinator;
- Designating any area in the city as an "emergency area";
- Determine if additional assistance from and/or liaison with outside agencies, utilities, the City of Burlington is necessary;
- Ensuring the pertinent information regarding the emergency is promptly forwarded to the media and public;
- Authorize the expenditures of monies required to deal with the emergency;
- Advising the President to terminate the emergency;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the Emergency Planning Committee after the termination of the emergency;
- Participating in debriefing following the emergency.

#### **3.2. Operations Coordination**

The COO / VP, Engineering & Operations will direct operations through the Operations Coordinator who is responsible for ensuring that outside crews are effectively deployed and that the needed support services and materials are available during the emergency. The Director, Operations will act as the Operations Coordinator. In his/her absence the Line Supervisor will act as Operations Coordinator.

The Operations Coordinator has responsibility to:

- Assist the EGG to gain an overview of the total situation and assess overall operations;
- Assist the EGG to establish priorities and coordinate the overall restoration effort;
- Recommend an Emergency Site Coordinator to assess, secure and isolate damage area;
- Supervise the role of the Emergency Site Coordinator.
- Organize workforces, secure the required outside assistance (staff, transport, work equipment and material) and direct these to locations which demand the greatest assistance;
- Maintain radio communication with field operations;
- Provide food and arrange accommodation for the workforces;
- Keep track of individual time sheets, and assign and record transportation of material;
- Oversee vehicle maintenance;
- Obtain and control material.

# **Burlington Hydro Inc.**

## **Emergency Plan: Distribution Loss of Supply**

### **3.3. Systems Coordination**

The Director, Engineering will direct systems coordination through the Systems Coordinator, who is responsible for recognizing and reporting the extent and magnitude of the emergency. He/she will also ensure that power be restored to the affected distribution system by sectionalizing and switching; to restore power to as many customers as possible, in the shortest time possible, while prioritizing power restoration to critical customers first. The Supervisor, Station Maintenance will act as the Systems Coordinator.

The Systems Coordinator position has responsibility to:

- Assist the ECG to gain an overview of the total situation and assess overall operations;
- Assist the ECG to establish priorities and coordinate the overall restoration effort;
- Prioritize power restoration to critical customers- see appendix C for list of critical customers;
- Maintain radio communication with field operations;
- Direct the role of the System Dispatcher.

### **3.4. Communications Coordinator**

The Communications Coordinator is responsible for coordinating and communicating pertinent information to all stakeholders and that the needed support services and materials are available during the emergency. The President/CEO will act as the Communications Coordinator. In his/her absence the EVP/CFO will act as Communications Coordinator.

The Communications Coordinator position has responsibility to:

- Assist the Emergency Coordinator to gain an overview of the total situation and assess overall operations;
- Assist the Emergency Coordinator to establish priorities and coordinate the overall restoration effort;
- Coordinate and communicate information to customers, media, and senior management;
- Designate and arrange for an area in which to gather members of the media for issuance of accurate media releases and instructions to the public;
- Coordinate the telephone answering service;
- Direct the role of the phone center coordinator;
- Deal with management, Board of Directors, politicians, customers and the media to avoid confusing and conflicting reports throughout the emergency;
- Maintain copies of media releases and newspaper articles pertaining to the emergency;
- Receive information from the systems and operations group through the Emergency Coordinator and from the phone centre staff. He/she helps to ensure the timely flow of pertinent information to the appropriate parties.

A sample news release has been developed for use during an emergency- see appendix F.  
Staff will be made aware of the content of press releases, prior to the media.

Suggested courses of action and safety warnings for power outages should be offered to the public, without either committing Burlington Hydro Inc. responsibility or indicating that the suggested actions are mandatory measures. These tips and warnings should be made available to the public on an ongoing basis.

#### **Timely and Periodic Briefings**

It is critical that information about the emergency be relayed to the communications team responding to customers and to the media. In most cases, these briefings should be carried out on an hourly basis, and more frequently where necessary. Timely briefings can reduce internal calls between departments and serve to reduce the total number of calls from the public, as broadcasters provide updates on the situation.

# **Burlington Hydro Inc.**

## **Emergency Plan: Distribution Loss of Supply**

### **Part 5**

### **Emergency Operations Centre**

#### **1. Emergency Operations**

The Emergency Operations Center is located at Burlington Hydro, 1340 Brant Street, Burlington, Ontario. The following rooms at Burlington Hydro have been designated for Emergency Operations purposes:

Operations Meeting Room	Emergency Control Group
Control Room	System Dispatch
Office Staff lunch room	Emergency Support Group/Information Centre area
Customer Service Area	Media and Press Conference area
Billing and Collections Area	Phone Center
Construction service centre	Outside assistance support staff area
Trades Lunch Room	Emergency Lounge area

The Emergency Operations Centre is where the Emergency Control Group, Support Group, and any other required support personnel will congregate, work together, share information, support emergency response operations at the emergency site, and ensure that appropriate emergency services provisions are maintained outside, and apart from the emergency site. The Emergency Coordinator – COO / Vice President, Engineering and Operations is responsible for coordinating all operations within the Emergency Operations Centre. See appendix G for layout of EOC.

##### **1.1. Emergency Operations Centre Resources**

The Emergency Operations Centre will have the following amenities:

- A meeting room for the Emergency Control Group;
- A room for the Emergency Support Group;
- A designated area for Media and Press Conferences;
- A designated area for Outside assistance personnel;
- Communications equipment;
- A copy of the emergency plan and EOC procedures;
- Blueprints, maps, status boards, chalk or white boards with markers and pens;
- A list of EOC personnel and descriptions of their duties;
- Technical information and data for advising responders such as road maps, line diagrams, pads, maps (hydro lines, city, regional, gas, bell, fiber lines and cable TV);
- Building security system information (keys, cards etc.);
- Information and data management capabilities lists;
- Telephone directories;
- Overhead projectors, laptop computers, projection screens, projection unit, extension cords;
- Washroom and kitchen facilitates, drinking water supply;
- Small secondary room for high profile meetings and or additional room for emergency conference and training if necessary;
- Written briefs posted regarding occupational health, industrial hygiene and safety, chemical/environmental engineering, employee education, or emergency response;
- Manual and digital, recording of response measures, record the entire detailed process of the response;
- Emergency First Aid Supplies;
- Adequate parking for all staff;
- Access to an appropriate Media Information Centre with press conference area and
- An adequate back-up power supply, communications and lighting, adequate electrical receptacles, telephone, Internet and cable receptacles.



# **Burlington Hydro Inc.**

## **Emergency Plan: Distribution Loss of Supply**

### **2. Emergency Control Group Meeting Room**

The Emergency Control Group will meet in the Operations Meeting Room.

The Emergency Control Group Meeting room contains the following amenities:

- Sufficient tables and chairs for all present;
- A clock;
- A visual board for logging emergency operations status, key decisions and other information;
- All necessary phones, voice radios, fax machines, printers and computers connected to the corporate network required to communicate with others outside the Emergency Operations Centre, at the Emergency site or elsewhere;
- All necessary stationary requirements and office supplies for those present to take notes and record information.

#### **2.1. Emergency Control Group Meetings**

It is essential that the Emergency Control Group Members meet on a regular basis to share information, identify actions, and set priorities. These meetings are scheduled by the Emergency Coordinator on a regular rotation, allowing time between meetings for Emergency Control Group members to deal with their individual responsibilities. When a meeting commences, all Emergency Control Group members will come to the table and each member will briefly update the group on the actions of their respective departments identify issues needing resolution and seeking input from the group as a whole with the Emergency Coordinator chairing each meeting. All Emergency Control Group Members must be present at each meeting to hear reports from, and give reports to the group as a whole.

### **3. Emergency Support/Information Room**

While the Emergency Control Group is engaged in meetings, they will require the Emergency Support Group to collect information, relay information, conduct office support functions and convey decisions/actions taken to the Emergency Control Group members. Therefore, the Emergency Support & Communications room must be in close proximity to the Emergency Control Group Meeting Room. The Office Staff Lunchroom has been designated as the Emergency Support/Information Room.

The Support/Information Room contains the following amenities:

- Sufficient tables and chairs for all present;
- A clock;
- All necessary phones, voice radios, fax machines, printers and computers connected to the corporate network required to communicate with others outside the Emergency Operations Centre, at the Emergency site or elsewhere;
- All necessary stationary requirements and office supplies for those present to take notes and record information.

### **4. Media and Press Conference Area/ Phone Center**

To restrict access of the Media and the Public to the day-to-day operations of the building, the Communications/Media Coordinator and his/her support staff have been provided the Customer Service area for conducting Press Conferences and the Billing and Collections area for the Phone Centre operations.

### **5. System Dispatch**

The Systems Coordinator and the System Dispatcher will conduct their designated functions from the Burlington Hydro Control Room.

# **Burlington Hydro Inc.**

## **Emergency Plan: Distribution Loss of Supply**

### **6. Outside Assistance Support Staff Area**

The Operations Coordinator and his/her staff will conduct their designated functions from the Burlington Hydro Service Center. All outside assistance support staff are to report to this area. The Trades Lunchroom has been designated as the emergency lounge and eating area for emergency staff and outside assistance support staff.

### **7. Alternate Emergency Operations Centre**

It is possible that the Emergency Operations Centre could be directly affected by the emergency itself. Therefore, an alternate Emergency Operations Centre must be available at all times. The Primary EOC will always be the preferred location with an Alternate EOC as a backup.

In the event this operations center cannot be used, then the secondary location will be the Burlington Hydro previous Control / Training Centre, a building adjacent to Burlington Hydro offices but separated by approximately 200 feet.

Both facilities are equipped with pre-determined equipment and apparatus unique to emergencies. During the emergency, the EOC is a dedicated area equipped with communications equipment, reference materials, activity logs and all the tools necessary to respond quickly and appropriately to an emergency.

#### **7.1 Information Services Back up Centre**

The Information Services Department in the event of an emergency has developed a Computer recovery plan. If the AS/400 system fails the plan provides a back-up plan to recover the system. IBM CANADA Ltd. in Markham, Ontario, provides the AS/400 recovery site. Please see Appendix H for Computer Recovery Plans.

#### **7.2 Control Room Back up Centre**

A contingency plan has been developed in the event, for whatever reason, the Control Room becomes inoperable. Back-up facilities for the Control Room will be at the Palmer Substation on Walkers Line, Burlington. We also have a SCADA master computer installed at Milton Hydro, with a work station set up that allows us to operate the BHI system from the Milton Hydro facility. Please see Appendix H - Computer Recovery Plans and Appendix I - Control Room Operations in the event of an emergency.

Also, with fibre wire SCADA communications installed to 32 of 32 distribution stations, the system could be operated from any one of these 32 stations.

# **Burlington Hydro Inc.**

## **Emergency Plan: Distribution Loss of Supply**

### **Part 6**

### **Emergency Support Staff Responsibilities**

Additional assistance by staff other than Line Construction personnel and Operating personnel may be required.

#### **1. Systems Group**

The following support staff will fall under the responsibility of the System Coordinator:

##### **1.1. Spotters**

- Will come from the Engineering Department and include Technicians and Supervisory Staff
- Will be assisted by drivers who will also come from the Engineering Department

##### **1.2. Engineering**

Engineering and locating staff may be critical during the outage because of their knowledge of maps and technical specifications of equipment. In particular, quick access to maps is critical in assisting the crews in locating equipment in the field. In some cases, equipment may have to be substituted for equipment, which has been damaged, and specifications may have to be checked with Engineering. It is important that Engineering keep records of what has been done in the field so those temporary repairs can be made permanent later. Cable locating crews must be available and dispatched quickly to areas where underground systems have failed. Their knowledge of maps and streets can also be useful when performing the duties of the temporary sorters of trouble orders, if required.

Engineering will be available as a support group for the following tasks:

- Will issue a special Work Order (s) to accumulate Capital Costs if required (normal storm damage will be covered under Operations and Maintenance (O&M) work orders)
- Make recommendations regarding the following:
  - Do we put back what was there in the same configuration?
  - Do we re-insulate for higher voltages?
  - Do we need to build temporary lines to permit more extensive reconstruction?
  - Do we need to consider a new alignment?
  - Do we pull the old pole and plant the new pole in its place or do we need to place the new pole adjacent to the old?
- Coordinate communications with other affected utilities; Bell Canada, Cogeco, Ministry of Transportation, City Works Department, Union Gas, etc.

##### **1.3. Inspectors/Technicians**

Will be involved in:

- Stakeouts of new poles and anchor locations
- Acquiring emergency temporary easements for guys, etc.
- Procuring locates from other utilities
- Arranging for permits from the City of Burlington

##### **1.4. Drafting Personnel**

May become involved in varied duties to go along with their traditional roles:

- Prepare prints as required
- Collect field notes in preparation for drawing revisions
- Be assigned to telephone answering duties
- Be messengers to pick up items as required
- Drivers to assist spotters

# **Burlington Hydro Inc.**

## **Emergency Plan: Distribution Loss of Supply**

### **1.5. Electrical Operator (System Dispatcher) and Control Room**

Electrical Operators and the System Coordinator, or other designated personnel, who are familiar with the distribution system, switching procedures and Utility Work Protection Code, will staff the Control Room. They will direct and document all switching operations.

## **2. Operations Group**

The following support staff will fall under the responsibility of the Operations Coordinator:

### **2.1. Emergency Site Coordinator**

Reporting to the Operations Coordinator, the Emergency Site Coordinator is responsible for assessing the damage area. He/she is also responsible for securing, isolating and supervising the damage area as discussed in Part 3, section 1.2. A Line Supervisor will act as the Emergency Site Coordinator.

The Emergency Site Coordinator is responsible for:

- Ensuring that priorities, tasks and tactics have been established to contain the problem;
- Ensuring that outside assistance personnel are aware of human and material resources that are available to mitigate the emergency.
- Ensuring the needs of the outside utility crews are met, with regards to stress, fatigue, food, shelter and relief;
- Monitoring the operation of the emergency site and make suggestions where appropriate;
- Exercising foresight as to future events in the management of the emergency such as resource requirements, weather, lighting, etc.;
- Understanding laws and policies that must be taken into consideration during the restoration effort;
- Understanding that outside the emergency area the Emergency Control Group is managing the day-to-day operations of Burlington Hydro.

The Emergency Site Coordinator will report directly to the Operations Coordinator, which he/she will in turn, report any information provided by the Emergency site coordinator to the Emergency Control Group.

### **2.2. Station Maintenance and Metering Personnel**

Will be available to assist and arrange for:

- Emergency lighting in conjunction with portable generators
- Connecting portable generators to assist customers in critical situations only and only as far as it is practical and feasible. In all cases, they will ensure that no back feed is possible on our lines.
- Troubleshoot failures that occur on the radio systems or DACS equipment
- Any electrical repairs or component replacement that might be required to re-establish electrical service
- The pick-up and delivery of materials required at job sites (pole line hardware, transformers, meters, etc.)

# **Burlington Hydro Inc.**

## **Emergency Plan: Distribution Loss of Supply**

### **2.3. Purchasing**

Under the emergency conditions where large quantities of Stores material are required, the Purchasing department will assume the following duties:

- Anticipate the shortage of certain types of material at the beginning of the emergency and arrange to overcome this problem. Please see appendix C list of manufacturers and their 24-hour telephone numbers. Can we obtain required materials from suppliers, manufacturers, other neighboring utilities, Hydro One, contractors?
- Identify future material requirements. As a storm progresses, the emphasis will change from one item to another. Be aware of what is happening in the field.
- Arrange to provide vehicles for material delivery to field locations, if requested. This is an area where in many cases, for small materials, anyone with a driver's license can drive a small truck to deliver materials.
- Organize Stores personnel to work in shifts if the emergency is anticipated to last past regular working hours.
- Arrange for food and refreshments as directed.

**NOTE:** Food orders require advance notice. It is necessary to plan ahead. Cash amounts can be readily available through the EVP/CFO.

### **2.4. Stores Personnel**

Will assist in:

- Booking material out and in
- Picking up material and making deliveries
- Fuelling of foreign vehicles at the Burlington Hydro Service Centre.

### **2.5. Line Construction Personnel**

Their main task will be to restore service as expeditiously as possible. Communications with the Control Room regarding distribution system status must be maintained. Where temporary repairs have been completed, records must be kept to facilitate future permanent repairs. As far as practical, major tree cutting, clearing and City crews or tree contractors will handle removals.

Pole holes should be excavated using vacuum excavation, where possible. This will reduce the risk to underground facilities.

### **2.6. Contractors, other Utility Crews**

- Will report to the Construction Service Centre and provide assistance where needed. Please see appendix J - Mutual Assistance Plan.

### **2.7. Director, Human Resources, Safety & Health**

May be designated to:

- Act as liaison with other disaster agencies: Police, Fire, Public Works, etc.
- Provide assistance in the field as required.
- Monitor the emergency as it progresses and be available if any safety concerns arise, in particular, if staff from other utilities is involved in the emergency.
- For establishing due diligence, review other utilities' staff qualifications before allowing them to work on the electrical system.

# **Burlington Hydro Inc.**

## **Emergency Plan: Distribution Loss of Supply**

### **3. Communications Group**

The following support staff will fall under the responsibility of the Communications/Media Coordinator:

#### **3.1. Telephone Response System and Staff duties (Phone center)**

The telephone response system and staff duties will vary greatly, depending on the time that the emergency is initiated. If it occurs during regular business hours, there is usually many staff available to assist in the emergency. If it occurs outside of Burlington Hydro's business hours, it is often staff that is unfamiliar with the system that must answer the telephones. Documented instructions for the phone system are available in the Control Room to help those who are unfamiliar with the system.

The following staff may be called to provide assistance to the telephone response system:

- Customer Accounts Department (which includes, Customer Service Clerks, Cashiers, Billing Clerks, Floaters and Collections Clerks)

Additional help may be required from the Information Services, Accounting, Regulatory and Conservation, and Engineering Departments.

Staff duties during the emergency include writing trouble orders from customers and responding to customer concerns.

### **4. Other Support Staff**

The following support staff will fall under the responsibility of the Overall Admin Support. This is the EVP/CFO.

#### **4.1. Human Resources Department**

The Human Resources Department will have the responsibility to assist the Emergency Control Group in acquiring additional human resources requirements.

##### **4.1.1. Stress Management Counseling**

Burlington Hydro has made arrangements through our Employee Assistance Program to help counsel any worker needing assistance. Depending on the situation, EAP may provide assistance on site. Employees are also encouraged to meet with EAP counselors, which is something they are able to arrange themselves, or through the HR Department.

##### **4.1.2. Family Support**

It is also recognized that Burlington Hydro employees have substantial commitments to their families, especially during the course of a major emergency or disaster. In order that employees may attend to Burlington Hydro's needs during a declared emergency or disaster, the Human Resources department or an appointed Family Support Coordinator will arrange for appropriate assistance for employees' families, as required, such as:

- Lodging and food; if their home is damaged
- Transportation to a place of safety (Either the Service Centre or other appropriate location)
- Medical care
- Communications arrangements
- Etc.

#### **4.2. Information Services Department**

The Information Services Department should be available to:

- Ensure that adequate supplies are provided to emergency personnel such as computers, equipment etc.
- Provide assistance where needed.

# **Burlington Hydro Inc**

## **Emergency Plan: Distribution Loss of Supply**

### **Part 7**

### **External Organizations and Resources**

#### **1. Requests for Assistance**

Should the resources of Burlington Hydro be deemed insufficient to deal with the emergency, the emergency coordinator may request additional assistance from Contractors, the City of Burlington, Neighboring utilities, external agencies, Hydro One etc. Please see appendix D; E; J; O & P for list of Contacts and Numbers for each organization.

##### **1.1. Staff/Contractor Mix**

Under certain circumstances it may be possible to mix contractors with utility staff to help in the emergency. In any case, it is important to have a current inventory of your contractors and their capabilities. Capabilities include trucks, staff, equipment and communications facilities. Please see appendix D; J; O & P.

##### **1.2. City of Burlington**

Assistance may be requested from the City of Burlington at any time by contacting Mike O'Brien COB Community Emergency Management Coordinator. The request shall **not** be deemed to be a request that the City assumes authority and control of the emergency. Please see appendix E -City of Burlington contacts.

##### **1.3. Neighbouring Utilities**

Assistance may also be requested from neighbouring utilities at any time without any loss of control or authority.

Reciprocal agreements between Burlington Hydro and these utilities are also in place. The Mutual Aid agreement stipulates the types of personnel (e.g., competent in what they will be asked to do) and the equipment we may require. Please see Appendix J Burlington Hydro's local Mutual Assistance Plan; and Appendix O & P for Provincial Guidelines and contacts.

##### **1.4. Hydro One Networks Inc.**

Please see appendix K for a summary of where Burlington Hydro Inc. system feeders fit into Hydro One system block load shedding schedules during an emergency.

##### **Note:**

- All work performed by external support will be de-energized, unless the Emergency Coordinator authorizes otherwise.
- All mutual aid crews involved in the power restoration process will be assigned a Burlington Hydro Journeyman Powerline Technician or equivalent who will guide the progress of the work.

#### **2. Requests from External Bodies for Burlington Hydro Assistance**

Electric Utilities in or outside the Province may request assistance at any time directly or through the Electricity Distributor's Association; the City of Burlington and/or the Regional Municipality of Halton could declare an emergency. It is our policy to support the efforts of others, in the emergency, in any way possible.

The City of Burlington and the Region of Halton each have an emergency plan that could and may be activated given the circumstances of an emergency. In the event these plans are activated, we will

## **Burlington Hydro Inc**

### **Emergency Plan: Distribution Loss of Supply**

act on instruction given us, based on those plans. The Emergency Plan of the City of Burlington will be activated in this case.

Upon implementation of the City Emergency Plan, the Burlington Hydro Inc. Emergency Plan is superseded.

The BHI President & CEO is a member of the City of Burlington Emergency Control Group and will receive and delegate instructions. The alternate is the VP, Regulatory Affairs & Asset Management depending on the emergency at hand.

The remaining Burlington Hydro Inc. Emergency Control Group members will then become the support group to the BHI representative while participating on the City of Burlington Emergency Control Group.



# **Burlington Hydro Inc**

## **Emergency Plan: Distribution Loss of Supply**

### **Part 8**

### **Termination of Emergency**

#### **1. Declaring Termination of the Emergency**

After consultation with the Emergency Control Group, the Emergency Coordinator – COO / VP Engineering & Operations or alternate will determine whether to terminate the declared emergency when the situation is sufficiently under control.

The Emergency Coordinator will then advise the President/CEO who will officially terminate the emergency on behalf of Burlington Hydro Inc.

**Note: Local work forces must be reasonably able to complete remaining work in a timely manner.**

If the Mayor of Burlington terminates an emergency, that involves Burlington Hydro, Burlington Hydro's emergency will not be considered terminated until deemed appropriate and terminated by the President/CEO.

Upon termination of an emergency the Emergency Coordinator or alternate will notify:

- Burlington Hydro staff
- City of Burlington
- Neighbouring utilities
- Agencies
- The public

#### **2. Debriefing of Staff**

Upon termination of the emergency, the Emergency Control Group and Supervisors will hold meetings with staff to determine areas of concern. All participants in the emergency will be included in the debriefing process.

#### **3. Stress Management Counseling**

Burlington Hydro has made arrangements through our Employee Assistance Program to help counsel any worker needing assistance. When a worker identifies the need for assistance he/she is to contact his/her supervisor or the Human Resources department or EAP directly to arrange the appointment. This service is open to all workers working in the restoration effort. EAP may also be brought on site to provide their services.

# **Burlington Hydro Inc**

## **Emergency Plan: Distribution Loss of Supply**

### **Part 9**

#### **Plan Maintenance, Revision, Testing and Internal Procedure**

##### **1. Review Summary Report**

As an emergency winds down and in the following month, all Supervisors, who have had input and involvement must prepare a summary report addressed to the Emergency Coordinator. These summary reports are to highlight what has happened. In particular, they should provide a critical review on:

- Where can the plan be improved?
- What went wrong?
- What unforeseen events happened, that could be covered in the future?
- What went right?
- Any recommendations?
- Effect of the emergency plan?
- Was there department and personnel cooperation?

On receipt of all summary reports, the Emergency Coordinator will call a review meeting to discuss the recommendations of the Supervisors and gather additional information. The Emergency Coordinator will prepare a concise report and arrange to have the emergency plan reviewed to correct any perceived deficiencies.

##### **2. Audits and Assessments**

- The Burlington Hydro Emergency Plan will be maintained by the Emergency Planning Committee chaired by the COO / Vice President, Engineering and Operations.
- This plan will be reviewed annually and, where necessary, revised by the Emergency Planning Committee. The Human Resources Department will print and distribute the revised plan in accordance with the distribution list outlined in Appendix M.
- Each time this plan is substantially amended, it must be forwarded to the President/CEO for approval. However, minor editorial revisions and updates to maintain the currency of the plan can be made without resubmitting the plan to the President/CEO each time for approval.
- It is the responsibility of the Emergency Planning Committee to ensure new directors and staff are briefed on the contents of the emergency plan, and to keep the Board of Directors apprised of emergency planning issues.
- It is the responsibility of each person, agency, service or department named within this emergency plan to notify the Emergency Planning Committee forthwith, of any revisions to the appendices or administrative changes.

##### **3. Testing of the Plan**

The Burlington Hydro Emergency Planning Committee will review, test and revise Burlington Hydro's Emergency Plan on an annual basis. This procedure will consist of contacting all individuals listed in the plan and making sure all resources are available and up to date.

As required, participate in any IESO-scheduled implementation and testing of the Ontario Electricity Emergency Plan. Coordinate with the IESO the development of and participation in system restoration drills and participate in any IESO-coordinated integrated and/or Restoration Exercises as determined by the IESO.

# **Burlington Hydro Inc**

## **Emergency Plan: Distribution Loss of Supply**

### **4. Internal Procedures**

Each department involved with this emergency plan will prepare functional emergency procedures or guidelines outlining how it will fulfill its responsibilities during an emergency.

Each department will ensure that it designates a member of its staff to maintain and revise its own emergency procedures and guidelines.

### **5. Training**

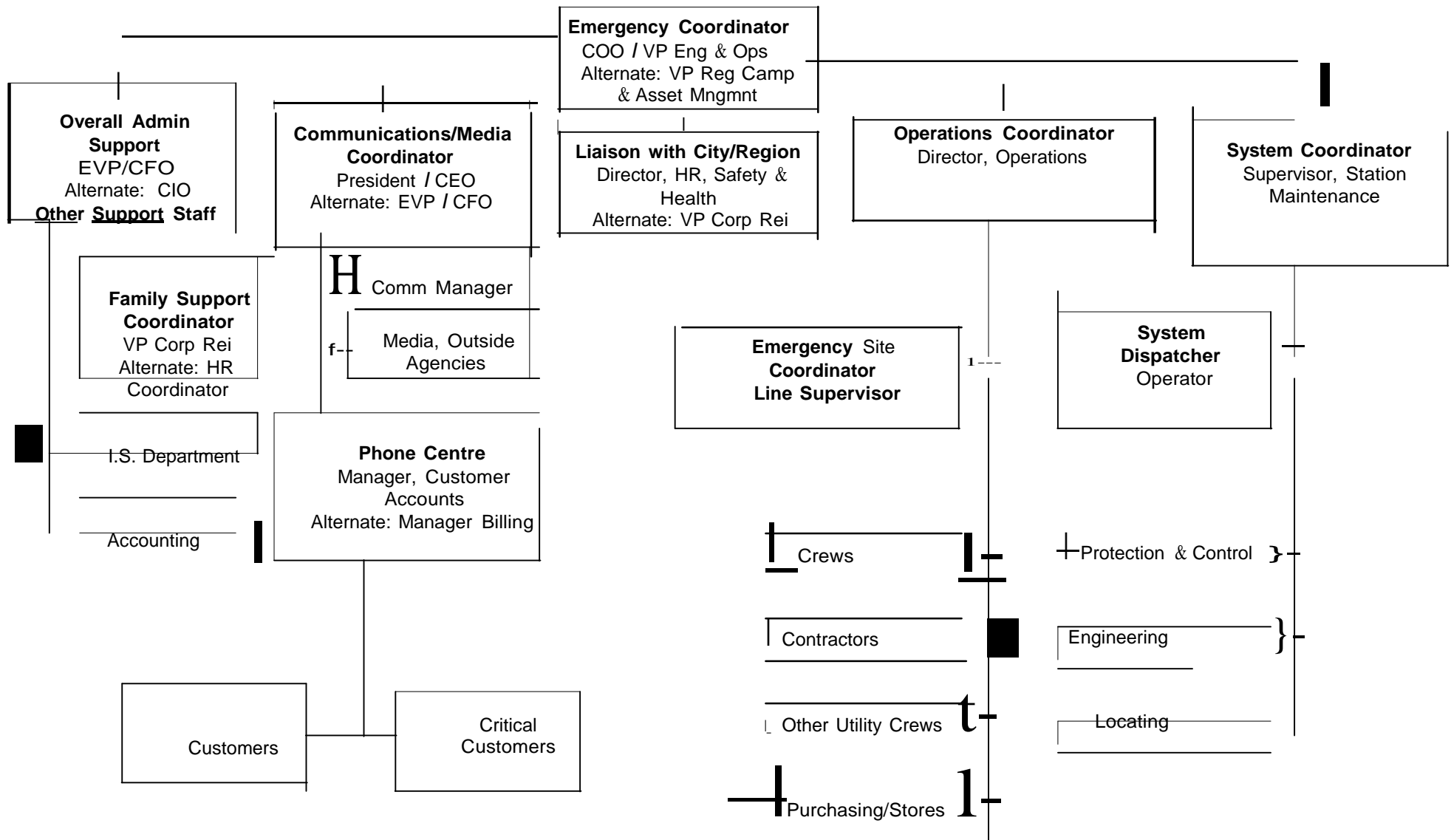
All employees at Burlington Hydro will be educated on the contents of this plan through a formal training session conducted by the Emergency Planning Committee. Refresher training will be provided every 3 years to maintain employee familiarization with the plan.

## PART 10- Appendices

- A Emergency Organization Chart
- B Emergency Notification System List
- C Priority List • Critical Customers
- D 24/7 Emergency Phone Numbers
  - Internal & External
    - Emergency Control Group Members – Key Decision Makers
    - Senior Staff
    - Supervisors
    - Employees
    - Infrastructure Health & Safety Association (IHSA / E&USA)
    - Contractor phone numbers
    - Supplier phone numbers
    - Emergency Phone Numbers
    - Media Phone Numbers
- E City of Burlington Contacts
- F Sample News Release
- G Emergency Operations Center Layout
- H Computer Recovery Plans
- I Control Room Operations in the event of an emergency
  - Station Maintenance Operations
  - Pulse Metering Operations
  - Control Room Emergency Supplies
- J BHI Local LDC Mutual Assistance Plan / Contacts
- K BHI-Hydro One Transmission Connection Agreement
  - Including Rotational Load Shedding Schedules
- L Emergency Plan Distribution List / Internal Manual Holders
- M Memory Jogger
- N Portable Generator List
- O Hydro One Networks Emergency Mutual Assistance Guideline
- P Hydro One Networks Provincial Mutual Assistance Contacts
- Q Pandemic Planning- Preliminary Assessment of Impact on Operations

## Appendix A

### Emergency Organizational Chart



# Burlington Hydro Emergency Notification System

## Procedure

It was learned during the ice storm in 2013 that an emergency can only be declared by Municipal / Provincial authorities. BHI can only declare emergent conditions internally and implement this plan as deemed appropriate and necessary internally.

Upon implementation of the Emergency Plan, members of the Emergency Control Group will be contacted in the following order:

1. COO / Vice President, Engineering and Operations
2. VP, Regulatory Compliance & Asset Management
3. Director, Human Resources, Safety & Health
4. Director of Engineering
5. President / CEO

The following Burlington Hydro Staff members will be notified after the *above* have been notified first:

1. Director Operations
2. Supervisor, Station Maintenance
3. Operations Supervisors
4. EVPICFO
5. VP Corporate Relations
6. Manager, Communications
7. CIO
8. Manager, Customer Accounts

The following Outside Agencies will be notified next:

1. Region of Halton
2. City of Burlington
3. Mutual Aid Partners
4. Hydro One
5. Media

### Priority Customers

When an emergency affects one or more of the priority customers, the Systems Coordinator or designate will determine priorities for restoration.

1. Joseph Brant Memorial Hospital, 1230 North Shore Blvd. (Full generation capability)
2. Burlington Hydro Inc., 1340 Brant St.
3. Burlington Hydro Substations
4. Burlington Water Plant, Sewage Plants and Pumping Stations
5. Elizabeth Gardens Pumping Station, 5390 Lakeshore Rd. (See list of Reservoirs in the Control Room)
6. Skyway Sewage Treatment Plant, 1125 Lakeshore Rd.
7. City of Burlington Emergency Operation Centre and alternate sites.
8. Customers dependent on a continuous supply of power for health reasons; see current list in the Control Room. (Sensitive Customer List)
9. Senior centers- Long term care centres
10. Municipal Fire-fighting services
11. Municipal, Regional and Provincial Police Services
12. City of Burlington Offices
13. Telecommunication facilities such as Rogers Cantel, Bell Cellular, Cogeco Radio/Television
14. Urban Transit systems
15. Burlington Air Park

A more detailed list of priority customers is located in the Control Room. A Facilities priority database of priority customers for the City of Burlington is maintained and located at the Department of Health.

## Appendix D

### Key Decision Makers

### BHI STRICTLY CONFIDENTIAL CONTACT LIST

Name	Position	Work	Cellular	Address	Home
Smallegange, Gerry	President & CEO <b>Communications / Media Coordinator</b>	905.332.2253	905.484-0777	3301 Leith Ave. Burlington, L7M 3Y4	905.315.9952
Guatto, Dan	COO / VP Engineering and Operations <b>Emergency Coordinator</b>	905.332.2574	905-541-5385	1323 Martley Drive Mississauga, L5H 1P1	905.271.6545
Saunders, Joe	VP, Regulatory / Asset Mngmnt <b>Alternate Emergency Coordinator</b>	905.332.2258	905.541.3527	4159 Arbourfield Drive Burlington, L7M 4A7	905.336.8618
Cumming, Brad	Manager, Operations <b>"- rations Coordinator</b>	905.332.2273	905. 977.9887	19 Nesbitt Blvd Waterdown LOR 2H9	905.627.0304
Walsh, Dan	Line Supervisor <b>Emergency Site Coordinator</b>	905.332.1851 x 547	905.978.9220	78 Pentland Rd, Waterdown LOR 2H5	905.690.3564
Kysley, Michael	EVPCFO Finance and Administration <b>Over-all Admin Support</b> <b>Alternate Communications Coordinator</b>	905.332.2265	905.466.1921	286 Gardenvue Dr. Burlington, L7T 1K6	905.319.3040
Matos, John	CIO <b>Alternate Over all Admin Support</b>	905.336.4380	647-821-5291	1518 Polesden Dr Mississauga, L5G 4R2	905-891-5291
Saunders, Colin	Director, HR, Safety & Health <b>Liaison with City/Region</b>	905.336.4370	905.407.6471	6499 Cedar Springs Road Burlington, L7P OL3	905.331.5072
Smith, Jennifer	VP, Corporate Relations <b>Family Support Coordinator</b> <b>Alternate Liaison with City/Region</b>	905.332.2340	905.220.4392	2234 Heidi Avenue Burlington L7M 3W4	905.331.9218
Adkins, Abby	Human Resources Coordinator <b>Alternate Family Support Coordinator</b>	905.336.4388	905.630.6695	4149 White Birch Circle Burlington, L7M 3T9	905.635.6033
Cardinali, Steve	Manager, Customer Accounts <b>Phone Center Coordinator</b>	905.332.2279	289.208.6956	43 Woodman Dr S Hamilton L8K 4E2	905.331.5672
Sejal Parikh	Manager, Billing & Meter Reading <b>Alternate Phone Center Coordinator</b>	905.336.4394	289.983.0923	13 Beaconcrest Rd Brampton, L6Y OY8	905
Young, Jeffrey	Supervisor, Station Maintenance <b>System Coordinator</b>	905.332.2268	905.320.1350	12 Portofino Place, Stonev Creek L8E 5E8	905.643.4859



## BHI STRICTLY CONFIDENTIAL Phone List - Review / Edit 2017

Name	Department	Work	Cellular	Address	Home
Smallegange, Gerry	Administration	905.332.2253	905.541.5385	3301 Leith Avenue Burlington L7M 3Y4	905.315.9952
Kysley, Michael	Administration	905.332.2265	905.466.1921	2388 Sinclair Circle Burlington L7P 3C3	905.319.3040
Smith, Jennifer	Corporate Relations	905.332.2340	905.220.4392	2234 Heidi Avenue Burlington L7M 3W4	905.331.9218
Guatto, Dan	Eng & Operations	905.332.2574	905.541.5385	1323 Martley Drive Mississauga, L5H 1P1	905.271.6545
Saunders, Joe	Regulatory Compliance	905.332.2258	905.541.3527	4159 Arbourfield Drive Burlington L7M 4A7	905.336.8618
Matos, John	Information Services	905.336.4380	647-821-5291	1518 Polesden Dr Mississauga, L5G 4R2	905-891-5291

Name	Department	Work	Cellular	Address	Home
Adkins, Abby	HR, Safety & Health	905.336.4388	905.630.6695	4149 White Birch Circle Burlington, L7M 3T9	905.635.6033
Blackwell, Sally	Regulatory Compliance	905.336.4373	905.320.6418	2279 Carol Road Oakville, L6J 6B5	905-399-3350
Brethour, Diana	Administration	905.332.2263	905.320.3933	2076 Hunters Wood Drive Burlington L7M 2T2	905.335.4920
Bursae, Marko	Engineering	905.336.4376	905.407.5701	280 Rimilton Ave. Toronto M8W 4X6	416.503.2432
Cannata, Reid	Engineering	905.332.1851 X232	289.962.1256	2939 Hill Street Burlington L7M 4K5	289.962.1256
Cardinali, Steve	Gust Accounts	905.332.2279	289.208.6956	43 Woodman Dr Hamilton L8K 4E2	905.331.5672

# BHI STRICTLY CONFIDENTIAL Phone List- Review / Edit 2017

Name	Department				Home
Cumming, Brad	Operations Lines			19 Nesbitt Blvd Waterdown LOR 2H9	905.627.0304
Davidson, Scott	Purchasing	905.332.2266	905.308.2329	20 Mt. Pleasant Drive Hamilton LBW 3H3	905.388.7331
Donaldson, Chris	HR, Payroll	905-332-1851 Ext 262	289.208.8079	8-45 Royal Winter Dr Binbrook LOR 1C0	905.379.4708
German, Peter	Engineering	905.332.2254	905.320.4051	391 Fairlawn Crescent Burlington L7L 2A9	905.333.6489
Gomez-Carballo, Vlad	Engineering	905.332.1851. Ext 289	905.220.8660	147 Lorenzo Drive Hamilton L9A OA3	905.531.4607
Goodwin, Sharon	HR, Safety & Health	905.336.4372	289.983.5013	191 MacKenzie St Rockwood, NOB 2K0	519.856.2073
Graham, Sherry	Accounting	905-336-4374	905-577-3165	58 Scottacres Blvd Caledonia, N3W 2K3	905-765-0853
Hallas, Christine	Communications	905.332.1851	289.983.6503	215 White Pines Dr Burlington, L7L 4E6	905.639.5283
Heeg, Paul	Metering	905.332.2274	905.719.5526	1706 Hwy 54 Caledonia N3W 1W3	905.765.0784
James, Shawn	Operations Lines	905.332.2271	905.979.1414	27-485 Green Road StoneCreek LBE 6A7	905.979.1414
Merrick, Chris	Accounting	905.332.2278	n/a	934 Lasalle Park Rd Burlington L7T1M9	905.634.5209
Mihajlovski,Zdravko (Danny)	Engineering	905.332.1851 X257	905.220.1279	2350 Grande Ravine Drive Oakville, L6H 6E2	905.257.9828
Moin, Salman	Accounting	905.332.1851 X290	289.208.0894	3226 Britannia Road W. Mississauga L5M 6S9	905.813.8976
Parikh, Sejal	Billing & Meter Reading	905.336.4394	289.983.0923	13 Beaconcrest Rd Brampton L6Y OY8	905.670.9310
Saunders, Colin	HR, Safety & Health	905.336.4370	905.407.6471	6499 Cedar Springs Road Burlington, L7P OL3	905.331.5072
Van Bergen, Norm	Information Services	905.332.2259	289.983.0923	406-1770 Main Street West Hamilton, LBS 1H1	905-627-6804

## BHI STRICTLY CONFIDENTIAL Phone List- Review / Edit 2017

Name	Department	Work	Cellular	Address	Home
Walsh, Dan	Operations Lines	905.332.1851	905.978-9220	78 Pentland Road, Waterdown L0R 2H5	905.690.3564
Young, Jeffrey	Station Maintenance	905.332.2268	905.320.1350	12 Portofino Place, Stoney Creek L8E 5E8	905.643.4859

## Employees and Qualifications

Name	Journeyman Lineman	Equipment Operator	Crane Operator	Address	Home
Ayodele, Sam				6-2230 Upper Middle Rd, Burlington, L7P 2Z9	647-778-3505
Baker, Janet				20 Swastika Trail Puslinch N0B 2J0	289 837.2132
Bartlett, David				173 Osbear Ave, Brantford N3T 6S7	226-922-1580
Benassi, Anthony				11 Houndtail Drive, Waterdown L0R 2H3	905.689.7323
Biasutti, Stephen				60 Degrow Crescent, Binbrook L0R 1C0	905-537-9199
Brynes, Gabrielle				B38-25 Britten Close, Hamilton L9C 4J8	905.631.1604
Carr, Greg		4	4	15 Rose Crescent, Stoney Creek L8G 3W6	905.664.7510
Cizmar, Lori				71 Ridgewood Ave, Port Colbourne L3K 5N7	905.835.5866
Chowdhri, Kanav				29 Pantano Place, Brampton L6X 0N6	416-989-9592

# BHI STRICTLY CONFIDENTIAL Phone List- Review / Edit 2017

Name	Journeyman Lineman	Equipment Operator	Crane Operator	Address	Home
Coakley, Scott				2110 Wellington Avenue, Burlington L7R 1P5	905.634.2638
Crevar, Goran				82 Chelsea Crescent, Stoney Creek, L8E 5R8	905.643.7682
Dobson, Chris				805-301 Frances Ave, Stoney Creek, L8E 3W6	905.923.7698
Donatelli, Linda J.				671 Powell Court, Burlington L7R 3E7	905.333.0299
Dow, Matt	4	4		481 Pittfield Dr Unit 15, Milton L9T 3J5	905.878.3739
Dryburgh, Penny				2442 Cavendish, Burlington L7P 3B9	905.336.3500
Dunham, James	4	4		74 Bland Avenue, Stoney Creek, L8G 3R1	905.988.0133
Dunlop, Michael	4	4		3226 Edenwood Crescent, Burlington L7M 3K5	905.336.9818
Elliott, Michael				7 Waterside Dr, Stoney Creek, L8E 5T9	905.643.7241
Fernandez, Ian				1112 Larkin Court, Mississauga L5V 1B8	905.858.7997
Feskun-Rooney, Tara				4 Churchill St Catharines L2S 2P2	905.328.4938
Fournier, Joey				303-427 Aberdeen Ave, Hamilton L8P 2S4	289.441.6465
Francis, Paul	4	4		2134 Cobblestone Dr, Burlington L7P 3K3	905.681.6772
Franklin, Craig (4 <sup>th</sup> Yr Lines)				74 Balmoral Dr, Brantford, N3R 5B9	519.582.4390
Feskun-Rooney, Tara				#2-87 Wiley St St Catharines L2R 4E9	905.328.4938
Gardener, Kyle				207-3060 Rotary Way, Burlington, L7M 0G9	905.745.9096
Gavaria, Carlos				9-2093 Meadowbrook Rd, Burlington, L7P 2A5	905.966.4495
Headrick, Leslie				141 East 36 <sup>th</sup> Street, Hamilton L8V 3Z3	905.317-8400
Herman, Craig	4	4		806-1940 Ironstone Drive, Burlington, L7S 5V3	905.582.7443
Heywood, Eliot				33 Arrow Head Ln, Grimsby L3M 3M5	905.945.2918
Imber, Andrew				109 Dulgaren Street, Hamilton L8W 3Y8	905.388.1939
Jefferies, Adam				603-640 Guelph Line Burlington L7R 3M9	905.320.6732
Johnston, Jamie	4	4		63 Cameron Ave, Dundas L9H 1P9	905.628.5746
Kollar, Helga				4140 Foxwood Drive, Burlington L7M 4R4	905.617-2081
Koloff, Steve	4	4		46 Riviera Ridge, Stoney Creek, L8E 5E6	647.986.7832
Laflamme, Daniel				15 Kelson Ave. North, Grimsby L3M 4C6	905.643.8530
Lidiard, Cathy				2231 Hwy 20 RR#1 St Anns L0R 1&0	905.957.5257

# BHI STRICTLY CONFIDENTIAL Phone List- Review / Edit 2017

Name	Journeyman Lineman	Equipment Operator	Crane Operator	Address	Home
Matthews, April				4254 Price Court, Burlington L7M 4X3	905.331.0848
McClellan, Jim	4	4		19 Howard Blvd, Waterdown, L0R 2H4	905.332.1387
McNulty, Lynda				57 Appleford Road, Hamilton L9C 6B5	905.387.0881
Mokrzynski, Rick H.				32 Banburry Crescent, Grimsby L3M 4N8	905.309.1543
Moraghan, Tim	(4)	(4)		225 Linwood Crescent, Burlington L7L 3Z9	905.634.9710
Morrison, Sandy				4148 Rawlins Common, Burlington L7M 0B5	905.315.9291
O'Day, Patrick				43 Inverness St, Brantford, N3V 1A9	289.345.0115
O'Shea, Mhairi				71 Niska Drive, Waterdown L0R 2H3	905.689.9446
Olender, Richard	4	4		12 Buchanan Street, Hamilton L9A 2V8	905.522.5348
Patenaude-Dlugosz, Richard				29 Amberly Blvd, Ancaster, L9G 3R9	905-525-8099
Pelosini, Dan (4 <sup>th</sup> Yr Lines)				11 Greenwood Crt, Dundas, L9H 4X1	905.628.1905
Reid, Brian R.				2473 Whittaker Drive, Burlington L7P 4P9	905.331.9431
Roberts, Steven	4	4		256 Tuck Drive, Burlington L7L 2R1	905.332.6203
Rupik, Gregory				293 Bryant Crescent, Burlington L7L 4Z1	905.681.8608
Saunders, Kimberly				300 E33rd St Hamilton L8V 3T8	905.387.9483
Scaum, Andy				141 West 23 <sup>rd</sup> St, Hamilton, L9C 4V6	905.529.7632
Simioni, Janitra				856 Teal Drive, Burlington, L7T 2Y7	905.399.0048
Taylor, Jeff	4	4		22 Meadowbrook Rd, Burlington L7P 2B3	905.336.7068
Tiikanen, Rob	4	4		63 Highland Park Drive, Dundas, L9H 6G4	416.726.5829
Turner, David W.	4	4		54 Weir Street North, Hamilton L8H 5E6	905.545.4721
Wolfe, Wendy				2330 Wilson St West, Ancaster, L0R 1A0	905.562.9723
Young, Derek				76 Highman Ave, Cambridge, N1R 3L7	519.740.0212
Zarankin, Greg				1324 Majestic Drive, Burlington, L7M 1G3	905.336.1124
Zhang, Derek				44 McMonies Drive, Waterdown, L8B 0A5	905.962.0923

## BHI STRICTLY CONFIDENTIAL Phone List- Review / Edit 2017

### Director, Human Resources, Safety & Health

Name	Work Phone No.	Home Phone No.	Cellular	Pager
Colin Saunders	905-336-4370	905-331-5072	905.407-6471	N/A

### Infrastructure Health & Safety Association (IHSA/E&USA)

Name	24hr. Phone	Phone	Facsimile
Office	416-753-9030	905-625-0100	905-625-8998

### Electrical Safety Authority (ESA)

Name	24hr. Phone	Phone	Facsimile
Scott Duncan	905-961-5143	905-570-2403	
ESA Inspections		1-877-372-7233	

**BHI STRICTLY CONFIDENTIAL Phone List- Review / Edit 2017**  
Operations Contractors

Overhead & Underground Line Contractors

Company	Contact Name	24hr. Phone	Phone	Cellular	Facsimile	Equipment
K-Line	Ron Haldane	905.640.1788	905.436.86	416.566.8774	905.640.8563	Single Bucket-15 Double Bucket-30 Digger/Derrick-20 Tension Machine-6 Tracked Vehicle-S
D.L Hannon Inc.	Dave Hannon (Principle)	519.345.2078	519.345.2078	519.272.3021	519.345.2078	Single Bucket-1 Double Bucket-3 Digger/Derrick-3 Tension Machine-2
Black & MacDonald Ltd	Hugh Skinner	1416.298.9977	1416.298.9977	1416.990.4312	416.298.2907	SB-6 DB-10 D/D-9 TM-4
A&W High Voltage Contracting Ltd	Bill Miller	1905.775.5076	1519.291.5403	1905.953.6030	905.775.3577	SB-8 DB-6 D/D-5 TM-3
Eptcon Ltd	P. Langenhan Dave Radke	519-620-4414	519-620-4414	416-524-1011	519.620.4413	

**BHI STRICTLY CONFIDENTIAL Phone List- Review / Edit 2017**  
Hydro Vacuum Excavation Contractors

Company	Contact Name	24hr. Phone	Phone	Cellular	Facsimile	Pager/Email	Equipment
Super Sucker Hydro Vac Services Inc.	Dan Bartels	Darren Bartels 905-304-9513	905-304-9513	905-961-7309	905-648-4281	info@supersucker.ca	
	Darren Bartels			905-961-7307			
	Ben Bartels			905-961-7310			
Veolia Sewer Service )	Patricia McLaughlin	905-638-2723	905-319-2262	905-638-2723	905-319-2265		5 Machines
Badger Daylight Inc.	John Martin	877-330-3343	877-330-3343	877-330-3343	905-563-3006		2 Machines
Liquiforce Sewer Services	Tim Lewis Jr. (Principal)	800-265-0863	519-322-4600	519-816.0425	519.322.4606		4 Machines
	Tim Lewis Sr.			519.816.0419			
BF Contracting	Bill Foss Jr	905 719 7807		905 719 7807	905 659 0295		
Cleave Brothers Construction	Trevor Cleave				613.398.1400		1 Machines

Underground Trenching Contractors

Company	Contact Name	24hr. Phone	Phone	Cellular	Facsimile	Pager/Blackberry	Equipment
BF Contracting	Bill Foss Jr.	905 719 7807		905 719 7807	905 659 0295		Backhoe-4 Dump Truck- 2 Directional Drill-1 Torpedo-1 Mini Backhoe-1
Wm. Bethlehem Trenching	Rob Hofsink	905-319-3003	905.319.3003	905-319-3003	905 319 3711	hofsinkr@sentrexco.com	

Crane Service

Company Name	Contact	24hr. Phone	Phone	Cell	Facsimile	Machine Mover
Arlington Crane	Rick Foran	905.547.6720	905.547.6720	905-971-9043	905-973-6760	No
Hendries Trans.	Bob Forbes	905.984.7391	905.984.7391	905.984.7391	905-688-9700	Yes



## BHI STRICTLY CONFIDENTIAL Phone List- Review / Edit 2017

### Tree Trimming Contractors

Company Name	Contact	24hr. Phone	Phone	Cellular	Fax
Beswick Tree Serv.	Jeff McCauley	905.529.5612	905.529.5612	905 520 6290	905-529-9845
	Tim Sholer	905 389 0572			
	Dave Morgan (manager)	Cell – 905-516-9791			
Davey Tree	Chris Deathe	Cell-905.981.2367	Land-905-333.0757		Fax-905-529-7646

### Lead Cable Splicing

Company Name	Contact	24hr. Phone	Phone	Facsimile	Cellular
Power Cable Install. Ltd.	John Hayes				
	Glenn Brown				
	Keith Hayes				

### Towing/Battery Boosting Contractors

Company Name	Contact	24 hr. Phone	Phone	Fax	Heavy Tow	Medium Tow	Small Tow	Flatbed
Peninsula Towing	Mike & Sherri Allen	905-633-7999	905-633-7999	905-357-2002				
ABC Towing	Sal Sedele	905.337.0688	905.337.0688	905-631-8175	1	1	4	1
A1 Towing	Rick Daley	905.383.2007	905.383.2007	905-679-0024	3		3	

### Tire Repair Contractors

Company Name	Contact	24hr. Phone	Phone	Facsimile	Service Trucks
OK/Precision Tire	Al Koski	905-333-9990	905-333-9990	905-333-4263	6
	David Sutton				
Beverly Tire	Dave Williamson	1-877-544-9631	905-527-2340	905-544-0284	

### Mechanics

Equipment Type	Company Name	Contact	24hr. Phone	Phone	Facsimile	Service Trucks
Heavy (>4500K)	King Truck	Barry Messier	905-577-2680	905-639-0400	905-639-2240	
		John Perry	905-577-5440	905-639-0400	905-639-2240	
		John Hutter	905-577-7621	905-639-0400	905-639-2240	

## BHI STRICTLY CONFIDENTIAL Phone List- Review / Edit 2017

	Altruck International	Jason Jonker	905.681-6600	905.681-6600	905-333-3210	
	Harper Freightliner Inc.		905.564.8270 800.575.6060	905.564.8270 905-564-8283	905-564-8293 (Service Dept)	1
Small Vehicles (<4500kg)	Discovery Ford Sales	Russ McCallum	905-632-8696	905-632-8696	905-632-0914	1
	Holland Chevrolet	George Damovski	905-632-4141	905.632.4141	905-333-4551	
	Fairview Chrysler	Willie King	905-632-4335	905-632-9603	905-333-4454	
	OK Tires	Al Koski	905-333-9990	905-333-9990	905-333-4263	
Back Hoe - message	Stro11aco	Ed Bos	905.520.5785		905-643-6077	

### Mechanics – Attached Equipment

Company	Contact Name	Repairs To	24hr. Phone	Phone	Facsimile	Cellular	Pager
Altec Industries Ltd	Mark Ireland	Altec/All	905-691-7656	905.875.2000	905.875.2009	905-691-7656	
Fleetall Service	Paul Flavio	Amador/All	416.984.1976	416.244.8903	416.244.0178	416.984.1976	fleetall@rogers.ca
Fyfe (Allen) Equipment	Harold Isenberg	Holan/Amador/All		905.669.1313	905.669.9802	416-576-0345	416.860.3300
Wajax Industries Ltd	Chris Longhurst	Amador/All	905.693.0435	905.693.0435	905.693-1208 parts 905.693.1040 service	416-884-1261	

### Various Materials Suppliers

Type of Supply	Company	Contact	Phone	Pager	Cell	Facsimile
Street Lights	Ducon	Craig Agnew		905.524.9380	905.572.0496	-
Wire & Cable Suppliers	Nexans	Rod Murray	905.944.4318		416.562.3547	905.944.4330
		Rick Vascotto	905.944.4349		416.543.5986	905.944.4330
Line Hardware Suppliers	Grafton Utility Supply	Sue Campbell	905.355.2474 OR 1-800-699-4297 x225			905.355.3054
	Belvolt Sales	Jen Stone	416.757.2277			416.757.9595
Line Hardware	Westburne Ruddy	Mike Bee	519.434.5755		519-808-6350	519-434-3608

## BHI STRICTLY CONFIDENTIAL Phone List- Review / Edit 2017

Suppliers (cont'd)	Nedco Company Ltd.	John Hinkley & Paul Hoxby	905.827.4421			905.827.1003
	Guelph Utility Pole Co Ltd	Kyle Conely	519.822.3901		613-967-7619	519.822.5411
Transformer Suppliers	Moloney Electric	Bob Thompson	416.534.9226 x241			416.534.6960
	Asea Brown Boveri	Fernand Fontaine	905.460.3490		416.573.6855	1.888.222.8711
	Cam Tran	Sue Campbell	905.355.2474 OR 1-800-699-4297 x225			905.355.3054
	Pioneer Transformers	Sal Aiello	905.625.0868 x26			905.625.6859
	VA Tech	Denis Caron	905.685.6551 NIS			905.685.9783
Security	Polley Security & Controls	Kris Polley	866.868.0028		905.251.8305	905.333.5174
Radio		Ralph Awrey	905.529.5025			
Telephone Info. Relay Service Provider	Matrix Telecom	Mike Kurkiewicz	1-920-491-2256 NIS 1-888-411-0111 (24 hour-line)		405-826-1660	1-800-657-1307
Generators	L&M Generators	Luis Salazar	905.564.7322			905.564.6917
Fire Alarm	Hamilton Fire Control	Michael Fleet	905.527.7042			905.643.7671
Switchgear	S&C Electric	Brad Dutot	905.355.2474 x251			
	Grafton Utility Supply	Sue Campbell	905.355.2474			905.355.3054
Hardware & Tool	SB Simpson	John Shannon	905.335.6575			905.335.4915
Propane	Superior Propane	24 hr Dispatch	877.873.7467			1.877.467.4902
Portable Washrooms	Don's Portable Toilets	Leslie & Monique	905-643-3104			905.643.7866
	Markle's Pumping Service	Rick Markle	905.689.3693			905.690.3959
Bottled Water	Cedar Springs	Sarina, Natale	416.798.7675 ext 273			416.798.1123
	Canadian Springs	Corrie & Tracy	905.310.3434 OR 905.795.6500			905.670.3628
	Flamborough Springs		905.689.6166 NIS			
Bell Canada (Service)		Wayne	416.595.1515			416.542.6794 OR 416.595.1515

## BHI STRICTLY CONFIDENTIAL Phone List- Review / Edit 2017

### Metering

Company	Contact	Title	Office Phone	Cellular	Facsimile
Itron	Chris Dardiner	Client Services Manager	416.436.3361		905.858.0428
	Yan Bechamp	National Support	905.812.3620	905.601.2681	
	Scott Owen	Director of Sales	416.436.3361		
	MV-90 Support		800.789.0788		
Elster Meters	Kevin Mills	Director of Sales	905.634.4895 ext. 108	289.259.5316	905.634.6705
	Clarence Batterink	Product Manager	905.634.4895 ext. 104		905.634.6705
	Jack Robertson	Vice President	905.634.4895 ext. 105		905.634.6705
ABB	John Bax	Sales Manager Primary Metering Division	519.455.3317		519.455.3745
Olameter	Scott Beneteau	Sales Manager	416.457.7624		

Company	Contact	Office Phone	Cell	Home Phone
Power Systems Services Group - Canada	Rick Vender	416.249.9171 Ext. 305	416-419-2604	416.249.6051
	Yong Cao	416.249.9171 Ext. 247	647-261-2579	

### Rental Trucks, Bucket and RBD

Company	Contact	24hr. Phone	Phone	Cell	Facsimile
K-Line	Ron Haldane	905.640.1788	905.640.1788 x2340	416.566.8774	905.640.8563
Altec Industries Ltd.	Mark Ireland	905-691-7656	905.875.2000	905.691.7656	905.875.2009
Black & MacDonald	Hugh Skinner	416.298.9977	416.298.9977	416.990.4312	416.298.2907
Discount Car/Truck Rental	Nate Botting		905 592-2014		905 592-2116
Budget	Patricia		905.333.3330		905.333.3153
Wajax Industries Ltd	Chris Longhurst	905.693.0435	905.693.0435 Parts 905.693.1040 Service	905.693.1208	416-884-1261

### Rental Generator Suppliers

Company	Contact	Phone	Pli&J 24 Hr Phone	Facsimile
L.M. Generating Power	Luis Salazar	1.866.567.6937	905.564.7322	905.564.6917

### Landscape Maintenance (Winter Services)

Company	Contact	Phone	£111&.1 24 Hr Phone	Facsimile
ALC Landscape	Al Roscoe	905.689.7321	905.464.5138	905.689.3433 main office

## BHI STRICTLY CONFIDENTIAL Phone List- Review / Edit 2017

Maintenance Ltd.	Joe Sebastiao		905.464.5140	905.690.8501 maintenance
	Mark Palencher		905.464.5143	
Bethlehem Trenching hofsink@sentrexco.com	Rob Hofsink	905-319-3003	905-319-3003	905-319-3711

NOTE: Neighbouring Hydro Utilities / Mutual Aid Partners See Appendix J

### Ministry of Energy & Environment (MOEE)

Description	Identification Numbers
Generator Number	ONO676602
Provincial Identification	A8240
Location Number	2521
Oil Skimmings & Sludges (<50ppm), Waste Number	251T
BHI Yard PCB Site Identification Number	302-83A-003
PCB Waste Number	243D

### Environmental Spills and Cleanup

Company Name	Contact	24hr. Phone (Emergency Response)	Phone	Fax
TEAM-1 Emergency Services	Mitchell Gibbs	800.327.7455 x103	(905)383-5550	905.574-0492
Philip Environmental	Bob Goodfellow	800.567.7455	905.548.5860	905.549.4515
Ministry of Energy and Environment	Anyone	800.268.6060	416-325-3000	905.637.4175
Clean Harbors Environmental	Brett Herman	519.223.2779 Cell 905.312.2375 Pager	905.315.5613 Direct Line	905.315.5633

### Sample Testing Laboratories

Company Name	Test Criteria	Phone
Rondar	Any Oil	905.561.2808 Arkley Gregor
Fine Analysis	PCB's in Water	905.574.4977 NIS

## Appendix D

### *Emergency Phone Numbers*

#### 9.1.1 -Police, Fire and Ambulance

Name	Emergency Phone Number	Other
Local Fire	9-1-1	
Local Police (RHPS)	9-1-1 (District #3)	
Ambulance	9-1-1	
OPP	9-1-1	888-310-1122
Joseph Brant Hospital	905-632-3730	
Region of Halton Spills	905-268-6060	416-325-3000
Region of Halton Sewers	905-825-6030	
Environment Canada Weather Information	800 668-6767	
Ministry of the Environment	800-565-4923	
CANUTEC	613-996-6666	613-992-4624
Hydro One	800-434-1235	888-664-9376
BELL	905-310-2355	888 932-6666
Trans Canada Pipeline	800-447-8066	888-982-7222
Union Energy	888-718-6466	

# BHI STRICTLY CONFIDENTIAL Phone List- Review / Edit 2017

Name	Emergency Phone Number	Other
Cable Television	866-427-7451 (Cogeco)	
Ministry of Transportaticm	800-268-4686	
Canadian Red Cross Society	905-637-5664	905-890-1000
Canadian Pacific Railway	800-551-2553	1.800.766.7912
Canadian National Railmad	1.800.465.9239	1-888-888-5909
GO Transit	1.888.438.6646	905.335.7671
Family Doctor's After HC>ur Clinic	905-639-0910	1010 Downsview, Unit 7
Halton Family Health Centre	905-336-3437	2951 Walkers Line @ Dundas St.
Burlington After Hours Clinic	905-681-7755	3155 Harvester Road Suite 107
North Burlington Medical Centre	905-319-2000	1450 Headon Rd.
Burlington Family Physicians	905-336-1221	2400 Guelph Line

# BHI STRICTLY CONFIDENTIAL Phone List- Review / Edit 2017

## Media Phone Numbers

Type	Name	Phone Number	Contact
RADIO	CHML	905.521.9900	24 hours
	CKOC	905.521.2700 (Newsroom Phone)	
		905-574 – 1150	
	CJXY Y108	905.521.9900 905.645.1079	
	95.3 The New Country	905.521.9900	
	C-lite FM	905.574.1150	
	CHAM	905.574.1150	24 hours
TELEVISION	CH Hamilton (Channel 11)	905.522.1101	905-526-3420
	CTV Newsroom	1.416.446-5311	
	Global Television	1.800.387.8001	
NEWSPAPER	Hamilton Spectator	905.526.3333	
	Burlington Post	905.632.4444	



## City of Burlington Contacts

Name	Position	Work Phone	Address
Mike O'Brien	Community Emergency Management Coordinator (CEMQ)	905-637-8207	1255 Fairview Street Burlington, L7S 1Y3



**Burlingtonhydro,, "**

## Burlington Hydro Completes Power Restoration after Weekend Storm that Left 18,000 Customers Without Electricity

For Immediate Release

BURLINGTON, ON-JULY 22, 2013 -In the wake of Friday night's severe *storm*, over 25% or 18,000 Burlington Hydro customers were left without power. Outages were reported across the *city*, with the most severe damage in Aldershot, Lowville, Cedar Springs between Side Road 1 and 2, and on a section of Appleby Line between Corporate Dr. and Mainway. Winds brought down trees onto power lines and toppled dozens of distribution poles, making roads impassable in many pockets across the city and north of Highway 5.

As of Sunday evening power had been restored to all but a handful of customers. Crews today are working to ensure electricity is restored to the last dozen or so customers.

"In assessing the widespread damage, our first priority was to ensure that emergency services had power, and then to restore the main feeders that had been knocked out by the storm/" says Gerry Smallegange, President and CEO of Burlington Hydro Inc. "I'm proud of our crews who worked tirelessly around the clock to repair damaged equipment and restore power neighbourhood by neighbourhood. I want to thank our customers for their patience through what was a difficult situation for thousands of individuals and families."

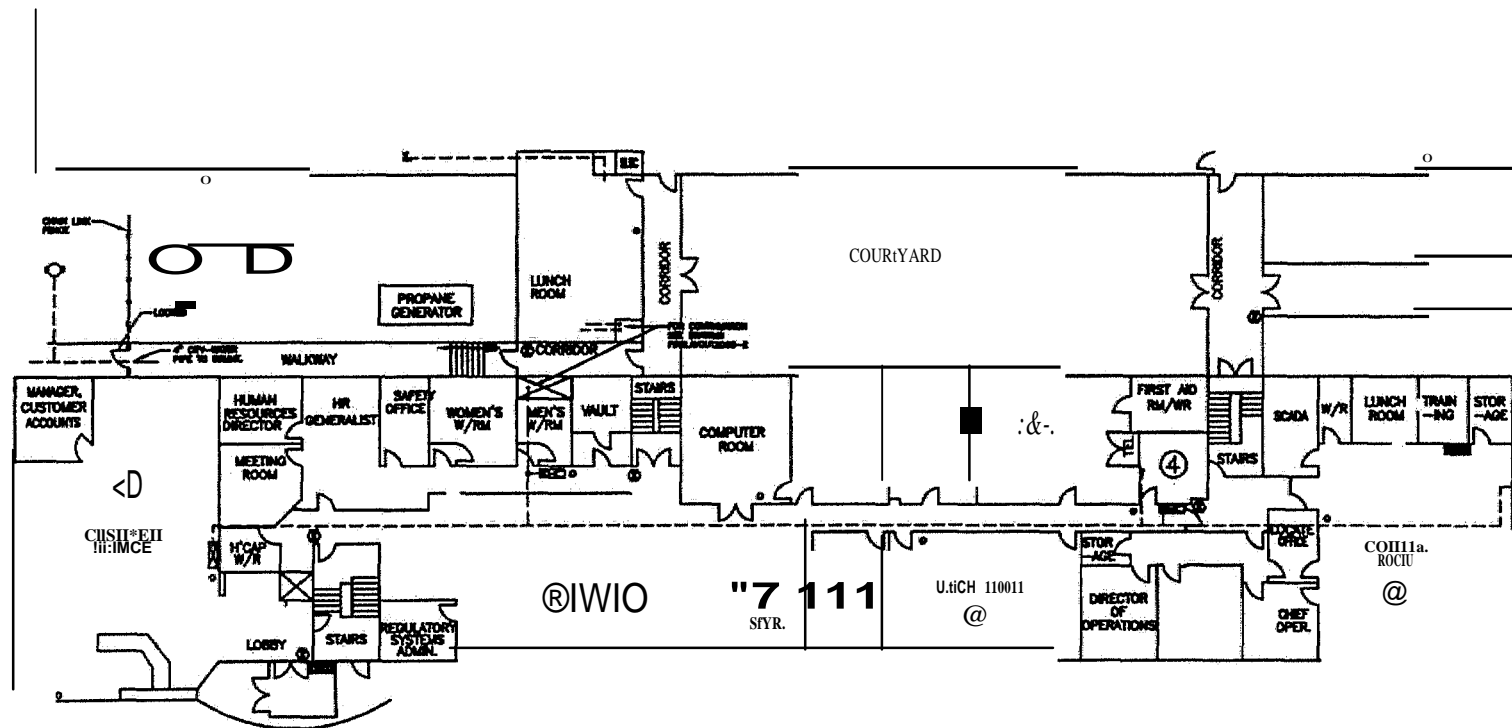
The cleanup and rebuild of the power system was extensive, but by Saturday night approximately 16,500 customers had been brought back on line.

Burlington Hydro would like to thank crews from Halton Hills Hydro and Oakville Hydro who arrived on Sunday morning to assist in the restoration efforts, while crews from Guelph Hydro and Niagara Peninsula Energy remained on standby. By late Sunday morning, 300 customers remained without power, and by 10:00 pm last night all but about 10 customers had had their power restored.

For more information contact:

Christine Hallas  
Manager, Corporate Communications  
Burlington Hydro Inc.  
Tel. (905) 332-1851 Ext. 355  
E-mail: [challas@burlingtonhydro.com](mailto:challas@burlingtonhydro.com)

## BURLINGTON HYDRO INC. EMERGENCY OPERATIONS CENTRE



- G) MEDIA AND PRESS CONFERENCE
- Ⓡ PHONE CENTRE
- Ⓡ EMERGENCY SUPPORT INFORMATION ROOM
- @ EMERGENCY CONTROL GROUP MEETING ROOM
- Ⓡ SYSTEM DISPATCH

# **BURLINGTON HYDRO INC.**

## **COMPUTER RECOVERY PLANS**

### **OVERVIEW**

#### **Summary**

The Information Services and Engineering Departments of Burlington Hydro Inc. have developed Computer Recovery Plans to restore the AS/400 (Business Applications) and PC Server (AM/FM mapping) computer platforms after a major disaster. The Computer Recovery Plans are separate documents with detailed procedures and information lists necessary to achieve the recovery within 2 days of a disaster.

The AS/400 Computer Recovery Plan depends on the provision of hotsite services provided by IBM Canada Ltd. in Markham, Ontario. The AS/400 Computer Recovery Team will perform a full 'data centre' recovery at the hotsite. The Mapping System will be recovered by the Engineering Department at the Palmer substation on Walker's Line.

Critical business functions requiring the AS/400, performed in the BHI office, will be recovered in a work group recovery area at the Markham location. The Computer Recovery Team will contact key users as identified in the Computer Recovery Plan to co-ordinate their temporary relocation to the Markham facility. This too will be completed within the 48 hour timeframe.

The Computer Recovery plans are designed to protect the ongoing viability of the organization. Any event disrupting the smooth and continuous availability of our computer systems for more than 2 days threatens this viability and therefore is defined as a disaster. If disaster occurs, the first priority is the safety of human life. Once we are certain that everyone in the area is safe, the Computer Recovery Plans will be executed.

Some information loss is inevitable. The Computer Recovery Teams will work with the users to minimize this loss and to assist them in determining which work must be redone.

BHI's ability to move the computer applications onto the replacement computers has been proven with tests at IBM's hotsite and Palmer substation, religiously conducted every year.

## **Recovery Strategy**

BHI has a contractual agreement with IBM Canada Ltd. for its hotsite services. The salient points of the contract are listed below:

- 24 hours of test time is allowed each year to test the effectiveness of the AS/400 plan.
- If any other hotsite member declares a disaster and requires the facilities, all test activities must be immediately cancelled and rescheduled for a later date.
- The AS/400 hotsite facility is available for a six week period from the date of declaration.
- Workgroup recovery provides stations equipped with PC's to serve up to 20 BHI personnel.
- If multiple subscribers experience disasters simultaneously, the agreement calls for a "first come first serve basis" use of the Recovery Center.
- IBM staff and services are available to the subscriber on a 24 hour, 7 days a week basis.
- The Mapping System will be recovered with a replacement system delivered to the Palmer substation within 48 hours of a declaration.

## Control Room Emergency Operations

### Control Room

1340 Brant Street

Burlington, ON L7R 3Z1

Direct Line (905) 336-2004

Cell (905) 220-1386

### *Alternate Control Site:*

Palmer Station

1,386 Walkers Line

Burlington

Direct Line (905) 333-8839

Cell (905) 220-1386

Alternate Lines (905) 321-6932-7666

### Communications

During any disaster or emergency, one of the most important things to have is communications. There are several different methods of communications required and below is an outline of how these might be covered.

*Radios*-Burlington Hydro has two radio towers and they can be used to communicate with the vehicles as well as to the Control Room. One is at the top of King Road and the North Tower, which is owned by the Halton police, is on the top of Rattlesnake Point (on the east side about 1/2 kilometer). In the event of loss of hydro to these towers, the North Tower has a generator, the King Road Tower uses battery power that is monitored weekly. There is also a truck to truck radio system for short range transmission and this is also available to the Control Center at 1340 Brant St

If the Hydro Office building is intact and accessible during the disaster/emergency, the existing phone system should be in operation because of the UPS and generator arrangement for hydro electric supply to the building. Depending on the type of disaster/emergency, the telephone system in the area may not be reliable and other means of communicating may have to be used. Cellular telephones could be used and the telephone number may have to be broadcast to the public through local radio and television stations. (See telephone number index for the contact information). Places may also have to be set up in local malls and shopping centers where customers can go and relate their hydro problems to a staff member that would be assigned to take the

information and relay it to the Control Center. The use of office staff to man these mall locations should be incorporated.

### Disaster Recovery Site

In the event that the office building is destroyed or inaccessible, then the BHI Disaster recovery site is Palmer Substation at 1386 Walkers Lipe., Operators will set up a Control Center at this location which is equipped with a telephone line that can be used to contact staff and others. In the event that the Disaster/Emergency is going to be for a considerable length of time, then Bell Canada should be contacted to bring in more telephone lines. These telephone numbers will have to be given to staff and be made available to the public use of the Public Radio and Television Stations.

If the Palmer site is going to be used as a recovery site, then a portable washroom should be installed at the site and bottled water brought in for the Staff there. (See the phone number list at the back of this manual for contact information.)

The Palmer Substation site has been set up to use as a disaster recovery site if the existing Hydro buildings are somehow inaccessible. There has been a telephone line installed that will allow calls or modem connection to be made. It may be necessary to have further lines installed as stated in the above section on communications.

This site has a stand by power supply (to be installed September 2000) as well as a radio setup permanently in the substation. This site also houses the safe that keeps all the utilities backup tapes for the AS400, AM/FM, SCADA, and meter information. There is also the latest 1":2500 set of maps kept at this location. All of this information will help us start to recover from the disaster/emergency. The vault that these backups are kept in is in the Southwest corner of the inside of the substation, with only Information Services (IS) staff having the combination.

Staff at the recovery site will need paper and writing instruments to keep records and information. These items can be purchased from wherever possible. Some of the supplies, forms and reports are stored off site at the Palmer Disaster Recovery site. (See list of

Appendix I.  
items on last page of Appendix I) There is also data and record information stored on the backup tape from the Control Room PC that is in the safe with the other backup tapes. (Note: these backup tapes were made using a Ditto 3200 tape drive running Iomega 3200NT Ditto software.)

If there is a declared disaster/emergency, Control Room operators and other support staff should be contacted to go to the Palmer site. Senior supervisory staff should take charge and start to contact other staff as needed and make the arrangements to follow the Disaster recovery plan as they see necessary.

Although this document only briefly covers what will go on in the event of a disaster, it does outline the facilities and the contacts to be made to help deal with the situation.

If the Control Room is still functional but inaccessible, the SCADA system can be accessed from a remote location (Palmer Substation) by **dial up** method. An Alpha computer with enough speed and capacity will be at the disaster recovery site and can be used to get information from the SCADA system and have some control and monitoring of the substations.

In the event that the existing SCADA system is destroyed or non-functional, there are two terminal servers and modem cards located at the disaster recovery site that could be used with Quindars assistance to make contact to our substations and devices. There would be a need to acquire a Digital Alpha Computer of sufficient size and speed to be used as a master station. Additional telephone lines or switching may be required.

### Station Maintenance Operations

In the event of a disaster/emergency, the staff in the Station Maintenance department can function in several ways.

Their first job would be dealing with any substation problems and making sure that substation's are functioning the best they can during the disaster/emergency.



Their second job which may become a priority, would be to ensure that radio communications are up and working. This may necessitate generators and other equipment being installed and maintained at the radio towers, Control Room or Palmer Station.

In the event that the Service Center is destroyed or inaccessible then Station Maintenance staff may be required to use their own vehicles while renting of appropriate vehicles is arranged for.

Common tools such as wrenches, pliers, etc. may be required to do emergency repairs during this time. Local suppliers of such equipment may need to be contacted and a request of staff to use some of their own tools may also be helpful. (ie. SB Simpsons, Canadian Tire, Sears, etc.)

Specialized equipment and supplies may require borrowing from other utilities or contacting suppliers for emergency replacements. Vehicles can be rented from Budget. Discount, etc..

Station Maintenance staff can be utilized in other areas of the Utility if need be. There are licensed electricians on staff and also some people with line and underground knowledge that could assist where needed.

Station Maintenance and P&C staff may be utilized in various ways during a disaster. Some staff may be needed to assist the Operations group in controlling substation functions and verifying conditions until monitoring can be re-established.

### Pulse Metering Operations

Currently maintaining a Bi-weekly CD backup. This backup contains all operations files in MV-90 which are rotated by-monthly at Palmer Station. Each CD contains all data current and archived.

Inventory  
CONTROL ROOM EMERGENCY SUPPLIES

## Pahner :M.S.

ITEM	QTY.	ITEM	QTY.
27.6kv map		Policy & procedure manual	--
BH Station Prints		Red self protection tags	
Black marker		Scotch	
Blue wo.t permit tags		Station. J er peaks (from pe backul)tape)	
Breaker operation forms		Station guarantee forms	
Buff hold off tags		Station Intercom numbers	
callout sheets		Sti notes.	
Coloured oush Pins		Street index	
Distribution map		Telephone book.	
Green caution tags		lime sheets	
Hi-liters		Transformer fusin g charts	
Hold off tags (yellow slips for operators)		Trouble re QQ_rts	
Liquid paper		Various operator information sheets	
Ust of medical patients		White station guarantee tags	
List of normal ooen::points		Work & test rmlt forms	
List of work orders		Work rmit forms	
.Load traoster!i(from pc backup tape)		Yellow lined pads	
Memo forms		Yellow work &test permit tags	
O.t.o.Applications.-			
O.t.o.Forms.-			
O.t.o.ListS'(from pe backup tape)			
On call list:-			
Ont. Hydro t.s.Prints Ontario			
hydro phone # list			
Operator's loo sheets			
Operator's notes forms			
Other utility phone numbers			
Outage summary forms			
Paper clips			
Pencils			
Pens (various colours)			
Permit / guarantee lists (from pc backup tapeJ			
Pink note pads			

## STATION INFORMATION

Station	Telephone Number	Address
A_pJeby	905-631-698	4SU New St.
Brant	421 (Intercom)	1328 Brant St.
Bridgeview	905 528 5044	145P.,.... ,icw v effa... ,r
Drury	905 633:8736	543 Drury Lane
<b>Easterbrook</b>	905-634-9768	1037 King Rd.
Elgin	905 631-2997	1300 Elgin St.
Eliz. Gardens	905-681-1952	295 Hampton Heath Rd.
Fairleigh	905 32-1349	2252 Fair) igh Place
Fafrwood	905.,:681-3738	95 FairwoodJ>lace W.
Grahams	905.,:631-8364	1439 Grah.aJDS Lane
Hampton	905-631-3212	1081 Ianiptori Heath Rd.
Harvester	905 632-2280.	3050 Harvester Rd.
Howard	905•637-9447	1064 Howard Rd.
Maple	905-632.,:1346	1370 GridUuns.Lane ...
Marley_	.905-681.,:0913	719 Mai'ley Rd.
Martha	.905-631-1244	420 Marlha St ..
Mount Forest	905-335-8195	1312 Tavistoek Dr.
Partridge	905-681-1302	912J>aftridge Dr.
Pme-Cove	. 905-681-9360	398 Pine Cov Rd.
Pinedale	;905-333-6583	730 Mullin Way
Port Nelson	.905-631-6325	3092 New St.
Spruce	905-634-9356	4299 Spruce Ave.
Walkers	905-631-6941	S5 Walkers Line
Woodward	905-637-7804	3193 Woodward Ave.
Fairview	:905-634-0288	321S Fairview St.
Interchange	.905-634-0811	3050 Harvester Rd.
Lowville	905-:331-5343	3038 Britannia Rd.
Orchard.	433 (Intercom)	1340 Brant St.
Palmer	. 905-335-8839	1386 Walkers Line
Reservoir	905-331-2290	2261 Guelph Line
Towerline	905.:336-2348	2099 Appleby Line
Tyandaga	905-331-2433	1993 Brant St.

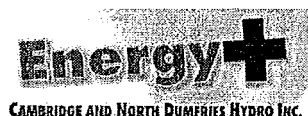
# South Central Ontario LDC

## Mutual Assistance Plan



**Guelph Hydro**  
Eif' iiii.,SYsr: m-l Inc.

**ORILLIAPOWER**  
Elloirt;..ziny om eoommtnitly



**MILrON HYDIQO**



**VERIDIAN**  
CONNECTIONS

### REVISION HISTORY

Name	Date	Reason for Change	Version
Oshawa	2005	Original Issue	V.0
Veridian	30-Nov-10	Updated to reflect meeting minutes	V.1
Veridian	03-May-11	Added Individual Letters of Intent	V.2
Veridian	01-Aug-12	Annual Update-Contact Listing	V.3
Veridian	28-May-13	Annual Update	V.4
Veridian	25-Sep-13	Added Lakeland and Orillia	V.5
Veridian	25-May-15	Added GridSmartCity LDC's	V.6
Veridian	18-Aug-15	Revisions per GridSmartCity	V.7

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## 1.0 Introduction

In some situations, an electrical emergency may be of a magnitude that exceeds the capacity of a utility to respond within a reasonable time frame. This Mutual Assistance Plan provides a cooperative mechanism to augment manpower, material and resources to effectively respond to unusual events that adversely affect customer services. It is understood that this plan shall by no means supersede any existing policies, procedures or codes of conduct that currently exist at each utility and their policies, procedures and codes of conduct will be respected when working at each other's utility.

This Mutual Assistance Plan enables its partners to individually provide assistance to each other, as required and as resources are available, in the event of system-wide outages caused by extreme weather, major equipment failure or collapse of the bulk supply system or other extreme operating conditions requiring resources beyond the usual capabilities of the requesting partner.

Safety is absolutely paramount and of critical importance to all participating utilities, and both the responding utilities and the Requesting Utility will follow all safety policies and procedures currently in place at the Requesting Utility.

## 2.0 Procedure

In the absence of a continuing formal contract between a utility requesting emergency assistance (Requesting Utility) and the utility willing to furnish such assistance (Responding Utility), the following principles are suggested as the basis for a plan governing emergency assistance to be established at the time such assistance is requested. This plan is to be reviewed and updated every 2 years, with the contact listing updated yearly or as required, by all partners.

### 2.1 Communications

Once the Requesting Utility has determined that the Mutual Assistance Plan should be activated, they will contact the Mutual Assistance Partners directly. Secondly, the "Request for Assistance" form shall be directed to the Mutual Assistance Partners who have confirmed their availability. Those Partners are encouraged to complete the "Response to Request for Assistance" form and return the form to the Requesting Utility.

(Refer to Appendix 'B' & 'C')

## 2.2 Contact Personnel

Each participating partner shall provide and maintain an active list of contact personnel, telephone numbers, email addresses and emergency phone numbers. (Refer to Appendix 'D')

## 2.3 Standards/ESA Reg. 22/04

Each participating partner will ensure that all Ont. Reg. 22/04 regulations are followed and that the responding utility will respect the construction standards adopted by the Requesting Utility. The Requesting Utility will be responsible for assigning a Construction Verification Program (CVP) signing authority.

## 2.4 Collective Bargaining Agreements (CBA)

It is understood that the Requesting Utility will adhere to and respect all rights, recognition and intent of the Responding Utilities CBA

## 3.0 Conditions of Participation

The purpose of this agreement is to identify criteria and establish commitment from all parties involved in the South Central Ontario LDC Mutual Assistance Plan to respond to requests by any partner for mutual aid assistance.

The South Central Ontario LDC Mutual Assistance Plan consists of:

1. Lakefront Utility Services Inc.	Cobourg & Colbome
2. Peterborough Distribution Inc.	Peterborough, Lakefield & Norwood
3. Oshawa PUC Networks Inc.	Oshawa
4. Veridian Connections Inc.	Ajax, Pickering, Clarington, Uxbridge, Brock, Port Hope, Belleville Scugog & Gravenhurst
5. Whitby Hydro Energy Services Corp.	Whitby
6. Lakeland Power Distribution Ltd.	Bracebridge
7. Orillia Power Distribution Corp.	Orillia
8. Burlington Hydro Inc.	Burlington
9. Cambridge and North Dumfries Hydro Inc.	Cambridge and North Dumfries
10. Guelph Hydro Electric Systems Inc.	Guelph and Rockwood
11. Halton Hills Hydro Inc.	Halton Hills
12. Kingston Hydro Corporation	Kingston
13. Kitchener-Wilmot Hydro Inc.	Kitchener and Wilmot
14. Milton Hydro Distribution Inc.	Milton
15. Niagara Peninsula Energy Inc.	Niagara Falls, Lincoln and Pelham
16. Oakville Hydro Inc.	Oakville
17. Waterloo North Hydro Inc.	Waterloo, Woolwich & Wellesley

### 3.1 Costs and Invoicing

It is agreed by all parties that the Requesting Utility shall bear the costs incurred by the group partner(s) rendering assistance and that the Responding Utility shall invoice the Requesting Utility for Labour, Materials and Equipment including overheads and burdens based on the Responding Utility's existing collective bargaining agreements, current equipment rates and current material costs.

### 3.2 Travel Time and Expenses

Employee travel and living expenses (meals, lodging and reasonable incidentals) shall be paid by the Requesting Utility.

### 3.3 Supervision

The Responding Utility shall make available at least one Supervisor (Line Supervisor or Lead Hand) per crew. The Requesting Utility will make available a Liaison for each Responding Utility's crew(s). This Liaison will accompany the responding crew(s) and provide instructions, operating maps, communication devices, documentation, work packages and any other documents or equipment required to allow the Responding Utility to complete all work requested. It will be the responsibility of the Responding Utility's Supervisor(s) to communicate with the Liaison to ensure all work packages and documentation are received and returned as requested.

### 3.4 VSIB

If a State of Emergency is declared to exist by a participating partner, the Premier of Ontario or head of council of a municipality, and a person is sent to assist, the Requesting Utility, the municipality or Crown (Government of Ontario) is considered the employer of that person for the purposes of assessing any accident costs. However, the workers regular employer continues to be responsible for:

- Maintaining employment benefits as required by section 25 of the Act,
- Complying with the obligation to co-operate in the early and safe return to work of the worker (section 40), and
- Complying with the obligation to re-employ the worker (section 41) if it applies.



### 3.5 Accident/Injury

**If** an accident/injury occurs to a Responding Utility employee while responding to or conducting repairs to the Requesting Utility plant in an emergency other than outlined in 3.4, the Responding Utility **will** be responsible for and report within the required timeframe to WSIB and the Requesting Utility. **If** requested, all WSIB documentation **will** be provided to the Requesting Utility in a timely manner.

### 3.6 Liability

The Requesting Utility shall indemnify and hold the Responding Utility harmless from and against any and all liability for loss including but not limited to; damage, cost, or expense which the Responding Utility may incur by reason of bodily injury, including death, to any person or persons or by reason of damage to or destruction of any property, including the loss of use thereof, which result from furnishing emergency assistance and whether or not due in whole or in part to any act, omission, or negligence of the Responding Utility.

### 3.7 Work Practices, Utility Work Protection Code and Working Hours

The Responding Utility's crews must be informed of local construction practices, the Utility Work Protection Code, status of energized or de-energized circuits, and any special hazards or concerns.

**It** is agreed that full use be made of crews when they are remote from their home base, thus a minimum of 12 hour shift (including meals and travel time) shall be the standard to a suggested maximum of 16 hours. A minimum 8 hours rest period between shifts is required. (periods of 16 working hours per day may be considered only if replacement crews are available after 7-8 days.) Ontario Regulation 555/06 (Highway Traffic Act – Hours of Service) and the Employment Standards Act shall be complied with at all times. All time sheets and work records pertaining to the Responding Utility's employees that are furnishing emergency assistance shall be kept by the Responding Utility. Information recorded shall include the Utility name, the employee name, the date of each work period, the start time and quitting time, brief description of the work, and shall be kept on a daily basis.

### 3.8 Materials

Replacement cost of materials and supplies expended or furnished shall be paid by the Requesting Utility.

### 3.9 Fuel

The Requesting Utility shall be responsible for making necessary arrangements for fueling of vehicles (nonleaded, diesel, natural gas and propane) as well as appropriate oil and lubricants. Should these arrangements be with service stations, all invoices would be submitted to the Requesting Utility. The Requesting Utility shall make arrangements to have a generator to pump fuel should the power be off at the local service station.

### 3.10 Invoicing

The Responding Utility should be prepared to send an itemized statement outlining total costs incurred to the Requesting Utility as soon as possible. Labour and equipment charges listing the total daily hours shall be paid according to Section 3.1.

## 4.0 Accommodations & Meals

Each participating partner shall maintain a list of reasonable establishments that are able to provide food and accommodations. The Requesting Utility shall be responsible for the reasonable costs of food and accommodations.

### 4.1 Vehicles and Equipment

The "Response to Request for Assistance" (Refer to Appendix 'C') shall be utilized to confirm the type and quantity of vehicles and equipment available from the Responding Utility.

The Requesting Utility shall endeavour to arrange for servicing of vehicles and equipment, however the Responding Utility shall be responsible for proper servicing of their vehicles and equipment and the associated costs.

Updated Commercial Vehicle Operator Registration (CVOR) certificates shall be provided if requested.

### 4.2 Field Communications

It is recognized that most radio communication systems are not compatible with each other; therefore it is strongly recommended that all Responding Utility's employees are equipped with cellular telephones.

It is strongly recommended that radio communication be used for all switching operations; therefore it shall be the responsibility of the Requesting Utility to provide a radio device to communicate between the Responding Utilities and the Control Centre.

If radio communications are not available, cellular phones may be used as an alternate means of communication.

#### 4.3 Permits, Approvals, Clearances

Participating partners shall pre-determine and address whether or not special permits for their vehicles are required when traveling outside of their service territory and whether vehicles are covered by their insurance carrier.

#### 4.4 Check List (Requesting Utility)

1. Assess extent of damage to obtain as clear an indication as possible to:
  - Number and type of personnel required
  - Type and quantity of required equipment
  - Type of work likely to be encountered: e.g. subtransmission, distribution, services, underground, pole replacement, conductor repair, forestry work., etc.
  - Materials required
2. Advise as to any specific material and equipment that incoming crews shall bring; e.g. reels of conductor, pole trailers, heavy duty rigging, emergency lighting, portable generators; chain saws, portable grounds, etc.
3. Indicate sizes of conductor likely to be worked on to ensure proper sizes of sleeves, grips, presses and dies, etc. are brought along.
4. Indicate where incoming crews are to report, and provide directions on how to get there.
5. Arrange for accommodation and meals of incoming crews. Provide Confirmation Numbers to each crew.
6. Establish clear hours of work, and confirm with assisting crews.
7. A handout sheet containing all pertinent instructions such as priorities, company policy and hours of work, charge numbers, names and phone numbers of local staff, etc. would be helpful.
8. Check-in and check-out sheets are useful for recording information on outside crews.
9. Identify all known network hazards that may be present (e.g. – Distributed Generation) and guard against such.
10. :Have adequate supply of distribution system maps to hand out.
11. Establish a plan for material issuing and delivery.
12. Consider special time reporting procedures for restoration period, e.g., time sheets submitted daily completed by Requesting Utility.

13. Indicate approximate length of time that the assisting crews may expect to be away from home.
14. Provide Town/City street maps to assist the Responding Utility
15. Contact Electrical Safety Authority for inspection during emergency conditions.
16. Request the Responding Utilities' employees to bring Cellular phones
17. Spare batteries and/ or quick chargers are important to have available for battery operated tools or communications device.

#### 4.5 Check List (Responding Utility)

1. Ensure the personnel being sent are familiar with the type of work being requested by the Requesting Utility
2. Ensure all tools, equipment and material that has been requested is available. (e.g. chain saws, portable grounds, generators, lighting, rigging)
3. Inform personnel where to report upon arrival
4. Inform responding personnel of
  - a. Expected duration of assistance
  - b. Accommodations and meals plan if known
  - c. Hours of work
5. Ensure responding personnel request copies of:
  - a. All Requesting Utility contact information that may be required
  - b. All relevant policies/ procedures and distribution system maps
  - c. Any pertinent instructions
  - d. Town/City street maps
6. Bring cellular telephone and charging device

#### 4.6 Vendors, Suppliers and Independent Contractors

The Requesting Utility shall ensure that any external contractors providing assistance carry required insurance. A list of local contractors shall be developed and documentation shall be maintained on file.

#### 4.7 Public Complaints, Claims and Media Inquiries

The Requesting Utility shall make available a representative to handle all customer inquiries, complaints, claims and media inquiries arising out of the emergency.

#### 4.8 Other Support

This Mutual Assistance Plan was initially intended to provide Operational (Lines) support; however, it is not strictly confined to such. Other support that may be requested and responded to include, but is not limited to:

- a. Engineering Support
- b. Material Procurement Support
- c. Fleet Support
- d. G>mmunications Support
- e. Customer Services Support

<b>Appendix "B"</b>							
<b>South Central Ontario LDC Mutual Assistance Plan</b>							
<b>Request for Assistance</b>							
Company:				Date:			
Contact:				Time:			
Phone:				Email:			
Nature of Problem:							

Approximate Area Affected:							
Approximate # of Customers Affected:							
<b>Assistance Required</b>							
Personnel:							
Equipment:							
Material:							

## Appendix "C"

### South Central Ontario LDC Mutual Assistance Plan Response to Request for Assistance

Company:	Date:
Contact:	Time:
Phone:	Email:

TITLE	QTY	TITLE	QTY
Line Supervisor		Substation Electrician	
Lead Lineperson		Meterperson	
Lineperson		Engineering Technician	
Locator			

Cell Phones:	Quantity			
Portable Radios:	Quantity			

VEHICLES	DESCRIPTION (eg. height, make, size)	QUANTITY
Line Truck, RBD		
Double Bucket		
Single Bucket		
Other		

EQUIPMENT	DESCRIPTION (eg. type make, size)	QUANT
Chain Saws		
Chippers		
Pole Trailers		
Other		

## Appendix 'D'

### Contact List

Utility	Name
Lakefront Utility Services Inc.	Scott Wright Manager, Electrical Distribution and Design O- 905-372-2193 X- 5204 C- 905-373-5666 <a href="mailto:swright@lusi.on.ca">swright@lusi.on.ca</a>  Steve Jackson Electrical Distribution Leadhand O- 905-372-2193 X- 5252 H- 905-342-9538 C- 905-377-5476 <a href="mailto:sjackson@lusi.on.ca">sjackson@lusi.on.ca</a>  Ron Little Vice President O- 905-372-2193 X- 5264 H- 905-372-5292 C- 905-373-2688 <a href="mailto:rlittle@lusi.on.ca">rlittle@lusi.on.ca</a>
Oshawa PUC Networks Inc.	Distribution System Operator 8:00am to 4:30pm, Monday-Friday 905-723-4626 ext 5235 905-723-4211 (emergency line) 905-571-1015 (fax)  AFTER HOURS CALL  Marc Richards Supervisor, Distribution Constmction 905-723-4626 ext 5255 905-429-7958 (cell) 905-571-1015 (fax) <a href="mailto:mrichards@opuc.on.ca">mrichards@opuc.on.ca</a>



Oshawa PUC Networks Inc. (cont'd)

Roger Ersil  
:Manager, Metering and Operations  
905-723-4626 ext 5242  
905-244-4626 (Cell)  
905-571-1015 (fax)  
rersil@opuc.on.ca

Ivano Labricciosa  
VP Engineering and Operations  
905-723-4626 ext 5315  
905-706-2929 (cell)  
905-723-7947 (fax)  
ilabricciosa@opuc.on.ca

Peterborough Utilities Services

:Mark Valiquette  
:Manager Electric Distribution  
705-748-9301 ext. 1361  
705 - 930 - 5922 (Cell)  
705- 292- 5959 (Residence)  
mvaliquette@peterboroughutilities.ca

Jeff Guilbeault  
VP Electric Utility  
705- 748- 9301 ext. 1244  
705- 760- 4090 (Cell)  
705- 876- 9635 (Residence)  
jguilbeault@peterboroughutilities.ca

John Stephenson  
President & CEO  
705 - 748 - 9301 ext. 1280  
705- 760- 0112 (Cell)  
jstephenson@peterboroughutilities.ca

Veridian Connections Inc.

Control Room Operator (24/7/365)  
1-888-445-2881 Ext. 2210/2250  
905-427-2756 (Direct diaQ)  
905-427-7982 (FAX)

Mike Weatherbee  
:Manager, System Control Centre  
1-888-445-2881 Ext. 3232  
905-622-1700 (cell)  
905-419-0756 (residence)  
mweatherbee@veridian.on.ca

Veridian Connections Inc. (cont'd)

Mark Tumey  
Vice President, Operations  
1-888-445-2881 Ext. 3275  
289-314-3982 (cell)  
905-885-5765 (residence)  
mtumey@veridian.on.ca

Chris O'Connor  
Manager, Lines Services  
1-888-445-2881 Ext. 3260  
905-424-1193 (cell)  
coconnor@veridian.on.ca

chael gemeer  
President & CEO  
1-888-445-2881 Ext. 2200  
289-314-2598 (cell)  
rnangemeer@veridian.on.ca

Whitby Hydro Energy Services Corp

Control Room (07:00 to 23:00 Mon. to Fri.)  
answered by Tiger Tel after hours

905-668-5878 (Main Office Line)  
905 668-5878 ext 268 (Control Room)  
905-668-02i6

Boyd Brooks  
Acting Director, Operations Services  
Office (905) 668-5878 ext. 245  
Fax (905) 668-8614  
Residence (905) 668-9608  
Cell (905) 242-9730  
bbrooks@whitbyhydro.on.ca

Dan Gadsden  
Lines Supervisor  
Office (905) 668-5878 ext. 246  
Fax (905) 668-8614  
Cell (289) 355-9592  
dgadsden@whitbyhydro.on.ca

Lakeland Power Distribution Ltd.

Brian Elliott, Manager of Operations  
Home: 705-788-7364  
Office: 705-645-2670 ext. 519  
Cell: 705-644-0867  
email: [belliott@lakelandpower.on.ca](mailto:belliott@lakelandpower.on.ca)

Lakeland Power Distribution Ltd (cont'cl)

Chris Litschko, President  
Home: 705-646-0520  
Cell: 705-644-0791  
e-mail: [cjlitschko@lakelandholding.com](mailto:cjlitschko@lakelandholding.com)

Vince Kulchycki, Chief Operating Officer  
Home: 705-645-0091  
Cell: 705-644-0792  
e-mail: [vkulchycki@lakelandpower.on.ca](mailto:vkulchycki@lakelandpower.on.ca)

Orillia Power Distribution Corporation

Orillia Power Control Room (705) 326-0035  
(24/7 unlisted)  
Glenn McCurdy, Director of Distribution  
Operations  
Residence (705) 329-1435  
Office (705) 326-2495 Ext. 226  
Fax (705) 326-0800  
Cell (705) 330-2313  
[gmccurdy@orilliapower.ca](mailto:gmccurdy@orilliapower.ca)

Don Westgarth, Supervisor Distribution  
Lines  
Residence (705) 484-0562  
Office (705) 326-2495 Ext. 247  
Fax (705) 326-0800  
Cell (705) 327-9264  
[dwestgarth@orilliapower.ca](mailto:dwestgarth@orilliapower.ca)

Burlington Hydro Inc.

Brad Cumming, Director Operations  
Office (905) 332-2273  
Cell (905) 977-9887  
[bcumming@burlingtonhydro.com](mailto:bcumming@burlingtonhydro.com)

Dan Guatto, VP Engineering/Operations  
Office (905) 332-2574  
Cell (416) 937-2872  
[dguatto@burlingtonhydro.com](mailto:dguatto@burlingtonhydro.com)

Cambridge & N. Dumfries Hydro Inc.

Jeffrey Brown, VP, Operations  
Office (519) 621-8405 Ext 2500  
Cell (519) 651-7387  
Home (519) 893-0774  
[jbrown@camhydro.com](mailto:jbrown@camhydro.com)

Steve Riese, Construction & Maintenance  
Office (519) 621-8405 Ext 2535  
Cell (519) 651-9261  
Home (519) 622-7398  
[sriese@camhydro.com](mailto:sriese@camhydro.com)

Cambridge & N. Dumfries Hydro Inc  
(cont'd)

Mark Buitenhuis, Underground Construction  
& Maintenance  
Office (519) 621-8405 Ext 2533  
Cell (519) 651-9283  
Home (519) 740-8147  
[mbuitenhuis@camhydro.com](mailto:mbuitenhuis@camhydro.com)

Ron Sinclair, VP, Engineering  
Office (519) 621-8405 Ext 2229  
Cell (519) 242-8432  
Home (519) 836-3722  
[rsinclair@camhydro.com](mailto:rsinclair@camhydro.com)

Guelph Hydro Electric Systems Inc.

leaziMarouf, (:)(  
Office (519) 837-4702  
Cell (519) 400-9928  
Home (905) 994-8406  
[kmarouf@guelphhydro.com](mailto:kmarouf@guelphhydro.com)

Eric Veneman, Director of Operations  
Office (519) 837-4715  
Cell (519) 831-3218  
Home (226) 486-1068  
[eveneman@guelphhydro.com](mailto:eveneman@guelphhydro.com)

Paul Drone, Manager of Operations  
Office (519) 837-4708  
Cell (519) 841-3763  
Home (519) 843-5505  
[pdrone@guelphhydro.com](mailto:pdrone@guelphhydro.com)

Halton Hills Hydro Inc.

Don Matthews, Manager of Operations  
Office (519) 853-3700 Ext 235  
Cell (905) 693-5441  
Home (519) 856-1250  
[dmatthews@haltonhillshydro.com](mailto:dmatthews@haltonhillshydro.com)

leen Hurren, Lines Foreman  
Office (519) 853-3700 Ext 241  
Cell (519) 362-3620  
Home (519) 853-1240  
[khurren@haltonhillshydro.com](mailto:khurren@haltonhillshydro.com)

Kingston Hydro Corporation

Brad Joyce, Director, Hydro & Business Services

Office (613) 546-1181 Ext 2319

Cell (613) 328-2573

Home (613) 376-7626

[bjoyce@utilitieskingston.com](mailto:bjoyce@utilitieskingston.com)

Scott Neilson, Manager, Hydro Group

Office (613) 546-1181 Ext 2298

Cell (613) 328-2711

Home (613) 354-3249

[sneilson@utilitieskingston.com](mailto:sneilson@utilitieskingston.com)

Dave Naboznak, Supervisor, Hydro Lines

Office (613) 546-1181 Ext 2326

Cell (613) 329-7420

Home (613) 549-0150

[dnaboznak@utilitieskingston.com](mailto:dnaboznak@utilitieskingston.com)

Kitchener-Wilmot Hydro Inc.

Jerry Van Ooteghem, President & CEO

Office (519) 745-4771

Cell (519) 572-3656

Home (519) 743-1052

[jvanooteghem@kwhydro.on.ca](mailto:jvanooteghem@kwhydro.on.ca)

Will Meston, VP, Operations

Office (519) 745-4771

Cell (519) 572-5822

Home (519) 886-8741

[wmeston@kwhydro.on.ca](mailto:wmeston@kwhydro.on.ca)

Lloyd Frank, VP, Engineering & Distribution

Office (519) 745-4771

Cell (519) 497-3327

Home (905) 878-3544

[lfrank@kwhydro.on.ca](mailto:lfrank@kwhydro.on.ca)

Milton Hydro Distribution Inc.

Frank Lasowski, President & CEO

Office (289) 429-5220

Cell (905) 299-2036

Home (905) 573-9738

[lasowskif@miltonhydro.com](mailto:lasowskif@miltonhydro.com)

Milton Hydro Distribution Inc.(cont'd)

Bruno Pereira, Director, Engineering  
Office (289) 429-5213  
Cell (905) 693-2900  
Home (905) 339-2960  
[bnmopereira@miltonhydro.com](mailto:bnmopereira@miltonhydro.com)

Kyle Gervais, Lines Supervisor  
Office (905) 876-4611 Ext 241  
Cell (905) 693-2517  
Home (905) 876-1804  
[gervaisk@miltonhydro.com](mailto:gervaisk@miltonhydro.com)

Niagara Peninsula Energy Inc.

Ron Giajnorio, Lineman Superintendent  
Office (905) 353-6010  
Cell (905) 658-5203  
Home (905) 354-6338  
[Ron.giajnorio@npei.ca](mailto:Ron.giajnorio@npei.ca)

Dan Sebert, VP of Operations  
Office (905) 353-6017  
Cell (905) 658-5212  
Home (905) 892-5628  
[Dan.sebert@npei.ca](mailto:Dan.sebert@npei.ca)

Oakville Hydro Electricity Distribution Inc.

Mike Brown, COO/VP Ops & Eng  
Office (905) 825-4469  
Cell (416) 949-5561  
[mbrown@oakvillehydro.com](mailto:mbrown@oakvillehydro.com)

Chris Cudmore, Director, Distribution  
Operations  
Office (905) 825-9400  
Cell (905) 467-8768  
[ccudmore@oakvillehydro.com](mailto:ccudmore@oakvillehydro.com)

Waterloo North Hydro Inc.

WNH Control Room- 519-888-5556  
(answered 24 hours)

Rob Kroetsch, Line Superintendent  
Office (519) 888-5549  
Cell (519) 575-5861  
Home (519) 699-4274  
[rkroetsch@wnhydro.com](mailto:rkroetsch@wnhydro.com)

Waterloo North Hydro Inc.(cont'd)

Dave Wilkinson, VP Operations  
Office (519) 888-5566  
Cell (519) 212-5749  
Home (519) 745-9474  
dwilkinson@wnhydro.com

Rene Gatien, President & CEO  
Office 519-885-7943  
Cell (519) 505-5056  
Home (519) 824-7258  
rgatien@wnhydro.com

## Appendix "E"

### System Voltages:

Utility	Voltage(s)
Lakefront Utility Services	44.0kV, 27.6kV, 4.16kV
Oshawa PUC Services Inc.	44.0kV, 13.8kV
Peterborough Distribution Inc.	44.0kV, 27.6kV, 8.32kV 4.16kV
Veridian Connections Inc.	44.0kV, 27.6kV, 13.8kV, 12.47kV 8.32kV, 4.16kV
Whitby Hydro	44.0kV, 13.8kV, 4.16kV
Lakeland Power Distribution Ltd.	44.0kV, 27.6kV, 12.47kV, 4.16kV
Orillia Power Distribution Corporation	44.0kV, 13.8kV, 4.16kV
Burlington Hydro Inc.	27.6kV, 13.8kV, 4.16kV
Cambridge & N. Dumfries Hydro Inc.	27.6kV, 13.8kV, 4.16kV
Guelph Hydro Electric Systems Inc.	13.8kV, 8.32kV
Halton Hills Hydro Inc.	44kV, 27.6kV, 8.32kV, 4.16kV
Kingston Hydro	44kV, 4.16kV
Kitchener-Wilmot Hydro Inc.	27.6kV, 13.8kV, 8.32kV
Milton Hydro Distribution Inc.	27.6kV, 13.8kV, 8.32kV
Niagara Peninsula Energy Inc.	13.8kV, 4.16kV
Oakville Hydro Electricity Distribution Inc.	27.6kV, 13.8kV, 4.16kV
Waterloo North Hydro Inc.	44kV, 27.6kV, 13.8kV, 8.32kV, 4.16kV



## Appendix 'A'

### South Central Ontario LDC Mutual Assistance Plan

*Letter Of Intent*  
"LDCI\JALviE"

The South Central Ontario LDC electrical distribution utilities have agreed to participate in this Mutual Assistance Plan. The plan gives direction on how these utilities would provide emergency assistance to each other.

The following Letters of Intent represent each utility that has indicated its intention to participate voluntarily as a partner. The ability to provide assistance may be limited by a partner's own emergency conditions or other prior commitments.

Utility:           **XXXXXXXX:X**

Signature:       \_\_\_\_\_

XXXXXXXXXX., President & CEO

Date:             \_\_\_\_\_

**SCHEDULE A**  
DETAILS OF SPECIFIC OPERATION

1. Telephone Contacts

Either Party has the right to change the position designations and telephone numbers listed below with immediate effect at any time by notice in writing delivered to the other Party by fax or other telegraphic means. Any employee of a Party with apparent authority may deliver such a notice to the other Party.

Daysto-Day Operation

For the operation of HYDRO ONE NETWORKS INC., (Transmitter) Transmission Network and BURLINGTON HYDRO INC. (Customer) connection.

		TRANSMITTER	CUSTOMER
Operating Time)	Contacts (Real		
Position:			Control Room
Name:		Various Controller - Sector 2	
Location:		49 Sarjeant Drive Barrie L4N 4V9	Burlington Hydro Inc
Phone Number:		866-384-4743+Access Code + 39399# + reason code# + station code#	905-332-2216
Cell Number:			905-336-2004
Fax Number:		705-792-6731	905-336-4386
Email:			croom@burlingtonhydro.c om
*.xemergency Number:		1-866-384-4743 + 911#	
*Emergency Operations (primary):		705-792-3150	905-336-2004
*Emergency Operations (alternate):		416-240-6560	905-332-2216
Operations Manager			
Position:			Director of Operations
Name:		Various On-Shift Operating Manager	Brad Cumming
Location:		49 Sarjeant Drive	P.O. Box 5018 1340 Brant St.
		Barrie L4N 4V9	Burlington ON L7R 3Z7
Phone Number:		705-792-3210	905-332-2273
Cell Number:			905-977-9887 cell
Fax Number:		705-739-1956	905-336-4386
Email:		ogcc.txmanager@HydroOne.com	bcumming@burlingtonhydr o.com

<b>Outage Planning (Pre-event)</b>		
Position:		Director of Operations
Name:	Various Outage Planner- Sector 2	Brad Cumming
Location:	49 Sarjeant Drive	P.O. Box 50181340 Brant St.
	Barrie L4N 4V9	Burlington ON L7R 3Z7
Phone Number:	866-384-4743 + 39399	905-332-2273
Cell Number:		905-977-9887 cell
Fax Number:	705-792-3050	905-336-4386
Email:	sector2.planning.ogcc@hydroone.com	bcumming@burlingtonhydro.com
<b>Outage Planning Group Mailbox</b>		
Name:	Various Outage Planner - Sector 2	Group Mailbox
Location:	49 Sarjeant Drive	P.O. Box 50181340 Brant St.
	Barrie L4N 4V9	Burlington ON L7R 3Z7
Phone Number:	866-384-4743	
Fax Number:	705-792-3050	
Email:	sector2.planning.ogcc@hydroone.com	outageplanning@burlingtonhydro.com
<b>Operating Support (Post Event)</b>		
Position:	Network Mgmt Eng/Off	Director of Operations
Name:	Melody More	Brad Cumming
Location:	49 Sarjeant Drive	P.O. Box 50181340 Brant St.
	Barrie L4N 4V9	Burlington ON L7R 3Z7
Phone Number:	705-792-3105 ext	905-332-2273
Cell Number:	705-790-2528	905-977-9887 cell
Fax Number:	705-792-3147	905-336-4386
Email:	melody.more@hydroone.com	bcumming@burlingtonhydro.com

**Notes:**

\*\*Transmitter has installed an emergency phone line that will be answered on a priority basis. The number is provided for your use exclusively as per the following criteria:

1. To reach a Controller when public/employee safety is at risk (i.e. downed power line but still energized, public inside transformer station fence, public climbing towers, power line on a vehicle with people trapped inside or public contact with a live conductor).
2. To reach Transmitter's Controller when a serious environmental impact is possible.

\* The Emergency Operation primary and alternate phone numbers are specifically to facilitate communication with Local Distribution Companies for restoring supply to critical and/or priority loads (i.e. water treatment, sewage, hospitals) in the event of a widespread transmission blackout.

## Contract Administration for Operating Service

	TRANSMITTER	CUSTOMER
<hr/>		
Contract Administration for Operating Service		
Position:	Network Mgmt Eng/Off	VP of Engineering & Operations
Name:	Melody More	Dan Guatto
Location:	49 Sarjeant Drive Barrie L4N 4V9	P.O. Box 50181340 Brant St. Burlington ON L7R 3Z7
Phone Number:	705-792-3105 ext	905-332-2574
Cell Number:	705-790-2528	416-937-2872 cell
Fax Number:	705-792-3147	905-332-0684
Email:	melod1'.more@h1'droone.com	dguatto@burlingtonh1'dro.com
<hr/>		
Contract Administration for Operating Service		
Position:	Account Executive	President & CEO
Name:	Harneet Singh Panesar	Gerry Smallegange
Location:	483 Bay St. Toronto M5G 2P5	P.O. Box 50181340 Brant St. Burlington ON L7R 3Z7
Phone Number:		905-332-2253
Cell Number:	647-530-4378	
Fax Number:		905-332-8384
Email:	Harneet.Panesar@HydroOne.com	gsmallegange@burlingtonhydro.com

## 2. Description of Facilities, Single Line Diagram & Connection Point (s)

**Burlington Hydro Inc.** is located in Burlington, (at 1340 Brant Street, PO Box 5018, Burlington, L7R 3Z7) and is a licensed Load Distribution Customer, supplying distribution load to the City of Burlington through the following stations:

Burlington TS (station code 188) located at 1225 King Rd., Burlington, ON

Bronte TS (station code 177) located at 701 Bronte Rd., Oakville, ON

Cumberland TS (station code 249) located at 810 Cumberland Ave., Burlington, ON

Palermo TS (station code 564) 4145 Regional Rd. 25, Oakville, ON

Tremaine TS (station code 865) located at 3456 Tremaine Rd., Burlington, ON

Print Owner	Print Reference #
Transmitter	Refer to Customer Website for the latest Operating revision of print on file for operating purposes.

The Transmitter agrees to provide the Customer with a copy of its Single Line Diagram detailing the Customer's connection point to the Transmitter. Where the Transmitter's Single Line Diagram contains connection information for more than one Customer, the Customer authorizes the Transmitter to provide the information contained on the Single Line Diagram to the Transmitter's other customers shown on the said document.

## 3. List of Facilities on the Property of the Other Party

3.1 The following Customer facilities are located on the Transmitter's Site:

Refer to description provided within Section 4 Tables

## 4. Ownership and Controlling Authority

A Party may change its designated controlling authority set out below at any time during the term of the Agreement, subject to the following conditions:

- a. The Transmitter may change its designated controlling authority only for the Transmitter-owned facilities.
- b. The Customer may change its designated controlling authority only for the Customer-owned facilities.
- c. Either Party shall notify the other in writing of any change in its designated controlling authority at least ten (10) business days before implementing a change.
- d. Notification of any changes to the controlling authority shall be exchanged between the Transmitter and the Customer, as follows:

TRANSMITTER	CUSTOMER
<ul style="list-style-type: none"> <li>• Network Management Officer (See Section 1)</li> <li>• Controlling Authority at OGCC</li> </ul>	<ul style="list-style-type: none"> <li>• President &amp; CEO (See Section 1)</li> <li>• All Affected Controlling Authorities</li> </ul>

**The Transmitter's Controlling Authority has control over the following:**

All equipment identified as Transmitter-owned equipment except where otherwise indicated.

**The Customer's Controlling Authority has control over the following:**

All equipment identified as Customer owned equipment except where otherwise indicated.

<b>Burlington T.S. (NAR39)</b>	
Transmitter owns the following:	Customer owns the following:
Note: * Indicates Controlling Authority belongs to the Customer	Note: * Indicates Controlling Authority belongs to the Transmitter
<b>Transformers:</b> T15, T16	<b>Transformers:</b> None
<b>Breakers:</b> 27.6 kV feeder breakers: <ul style="list-style-type: none"> <li>M1, M2, M3, M4, M5, M6, M31, M32, M33, M34, M35, M36</li> </ul> Bus tie breaker: <ul style="list-style-type: none"> <li>BY</li> </ul>	<b>Breakers:</b> None
<b>Switches:</b> All transformer primary disconnects: <ul style="list-style-type: none"> <li>T16-Q23BM, T15-Q25BM</li> </ul> All bus tie breaker disconnects: <ul style="list-style-type: none"> <li>BY-B, BY-Y, JQ-0, JQ-J</li> </ul> 27.6 kV bus breaker disconnects: <ul style="list-style-type: none"> <li>M1-B, M2-Y, M3-B, M4-Y, M5-B, M6-Y, M31-J, M32-Q, M33-J, M34-O, M35-J, M36-Q</li> </ul> 27.6 kV line breaker disconnects: <ul style="list-style-type: none"> <li>M1-L, M2-L, M3-L, M4-L, M5-L, M6-L, M31-L, M32-L, M33-L, M34-L, M35-L, M36-L</li> </ul>	<b>Switches:</b> None
<b>Current/Voltage Transformers:</b> 27.6 kV <ul style="list-style-type: none"> <li>BVT, YVT, JVT, QVT</li> </ul>	<b>Current/Voltage Transformers:</b> None
<b>Feeders:</b> None	<b>Feeders:</b> M2, M4, M6, M33, M34, M35, M36, Overhead lines, up to and including the dead-end insulators on the 27.6 kV structure.  M1, M3, M5, M31 M32 Underground cables up to and including the potheads at the 27.6 kV structure.
<b>Protection Systems:</b> Standard Transmitter feeder protections	<b>Protection Systems:</b> None
<b>Remote Terminal Unit:</b> Yes	<b>Remote Terminal Unit:</b> Yes- RTU in HON Relay Room
<b>Telecommunications:</b> None	<b>Telecommunications:</b> Leased Lines for B.H.I. RTU, is the responsibility of B.H.I.

<b>Bronte T.S. (NT13)</b>	
Transmitter owns the following: Note: * Indicates Controlling Authority belongs to Customer	Customer owns the following: Note: * Indicates Controlling Authority belongs to Transmitter
<b>Transformers</b> T2	<b>Transformers</b> None
<b>Breakers</b> 27.6 kV feeder breakers: M25, M26, M27, M28 Bus tie breaker: QS4	<b>Breakers</b> None
<b>Switches</b> All transformer primary disconnects: T2-B7, T2-B8 All bus tie breaker disconnects: QS4-S4, QS4-Q 27.6 kV bus breaker disconnects: M25-Q, M26-Q, M27-Q, M28-Q 27.6 kV line breaker disconnects: M25-L, M26-L, M27-L, M28-L	<b>Switches</b> None
<b>Current/Noltage Transformers</b> 27.6 kV- OVT	<b>Current/Noltage Transformers</b> None
<b>Transmission Circuits</b> 115 kV Circuits: B7, B8	<b>Transmission Circuits</b> None
<b>Feeders</b> None	<b>Feeders</b> M25, M26 Oakville Hydro owns these overhead lines, up to and including the dead-end insulators on the 27.6 kV structure. <b>Note:</b> The M25 & M26 are leased to Burlington Hydro Inc. <b>BHI</b> is the Controlling Authority for these two feeders. Oakville Hydro and Burlington Hydro are required to notify Hydro One at least 60 days before cancellation of this lease.  M27 & M28 Burlington Hydro owns these overhead lines up to and including the dead-end insulators on the 27.6kV structure
<b>Remote Terminal Unit</b> Yes, Relay Room-GE Harris	<b>Remote Terminal Unit</b> None
<b>Telecommunications</b> Two remote trips via leased metallic pairs	<b>Telecommunications</b> None



## Cumberland TS (NA76)

The Transmitter owns the following: Note: *Indicates Controlling Authority belongs to the Customer	The Customer owns the following: Note: *Indicates Controlling Authority belongs to the Transmitter
Transformers T3, T4	Transformers None
Breakers All transformer secondary breakers: <ul style="list-style-type: none"> <li>T3B, T30, T4B, T40</li> </ul> 27.6 kV feeder breakers: <ul style="list-style-type: none"> <li>M21, M22, M23, M24, M25, M26, M27, M28, M29, 30</li> </ul> Bus tie breaker: BO	Breakers None
Switches All transformer primary disconnects: <ul style="list-style-type: none"> <li>76T3-L, 76T4-L</li> </ul> All transformer secondary breaker disconnects: <ul style="list-style-type: none"> <li>T3B-T, T3B-B, T30-T, T30-O, T4B-T, T4B-B, T40-T, T40-O</li> </ul> All bus tie breaker disconnects: <ul style="list-style-type: none"> <li>BO-B, BO-O</li> </ul> 27.6 kV bus breaker disconnects: <ul style="list-style-type: none"> <li>M21-O, M22-B, M23-O, M24-B, M25-O, M26-B, M27-O, M28-B, M29-O, M30-B</li> </ul> 27.6 kV line breaker disconnects: <ul style="list-style-type: none"> <li>M21-L, M22-L, M23-L, M24-L, M25-L, M26-L, M27-L, M28-L, M29-L, M30-L</li> </ul> 27.6 kV feeder tie switch: <ul style="list-style-type: none"> <li>M21-M22, M23-M24, M25-M26, M27-M28, M29-M30</li> </ul>	Switches None
Current/Voltage Transformers 230 kV <ul style="list-style-type: none"> <li>T3CVT, T4CVT</li> </ul> 27.6 kV <ul style="list-style-type: none"> <li>T3BRMCTVT, T30RMCTVT, T4BRMCTVT, T40RMCTVT</li> </ul>	Current/Voltage Transformers None

<b>Feeders</b> M27, M28, M29, M30, Overhead lines, up to but not including the dead-end insulators on the 27.6 kV structure. M21, M22, M23, M24, M25, M26, M29, M30 Underground cables up to but not including the potheads at the 27.6 kV structure.	<b>Feeders</b> M27, M28, Overhead lines, up to and including the dead-end insulators on the 27.6 kV structure. M21, M22, M23, M24, M25, M26, M29, M30 Underground cables up to and including the potheads at the 27.6 kV structure.
<b>Transmission Circuits</b> B40C,B41C	<b>Transmission Circuits</b> None
<b>Protection Systems</b> Standard Transmitter feeder protections	<b>Protection Systems</b> None
<b>Remote Terminal Unit</b> Yes	<b>Remote Terminal Unit</b> Yes- RTU in HON Relay room

Palermo TS (NAA4)	
The Transmitter owns the following Note: *Indicates Controlling Authority belongs to the Customer	The Customer owns the following Note: *Indicates Controlling Authority belongs to the Transmitter
Transformers T3, T4	Transformers None
Breakers All transformer secondary breakers: <ul style="list-style-type: none"> <li>T3B, T4Y</li> </ul> 27.6 kV feeder breakers: <ul style="list-style-type: none"> <li>M5, M6</li> </ul> Bus tie breaker: <ul style="list-style-type: none"> <li>BY</li> </ul>	Breakers None
Switches All transformer primary disconnects: <ul style="list-style-type: none"> <li>T3-T36B, T4-T37B</li> </ul> All transformer secondary breaker disconnects: <ul style="list-style-type: none"> <li>T3B-B, T4Y-Y</li> </ul> All bus tie breaker disconnects: <ul style="list-style-type: none"> <li>BY-B, BY-Y</li> </ul> 27.6 kV bus breaker disconnects: <ul style="list-style-type: none"> <li>M5-B, M6-Y</li> </ul> 27.6 kV line breaker disconnects: <ul style="list-style-type: none"> <li>M5-L, M6-L</li> </ul> 27.6 kV feeder tie switch: <ul style="list-style-type: none"> <li>M5-M6</li> </ul>	Switches None
<del>Current</del> <del>Voltage</del> Transformers 230 kV <ul style="list-style-type: none"> <li>L36CVT, L37CVT</li> </ul> 27.6 kV <ul style="list-style-type: none"> <li>BPT YPT</li> </ul>	CurrentVoltage Transformers None
Feeders Transmitter owns 27.6 kV feeder circuits M5 and M6 up to the strain insulators on the dead-end station switchyard structures.	Feeders Customer owns 27.6kV overhead feeder circuits M5 and M6 up to and including the strain insulators on the dead-end station switchyard structures out into the Distribution System. Customer owns poles PS108786 & PS108779 located inside station fence.
Transmission Circuits 230 kV circuits T36B, T37B	Transmission Circuits None
Protection Systems Standard Transmitter feeder protection	Protection Systems None
Remote Terminal Unit Yes, RTU relay room- Motorola	Remote Terminal Unit None
elecommunications Two remote trips via leased metallic pairs	Telecommunications None

<b>Tremaine TS (NA280)</b>	
The Transmitter owns the following: Note: * Indicates Controlling Authority belongs to the Customer:	The Customer owns the following: Note: * Indicates Controlling Authority belongs to Transmitter
<b>Transformers</b> T1, T2	<b>Transformers</b> None
<b>Breakers</b> All transformer secondary breakers: <ul style="list-style-type: none"> <li>T1B, T1Y, T2B, T2Y</li> </ul> 27.6 kV feeder breakers: <ul style="list-style-type: none"> <li>M3, M4, M5, M6, M7, M8</li> </ul> Bus tie breaker: <ul style="list-style-type: none"> <li>BY</li> </ul>	<b>Breakers</b> None
<b>Switches</b> All transformer primary disconnects: <ul style="list-style-type: none"> <li>280T1-T38B, 280T2-T39B</li> </ul> All transformer secondary breaker disconnects: <ul style="list-style-type: none"> <li>T1B-T1, T1B-B, T1Y-T1, T1Y-Y, T2B-T2, T2B-B, T2Y-T2, T2Y-Y</li> </ul> All bus tie breaker disconnects: <ul style="list-style-type: none"> <li>BY-B, BY-Y</li> </ul> 27.6 kV bus breaker disconnects: <ul style="list-style-type: none"> <li>M3-B, M4-Y, M5-B, M6-Y, M7-B, M8-Y</li> </ul> 27.6 kV line breaker disconnects: <ul style="list-style-type: none"> <li>M3-L, M4-L, M5-L, M6-L, M7-L, M8-L</li> </ul> 27.6 kV feeder tie switch: <ul style="list-style-type: none"> <li>M3-M4, M5-M6, M7-M8</li> </ul>	<b>Switches</b> None
<b>Current/Voltage Transformers</b> 230 kV <ul style="list-style-type: none"> <li>T1CVT, T2CVT</li> </ul>	<b>Current/Voltage Transformers</b> <ul style="list-style-type: none"> <li>None</li> </ul>
<b>Feeders</b> Transmitter owns these 27.6 kV feeder circuits up to and including the copper drop lead from the bus connecting the feeder egress cables <ul style="list-style-type: none"> <li>280M3, 280M4, 280M5, 280M6, 280M7, 280M8</li> </ul>	<b>Feeders</b> Customer owns these feeder circuits from but not including the copper drop lead from the bus connecting the feeder egress cables out into the Distribution System <ul style="list-style-type: none"> <li>280M3, 280M4, 280M5, 280M6, 280M7, 280M8</li> </ul>
<b>Transmission Circuits</b> 230 kV circuits T38B, T39B	<b>Transmission Circuits</b> None

<b>Protection Systems</b> Standard Transmitter feeder protections.	<b>Protection Systems</b> None
<b>Remote Terminal Unit</b> Yes- GE	<b>Remote Terminal Unit</b> None
<b>Revenue Metering</b> The 27.6 kV revenue metering PTs and CTs on the LV bus structures: <ul style="list-style-type: none"> <li>T1BRMCTVT, T1YRMCTVT, T2BRMCTVT, T2YRMCTVT</li> </ul> PT and CT secondary cables from the instrument transformer terminal boxes to the metering cabinets up to and including the fuse (-F1X) isolation switches.	<b>Revenue Metering</b> All IESO registered revenue metering on site used exclusively for Burlington Hydro including the revenue metering cabinet, equipment and cables (except PTs and CTs secondary cables as denoted to the left).  Telephone line for MV90 access
<b>Telecommunications</b> Two transfer trips via fibre	<b>Telecommunications</b> None

## 5. Metering Facilities Diagram

This diagram is based on the Protection, Control & Metering Diagram. If the Transmitter is not your Meter Service Provider (MSP) please provide a metering facilities diagram. If the Transmitter is your MSP, provide your drawing number submitted as part of Schedule B Customer Connection Information.

## 6. Normal Operations

This Section includes **Customer-specific** Information during normal operations.

### 6.1 Hold-off Procedure

A hold-off is used to restrict the operation of the device(s) to previously agreed limits, except with the holder's consent.

Hold-offs are most commonly used to block the auto reclosing and the manual re-energization of a line following an automatic trip.

Under no circumstances shall a hold-off be used in place of a work protection.

If remote control is lost to devices under a hold-off, the holder must be notified that the hold-off is no longer in effect until the integrity of the hold-off is confirmed.

When a hold-off is in effect on a line or other apparatus, it shall not be re-energized following an automatic trip until communication is established with the holder and his/her consent is obtained. It is a basic requirement of hold-off procedures that satisfactory communication be established and maintained with the holder of the hold-off.

### 6.1.1 Electronic Hold-off Procedure

The Transmitter and the Customer have developed and implemented an operating tool to facilitate the electronic exchange and establishment of hold-offs by the Customer on Transmitter owned breakers. The electronic exchange of hold-off information occurs via the Real Time data link. If a 'change of state' is not annunciated for a Block Reclose change & tags (Hold offs) can not be viewed by the other party, then either party (Transmitter or the Customer) must advise the other party of a change in Block Reclose control prior to executing that control change. Each party must apply & record their own Hold- offs & Holder of Records. When either Transmitter or the Customer have a hold off in effect the other will not restore reclosure until communication between the two parties has been established and only their .2YLLJ hold tag will be removed.

### 6.2 Switching

The Customer must comply with the Transmission System Code when performing all switching operations. The Customer is not to parallel circuits and through the bus.

## 7. Emergency Operations

This Section includes Customer specific Information during Emergency operations.

### Conditions of Restoration

The Transmitter's Controlling Authority will contact the Burlington Hydro Operator for direction with regards to closing a feeder breaker after an "auto / reclose / auto" relay operation.

## 8. Rotational Load Shedding

### 8.1 Scope

This Instruction assigns authority and defines responsibilities for manual primary load shedding that may be required to correct abnormal conditions on the IESC-controlled grid or the Transmitter's transmission facilities. Procedures are also outlined for conducting simulation of rotational load shedding.

### 8.2 Information

A from-time-to-time the IESC-controlled grid or the Transmitter's transmission facilities may experience abnormal conditions. To minimize their impact, and to restore and maintain security of operations, prompt control action must be taken. The control actions are numerous and vary according to the abnormal condition.

In extreme situations, the only way to correct abnormal conditions may be to shed primary firm load. Recognizing the impact on the Customer, this control action must be pre-planned as much in advance as possible. Rotational load shedding of primary firm load provides assurance that the abnormal condition will be quickly corrected while allowing for Customer selectivity. The schedule shall comply with IESO's Rules, Procedures and Policies in effect at the relevant time.

### 8.3 Response to Controlled Rotational Load Shedding

The request to implement a controlled rotational load shed will be as directed by the IESO and can come from the Transmitter's controlling Authority located at the Transmitter's territory operating centre.

The request for implementation will follow this model:

"To comply with directions from the IESO, this is the Transmitter's Controlling Authority calling. We are currently implementing a Rotational Load Shed. Would you please reduce your load to X MWs (megawatts)? You will be notified when conditions allow you to return to full load."

The Customer's response will follow this model:

"I understand that the Transmitter's Controlling Authority is implementing a Rotational Load Shed and that I am to reduce load to X MWs (megawatts). Is that correct?"

The Transmitter's Controlling Authority will confirm the request.

#### 8.4 Response to Controlled Rotational Load Shedding Simulation

The request to simulate a controlled Rotational Load Shed will be as directed by the IESO and can come from the Transmitter's Controlling Authority located at the Transmitter's territory operating centre.

The request for simulation will follow this model:

"To comply with directions from the IESO, this is the Transmitter's Controlling Authority call. We are currently simulating a Rotational Load Shed. Would you please simulate a load shed of X MWs (Megawatts)? Please inform me of your steps and the actual amount of the simulated load shed you are able to achieve."

The Customer's response will follow this model:

"I understand that the Transmitter's Controlling Authority is simulating a Rotational Load Shed and that I am to simulate a load shed of X MWs (Megawatts). Is this correct?"

The Transmitter's Controlling Authority will confirm the request and both operators will remain on line to review procedure and collect information.

### 9. Re-verification Schedules – Protection and Control

This section does not apply to feeders connected to the Transmitter's TSs where the protections are owned by the Transmitter. Therefore customer re-verifications are not required.  
A Customer shall re-verify its station protections and control systems that can impact on the Transmitter's transmission system. Maintenance intervals for protection groups are to follow the scope and frequencies of the Reliability Standard (NERC PRC-005 *Protection System Maintenance*) that is in effect

Note: All tests must be coordinated and approved ahead of time through the normal Outage Planning Process.

### 10. General Protections

This section does not apply to feeders connected to Transmitter TSs where the protections are owned by the Transmitter. Therefore customer re-verifications are not required.

Standard Transmitter feeder protections are used.

1. Transmitter high voltage transmission line protections
2. Transmitter transformer protections.
3. Transmitter low voltage bus protections.
4. Transmitter feeder protections.

### 11. Telecommunications Facility Details for Protection and Control Applications

Transmitter does not have telecommunication requirements for this connection.

#### 11.1 Telecommunication Medium

The communication medium used will be two (2) leased telephone circuits from Bell Telephone and these circuits are the responsibility of the Customer.

## 11.2 Types of Telecommunication Channels

2 Blocking Channels

2 Transfer Trip Channels

## 11.3 Ownership of Telecommunication Terminal Equipment

The terminal equipment located at a given facility is owned by the Customer. The communication medium (leased telephone circuits) is considered to be owned by the Customer. Therefore, the Customer is responsible for the restoration of the failed communication medium. The terminal equipment located at a switching station is owned by the Transmitter.

## 11.4 Responsibility for Work & Costs Associated with Breakdown & Routine Maintenance

If maintenance is required on the terminal equipment located at the Customer's facility, the Customer will bear all incurred costs.

If maintenance is required on terminal equipment located at sites owned by the Transmitter, the Transmitter will bear all incurred costs.

If maintenance or repair is required on the leased telephone circuits, the Customer will incur all associated costs. These costs will include charges by Bell Telephone and the Transmitter if its personnel are required to participate in any of the related activities.

## 11.5 Re-verification Schedule

Routine maintenance and testing on telecommunications terminal equipment shall be on the same time interval as the protection assemblies as per section 9 above.

Routine Maintenance and testing on communication channels must be performed as per Section 9 above.

## 11.6 Inventory of Communication Equipment

The provision of spare communication equipment is the Customer's responsibility and will be located at its site.

## 11.7 Failure of Communication Equipment

If a communication failure affects either the transfer trip channels or the blocking channels, the Transmitter will decide whether or not the Customer should remain connected to the high-voltage system. The Transmitter must advise the Customer, through appropriate communication protocol outlined in this Code, of the situation, the choices available to the Customer and the risks involved. Since the Transmitter will make the decision according to its own interests, the Customer can choose to remain or separate from the high-voltage system at its own risk.

## 11.8 Mean Time for Repairs

The mean time for repairs will be within two (2) working days, dependent upon the availability of staff from Bell Telephone and the Transmitter.

## 11.9 Provision of Purchase Order by Customer to Transmitter

The Customer will provide the Transmitter's designated leader with a purchase order, so that the Transmitter may apply appropriate charges to the Customer.

## 12. Embedded Generation

The Parties acknowledge that the Customer has embedded generators that could impact on the Transmitter. This section sets the details of all such generators and the particulars of all such arrangements. In the event that the Terms of any arrangements described now or in the future are



amended, in any way, the Customer shall immediately provide details of such amendments to the Transmitter and the Parties shall revise this Section accordingly.

In the event that the Customer acquires additional generators after the date upon which the Connection Agreement is executed, the Customer shall expeditiously, without delay, provide details of such connections to Transmitter.

Operations Agreements between the Customer and the "Customer Generating Stations (CGS)" connected to the Customer's distribution system are separate from this document.

1. The Customer will not perform a switching operation that parallels the XXMXX feeder with any other Customer feeder unless the "CGS" is shutdown.
2. The "CGS" will be separated from the distribution system; any time there is a loss of the Transfer Trip protection.

INFORMATION (only customer generation that satisfies the Connection Impact Assessment requirement for monitoring and/or teleprotection are listed below\*)

*\*As per the Distributed Generation Technical Interconnection Requirement (DGTIR):*

1. *Monitoring is required for Embedded Generation greater than 250kW connected to a shared feeder and Embedded Generation greater than 500kW connected to a customer owned feeder or express feeder.*
2. *Teleprotection (transfer trip and DGEO) is required for Embedded Generation greater than 1MW, and when the generation is greater than 500kW but less than 1MW if the aggregate generation is greater than 50% of the min feeder/feeder-section load or if upstream reclosing (feeder breaker and/or upstream recloser) is 1 second or less.*

:F Note: Legacy (or Grandfathered) connections are exempted from the abovementioned requirements, as their governing Connection Impact Assessment did not stipulate a requirement for monitoring and/or Teleprotection.

Operating Designation	Generator	Size	Connection Date	Monitoring	Teleprotection (TT/RT)	Transmitter Supply Cct/Bus/Fdr

\*must be forced off line on loss of remote trip/transfer trip

Communication during normal and emergent conditions will be between the Transmitter Controlling Authority and the Customer Controlling Authority.

Other specific CGS information as required.

**Burlington Hydro Inc.  
Emergency Plan Distribution List**

Position	Department	Appendix (Confidential)	
Burlington Hydro Internal			
President / CEO	Administration	Yes	
EVP / CFO Fin & Admin	Administration	Yes	
VP Corp Relations	Corp Relations	Yes	
COO / VP, Engineering and Operations	Engineering	Yes	
VP, Reg Affairs & Asset Mngmnt	Regulatory Affairs & Asset Mngmnt	Yes	
CIO	Information Services	Yes	
Director, HR, Safety & Health	HR & Safety	Yes	
Director of Engineering	Engineering	Yes	
Manager, Metering, Energy Services & Asset Management	Metering Services	Yes	
Director, Operations	Construction	Yes	
Manager, Purchasing	Purchasing	Yes	
Manager, Customer Accounts	Customer Accounts	Yes	
Station Maintenance Supervisor	Operations	Yes	
Electrical Operator Supervisor	Control Room	Yes	
Line Supervisors (3)	Construction	Yes	
Human Resources Coordinator	Human Resources	Yes	
Manager HR, Safety & Health	HR, Safety & Health	Yes	
Billing Manager	Billing & Meter Reading	Yes	
Controller	Accounting	Yes	
Director, Regulatory Affairs	Regulatory Affairs	Yes	
Manager Communications	Communications	Yes	

**Appendix L**

<b>External Agencies</b>		<b>Appendix (Confidential)</b>	
City of Burlington		Yes	
Region of Halton		No	
IESO		Yes	
<b>Departmental Copy</b>			
Lines (3)		No	
Metering Services (1)		No	
Station Maintenance (1)		No	
Control Room (1)		No	
Stores (1)		No	

**MEIVIORY JOGGERS**

(Review 2016)

1. Assess extent of damage to obtain as clear an indication as possible to:
  1. Number of Line Persons or other staff required
  2. Type and quantity of vehicles required
  3. Type of work likely to be encountered; i.e. Sub-transmission, distribution, services, underground, pole replacement conductor repair, forestry work, etc.
  4. Material needs.
  5. Voltage levels to be encountered
2. Advise as to any specific material and equipment that incoming crews should bring; i.e. reels of conductor, pole trailers, heavy duty rigging, emergency lighting, chainsaws, etc.
3. Indicate sizes of conductor likely to be worked on to ensure that the proper sizes of sleeves, grips, presses and dies, etc. are brought along.
4. Indicate where incoming crews are to report, and provide directions on how to get there.
5. Arrange for accommodation and feeding of incoming crews.
6. Establish clear starting and quitting times.
7. A "hand out sheet" containing all pertinent instructions; such as priorities, utility policy and hours of work; expenses, charge numbers, names and phone numbers of local staff, radio data, etc. would be helpful.
8. "Check in" and "Check out" sheets are useful for recording information on outside crews.
9. Guard against auxiliary power supplies. (Apply grounds)
10. Have adequate supply of Burlington Hydro's distribution system maps to hand out.
11. Establish a plan for material issuing and delivering.
12. Consider a special time-reporting procedure for restoration period, i.e. time sheets submitted daily.
13. Indicate approximate length of time in which the assisting crews may expect to be away from home base.
14. Review inspection policy for use during emergency conditions.
15. Indicate radio status and requirements.
16. Notify Control Room (when possible use phones) of field conditions periodically. During emergencies the Control Room is used as information center for others; informing the public, customers, government and emergency services.
17. Limit hours of work to sixteen (16) hours.

## Appendix N

## BHI Portable Generators

Type	Location	Watt Rating	Year	Make	Sec Output
Generator	Station Main. Tr. 34	3.5kW	1980	Honda	120/230 V
Generator	Station Main. Shop	800W	1984	Honda	120 V
Generator	Station Main. Shop	15kW		Onan	120/230 V
Inverter	Station Main. Truck 13	3.4kW	1998	Dimension	120V
Inverter	Station Main. Truck 28	1.8 kW	1999	Prosine	120V
Inverter	Station Main. Truck 18	1.8 kW	1999	Prosine	120V
Inverter	Station Main. Truck 34	1.8kW	1999	Prosine	120V
Inverter	Line Dept. Truck 23	6.0kW	1994	Dynamote	120V
Inverter	Station Main. Truck 20	2500W	2003	ProWatt	120V
Generator	Station Main. Shop	EA 50005	2003	Honda	120/240 V
Generator	Station Main. Shop	EB 11000	2004	Honda	120/240 V

## **Emergency Mutual Assistance Guideline for Use with Ontario LDC's**

### **1.0 Introduction:**

Assistance from others when acts of the elements, equipment malfunction, accidents, sabotage or any other occurrence that exceeds the capabilities of the utility to reasonably restore or maintain electrical service to its customers can be facilitated by the cooperative mechanism of an Emergency Mutual Assistance Plan.

The Emergency Mutual Assistance Plan would be activated by a utility after it has implemented its own Emergency Plan and determined that the scope of the emergency requires a response beyond the capacity of the utility's own resources.

Participation in mutual assistance is voluntary. The ability to provide assistance may be limited by situations such as the conditions or other prior commitments of a member company ("Partner"). When damage is widespread and several electric systems have asked for assistance, consideration should be given to allocating resources on the basis of number of customers affected and the damage severity.

### **2.0 Procedure:**

The following terms and conditions shall be the basis for a plan governing assistance by a company willing to furnish assistance ("Responding Company") to a company requesting emergency assistance ("Requesting Company") at the time such assistance is requested.

#### **2.1 Administration:**

The "Agreement to Participate in Mutual Assistance Plan" (Appendix A) shall be signed by each Partner to state its willingness to participate on a voluntary basis in the Emergency Mutual Assistance Plan on the terms stated herein.

The Emergency Mutual Assistance Plan is to be reviewed by Partners on an annual basis to ensure that the Plan remains current and meets the needs of the Partners.

#### **2.2 Communications:**

Once the Requesting Company has determined that the Emergency Mutual Assistance Plan needs to be activated, it will contact the Mutual Assistance Partners directly by telephone or e-mail; and, if the Mutual Assistance Partner is available, it shall confirm its availability by both telephone and e-mail. The Responding Company's e-mail shall outline the assistance that can be provided.

The Requesting Company shall then, by both telephone and e-mail, confirm with the Responding Company as to which resources of those offered will be required, and the e-mail shall authorize mobilization.

Notwithstanding anything to the contrary in the foregoing, if either the Requesting Company or the Responding Company prefers to make the foregoing arrangements in a formal manner rather than by telephone and e-mail, it may require the completion of a "Request for Assistance Form" that outlines the assistance required, and it shall forward the Form to the contact person at the Responding Company. The Responding Company shall complete the Form to outline the assistance that can be provided and shall return the form to the Requesting Company.

The Requesting Company shall then confirm with the Responding Company as to which resources of those offered will be required and shall authorize mobilization, which confirmation may be provided by telephone or e-mail.

### 2.3 Contact Personnel:

Each participating Partner will provide a list of contact personnel, telephone numbers, fax numbers and emergency phone numbers for use by the Mutual Assistance Partners.

The list of contacts will be compiled by Hydro One's Emergency Coordinator and provided to the Mutual Assistance Partners and shall be shown as Appendix B. It will be the responsibility of each Mutual Assistance Partner to ensure that its information remains current.

The contact list will be updated annually and sent to Mutual Assistance Partners.

### 2.4 Electrical Inspection:

The Requesting Company shall be responsible for contacting the local office of the Electrical Safety Authority and ensuring that the proper inspection and reconnection authorization procedures are followed.

A copy of the inspection and reconnection authorization procedure will be provided to the Responding Company.

## 3.0 Conditions of Participation:

### 3.1 Costs Reimbursement:

Employees of the Responding Company shall at all times during the emergency assistance period continue to be employees of the Responding Company and shall not be deemed employees of the Requesting Company for any purpose.

The wages, hours of work and other terms and conditions of employment of the Responding Company shall remain applicable to its employees during the emergency assistance period.

The Requesting Company shall reimburse the Responding Company for all reasonable costs and expenses incurred by the Responding Company as a result of furnishing emergency assistance. Such costs and expenses shall include, but not be limited to, the following:

- a. Employees' wages and salaries for paid time worked in the Requesting Company's service area and paid time during travel to and from such service area, plus the Responding Company's standard payable additives to cover all employee benefits;
- b. Employee travel and living expenses (meals, lodging and reasonable incidentals);
- c. Replacement cost of materials and supplies expended or furnished;
- d. Materials, supplies, tools and equipment not returned to the Responding Company's working base, plus percentages of such costs to cover the Responding Company's supply and tool expense; charges for use of vehicles and equipment furnished by the Responding Company, including amounts to cover maintenance and repairs and an allowance for equipment destroyed, damaged beyond repair, or lost, such amounts to be equal to the actual cash value of said destroyed, damaged or lost equipment, subject to the following: the Responding Company shall be required to use all reasonable efforts to recover such damage or loss under any valid and collectible property insurance coverage it may have.
- e. The Responding Company will be responsible for the cost of its own fuel, oils and lubricants at the time of the emergency mutual assistance event, and charges at rates internally used by Responding Company will be charged to the Requesting Company.

- f. Administration and general costs, which are properly allocated to the emergency assistance to the extent such costs are not chargeable pursuant to the foregoing subsections.

### 3.2 Travel Time:

The emergency assistance period shall commence when the Responding Company, in response to the Requesting Company's authorization, initially incurs personnel and/or equipment expenses. This would include any request to prepare its employees and/or equipment for transport to the Requesting Company's location.

The emergency assistance period shall terminate when such employees and/or equipment have returned to the Responding Company and shall include reasonable time required to prepare the equipment for return to normal activities (e.g. cleaning off trucks, restocking minor materials, etc.).

### 3.3 WorkPractices:

The existing work practices and work protection code of the Requesting Company shall be adopted for the duration of the emergency. The Responding Company crews shall be informed of local construction practices, work protection code, status of energized and de-energized circuits, and any special hazards or concerns.

The location(s) for first aid and hospital(s) will be made available to Responding Company crews.

### 3.4 Supervision:

One or more competent employee(s) of the Responding Company shall be appointed crew supervisor(s) and be responsible for maintaining and monitoring all work programs, time sheets and expenditures.

All instructions for work to be done by Responding Company's crews shall be given by Requesting Company to Responding Company's supervisor(s); or, when Responding Company's crews are to work in widely separate areas, to such of Responding Company's foremen as may be designated for the purpose by Responding Company's supervisor(s).

The Requesting Company will provide competent employee(s) to provide geographical direction and guidance in the local utility system protection. The number of employees to be provided will vary depending on geographical distribution of Responding Company crews.

### 3.5 Distribution System and Municipal Maps:

Geographical maps of the municipality or geographical area shall be provided to Responding Company crews. Any applicable schematics or system maps of the affected areas should be provided and discussed with the Responding Company.

### 3.6 WorkingHours:

It is recommended that full use be made of crews when they are remote from their home base. Therefore, shifts of a minimum of 12 hours (including meals and travel time) would be standard, with a suggested maximum of 16 hours. A minimum eight-hour rest period between shifts is recommended.

### 3.7 Materials:

Where possible, all materials for restoration of the emergency will be provided by the Requesting Company. A Responding Company that provides materials will be reimbursed by the Requesting Company for the costs and expenses incurred.



A complete list of all materials provided by the Responding Company will be provided to the Requesting Company on a daily issue.

### 3.8 Fuel:

The Requesting Company will be responsible for making necessary arrangements for fueling stations, including appropriate oil and lubricants.

The Responding Company will be responsible for payment of its own fuel, oil and lubricants that will be covered in the vehicle costs charged to the Requesting Company. To the extent, if any, that the rates charged by the Responding Company do not already include an allowance for the Responding Company's costs of fuel, oil and lubricants, the Requesting Company shall pay such costs.

## 4.0 Resources:

### 4.1 Accommodations and Meals

The Requesting Company shall be responsible for making the necessary arrangements for meals and lodgings.

Employees of the Responding Company shall pay for their expenses and submit their claims as per their standard method within their company. The Responding Company will recover these costs from the Requesting Company.

If the Requesting Company makes the necessary arrangement for meals, including payment therefor, the Responding Company shall reduce the expenses charged to reflect the meals provided.

### 4.2 Vehicle and Equipment Security:

The Requesting Company will attempt to provide a secure parking area for vehicles and equipment of the Responding Company.

### 4.3 Radio Communications:

Where a Responding Company requires radio communications to the Requesting Company dispatch, it is recommended that a radio-equipped vehicle from the Requesting Company be assigned to the Responding Company work crews. Alternatively, a portable radio or cellular phone from the Requesting Company may be provided to the Responding Company. Personal phone calls (long distance or local) will not be the responsibility of the Requesting Company.

## 5.0 Administration:

### 5.1 Permits, Approvals, Clearances:

The Responding Company shall ensure that its insurance covers its personnel and vehicles while responding on Mutual Assistance outside of its normal service territory and shall ensure that its vehicle licence allows travel on Ministry of Transportation highways.

### 5.2 Public Complaints, Claims and Media Enquiries:

The Requesting Company, not the Responding Company, will handle all customer enquiries, complaints and claims arising out of the emergency.

### 5.3 Workplace Safety and Insurance

The Workplace Safety and Insurance Act provides that if an emergency is declared by the Premier of Ontario or the head of council of a municipality, and a person is sent to assist, the Crown (Government of Ontario) or the municipality, whichever declared the emergency, is considered the employer of that person for the purposes of assessing any accident costs. However, the worker's regular employer continues to be responsible for:

- Maintaining employment benefits as required by section 25 of the Workplace Safety and Insurance Act,
- Complying with the obligation to co-operate in the early and safe return to work of the worker (section 40), and
- Complying with the obligation to re-employ the worker (section 41) if it applies.

Any costs incurred by the worker's regular employer in meeting these obligations are reimbursed by the Crown or the municipality, whichever is applicable.

#### 5.4 Liability:

The Requesting Company shall indemnify and hold the Responding Company harmless from and against any and all liability for loss, including, but not limited to, damage, cost or expense which the Responding Company may incur by reason of bodily injury, including death, to any person or persons, or by reason of damage to or destruction of any property, including the loss of use thereof, arising from furnishing emergency assistance, except to the extent that the foregoing result from the negligence or wilful misconduct of the Responding Company.

Where payments are made to Responding Company's employees under a workers' compensation or disability benefits law or any similar law for bodily injury or death resulting from furnishing emergency assistance, Requesting Company shall reimburse Responding Company to the extent such payment increases the Responding Company's workers' compensation or disability benefits costs, whether such increase in costs occurs in the form of an increase in premiums or contributions or in the form of reduction in dividends or premium refunds, or otherwise.

In the event any claim or demand is made or suit or action is filed against Responding Company alleging liability for which Requesting Company shall indemnify and hold harmless Responding Company under the above paragraphs, Responding Company shall promptly notify Requesting Company thereof, and Requesting Company, at its sole cost and expense, shall settle, compromise or defend the same in such manner as it in its sole discretion deems necessary or prudent.

#### 5.5 Invoicing:

The Requesting Company shall pay all costs and expenses of the Responding Company within 30 days after receiving an invoice therefor.

## Appendix A

### Agreement to Participate in Emergency Mutual Assistance Plan

The corporations named below hereby enter into an Emergency Mutual Assistance Plan under the above-stated terms.

The corporation below that is not Hydro One Networks Inc. further agrees to deem any other Partner who contracts with Hydro One Networks Inc. to be a Partner in the Emergency Mutual Assistance Plan as if that other Partner were a party to this Agreement. In this manner, a Mutual Assistance Plan shall be extended to all Partners who sign the "Agreement to Participate in the Emergency Mutual Assistance Plan".

It is agreed that Hydro One Networks Inc. will coordinate the signing of the "Agreement to Participate" and further that Hydro One Networks Inc. will provide, on an annual basis, an updated list of Partners to the Emergency Mutual Assistance Plan.

This Agreement is entered into by the parties as of the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

**HYDRO ONE NETWORKS INC.**

**(FULL NAME OF OTHER UTILITY)**

\_\_\_\_\_  
 Name:  
 Title:  
 I have authority to bind the corporation.

Date: \_\_\_\_\_

\_\_\_\_\_  
 Name:  
 Title:  
 I have authority to bind the corporation

Date: \_\_\_\_\_

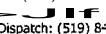
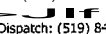
## Appendix B

Requesting Party- First Contact Critical Information


See the corresponding file that contains the form.

Hydro One facts: Rick Putman: (905) 327-3059  
Bill Smeaton: (905) 715-1567

Appendix P

Zone / Location	LDC	Primary Contact / Phone Number(s)	Secondary Contact / Phone Number(s)	Available Staff / T & WE
Zone 1A (West) Lambton OPS	Bluewater Power Distribution Corporation 855 Confederation St. PO Box 2140 Sarnia, ON N7T 7L6	Mark Vanderheid-Director Operations 519-337-8201 ext 2234 C: (519) 384-9392 Mv.Illlll rb.ekle@Illlll WR! rllQwW.mm Mark Delaurier-1anager Lines 519-337-8201 ext 2206 C: (519) 918-0159 <a href="mailto:mdelaurier@bluewatermower.com">mdelaurier@bluewatermower.com</a> Shawn Edlin ton- Lines Supervisor 519-337-8201 ext 2288 C: (519) 384-2927 <a href="mailto:sedlingtoo@bluewaterowar.com">sedlingtoo@bluewaterowar.com</a> Craig Unsworth- Lines Supervisor 519-337-8201 ext 2233 C: (519) 331-3884	Albert Versluys- Manger Technical Resources 519-337-8201 ext 22911519-381-2276 cell H: (519) 344-9957 F: (519) 332-3878 <a href="mailto:@bluewaterower.com">@bluewaterower.com</a>	16 Journeyman Lineman 3 RBDs 2 double bucket material handlers (60 and a 85 footer) 2 single buckets material handlers (both 55 footers) 2 squirt booms (both 42 footers) 2 bucket trucks (both 46 footers)  2 service trucks (both "10 footer) tension strin ers
Zone 1A (West)	Entegrus Power Lines Inc (Chatham Kent) 320 Queen St. PO Box 70 Chatham, ON N7M 5K2	Ken 519-352-6300 ext 327 C: (519) 436-7156	S19-352-6300 ext 249 C: (519) 355-4265 <a href="mailto:arrron@entegrar">arrron@entegrar</a>	8 Line staff can be released (depending on the weather) 2 RBD's, 3 Single buckets 2 double buckets, stringing 10 Journey Persons 3 RBD, 2 Double MHAD 5 Single Bucket
Zone 1B (West) Clinton OPS	Erie Thames PowerLines Corp 143 Bell St. PO Box 157 Ingersoll, ON N5C 3K5	519-485-1820 ext 239 C: (519) 521-7928 <a href="mailto:shrooks@erielthamespower.com">shrooks@erielthamespower.com</a>	Jeff Nicholson 519-485-1820 ext 292 Office C: (519) 639-7144 <a href="mailto:@erielthamespower.com">@erielthamespower.com</a> Michael Audet S19-776-5291 ext 209 Office IlllllIllllm ..QQJ!!	12 Journey Persons 2 RBD's, 1 Double Buckets 3 Single buckets, Back Hoe
Zone 1A (West) Essex OPS	E.L.K Energy Inc. 172 Forest Ave Essex, ON N8M 3E4	Norman MacAulay 519-776-5291 ext 209 C: (519) 796-1971 <a href="mailto:mail:nmacaulay@elkenegy.com">mail:nmacaulay@elkenegy.com</a>	Control (direct- 24hrs)	8 Journey Persons 1 double and 2 single buckets 1 RBD
Zone 1A (West) Essex OPS	Enwin Utilities 4545 Rhodes Dr Windsor, ON N9A 5T7	Grant Pennington 519-253-1730 ext 216 C: (519) 919-0782 <a href="mailto:email: gpennington@e">email: gpennington@e</a>	Jeff Nicholson S19-485-1820 ext 292 Office C: (519) 639-7144 <a href="mailto:jnicholson@erielthamespower.com">jnicholson@erielthamespower.com</a>	10 Journey Persons 2 RBD, 2 Double MHAD 5 Single Bucket
Zone 1A (West) Beachville OPS Alymer OPS	Erie Thames Power Lines Corp 143 Bell St., P.O. Box 157 Ingersoll, ON N5C 2N9	Scott Brooks 519-485-1820 ext 239 C: (519) 521-7928 <a href="mailto:shrooks@erielthamespower.co">shrooks@erielthamespower.co</a>	Greg Bartlett 519-737-9811 ext 119 Office / C: (519) 791-8984 <a href="mailto:gbartlett@essexpower.ca">gbartlett@essexpower.ca</a> Gabriel Piccolo- Linemen Supervisor Office: 519-737-9811 ext 161 / C: (519) 563-7504 <a href="mailto:gniccolo@essexpowerlines.ca">gniccolo@essexpowerlines.ca</a>	13 Journey Persons 3 RBD's, 1 Single and 1 double bucket
Zone 1A (West) Essex OPS	Essex Power Corp. 2730 Hwy 3 Old Castle, ON N0R 1L0	Joe Barile - General Manager (226) 252-6258 <a href="mailto:lbadle@essexpower.ca">lbadle@essexpower.ca</a>	Jeff Ansems 519-271-4700 ext 250 Office C: (519) 274-5627	13 Journey Persons 3 RBD's, 3 single and 3 double buckets
Zone 1A (West) Beachville OPS	Festival Hydro Inc. 187 Erie St Stratford, ON N5A 2M6	Ysni Semsedini 519-271-4700 ext 2S9 C: (519) 274-24S3		
Zone 1A (West) Beachville OPS	Kitchener Wilmont Hydro 301 Victoria St South Kitchener, ON N2G 4L2	Will Meston 519-745-4771 ext 234 Office C: (519) S72-5822	519-745-4771 ext 2S1Office C: (519) 497-3327 <a href="mailto:email: ffrank@kwhhydro.on.ca">email: ffrank@kwhhydro.on.ca</a>	30 Journey Persons 2 RBD's, 11 single and 3 double buckets
Zone 1A (West) Beachville OPS Alymer OPS Stratroy OPS	London Hydro Inc. 111 Horton St E. PO Box 2700 London, ON N6A 4H6	Ed Jambor 519-661-5800 ext 5588 Office C: (519) 630-3829	Brad Wildfong 519-661-5800 ext 5593 Office <a href="mailto:email: wildfongb@londonhydro.com">email: wildfongb@londonhydro.com</a> 24 Hour Line - 519-661-0480	27 Journey Persons 4 RBD's, 9 single and 5 double buckets.
Zone 1A (West) Stratroy OPS	Entegrus Powerlines Inc. (Middlesex) 351 Frances St Stratroy, ON N7G 2L7	Mike Steeper 519-245-2010 ext 830 Office C: (519) 933-2976 / H: (519) 294-6371 <a href="mailto:ike.steeper@e">ike.steeper@e</a>	Fred Van Bavel 519-245-2010 ext 831 Office C: (519) 878-0097 / H: (519) 245-4393 After Hours - 519-245-2019 Steven Gradish- Oper. Utility Manager 519-842-6428 ext 2225 C: (519) 808-7715  Fire Dispatch: (519) 842-9200	4 Journey Persons 2 single bucket 1 RBD
Zone 1A (West) Alymer OPS	Tillsonburg Hydro 10 Lisgar Ave Tilsonburg, ON N4G 5A5	Steve Lund 519-842-6428 ext 3228 Office C: (519) 808-7733 / H: (519) 688-9838 <a href="mailto:email: slund@town">email: slund@town</a>	Steven Gradish- Oper. Utility Manager 519-842-6428 ext 2225 C: (519) 808-7715  Fire Dispatch: (519) 842-9200	5 Journey Persons 1 RBD and 2 Buckets
Zone 1B (West) Listowel OPS	Waterloo North Hydro 526 Counry Squire Rd Waterloo, ON N2J 4A3	Dave Wilkinson 519-888-5566 Direct Line C: (519) 212-5749 <a href="mailto:email: dwilkinson@wnhydro.on">email: dwilkinson@wnhydro.on</a>	Rob Kroetsch 519-888-5549 Direct Line / C: (519) 575-5861 <a href="mailto:email:rkroetsch@wnhydro.com">email:rkroetsch@wnhydro.com</a> Control Room (24 hour line) 519-888-5556 24 Hour Line - 519-323-1710	24 Journey Persons 7 Single Bucks 3 double buckets 4 RBDs
Zone 1B (West) Walkerton OPS	Wellington North Power 290 Queen St W Mount Forest, ON N0G 2L0	Jim Kluijber 519-323-1710 Office C: (519) 323-8102 <a href="mailto:kluijber@wellingtonnorthpower.com">kluijber@wellingtonnorthpower.com</a>		4 Journey Persons RBD, Single bucket and a 55' Double
Zone 1B (West) Clinton OPS	West Coast Huron Energy(Goderich Hydro) 57 West St Goderich, ON N7A 2K5	Tim Martin 519-524-7371 ext 300 Office C: (519) 52S-9361 / H: (S19) 524-6946 <a href="mailto:lmrm@hurontel.on.ca">lmrm@hurontel.on.ca</a>	Larry McCabe- President C: (519) 955-0364 H: (519) 524-9541	3 Journey Lines Person One Line Truck (with bucket) One Double Bucket (55') 2 Pick ups
Zone 1B (West) Walkerton OPS	Westario Power Inc. 24 East Ridge Rd RR #2 Walkerton, ON N0G 2V0	David Leonce S19-507-6666 ext 231 <a href="mailto:dayjd leonce@westario.com">dayjd leonce@westario.com</a>	519-507-6666 ext 216 Office <a href="mailto:email: lisa miloe@westado.com">email: lisa miloe@westado.com</a>	Journey Persons RBD's and Buckets
Zone 1A (West) Alymer OPS	St.Thomas Energy 135 Edward St PO Box 460 St.Thomas, ON N5P4A8	C: (519) 476-8513 <a href="mailto:tcomos@sttecomv.com">tcomos@sttecomv.com</a>	C: (519) 871-7125	7 Journey Persons RBD Single and Double Bucket
Zone 1A (West) Beachville OPS	Woodstock 16 Graham Street Woodstock, ON	c: 519-320-0473 <a href="mailto:bbarton@woodstockm.ildf">bbarton@woodstockm.ildf</a>	Steve Day / Brian Moodie c: 519-537-9284 (Steve) /519-320-0475 (Brian Moodie)	10 Journey Persons 2 RBD's, 2 Double Buckets 2 Sins, le Buckets

Zone / Location	LDC	Primary Contact / Phone	Secondary Contact / Phone	Available Staff / T & WE
Zone 2 (West Central) Dundas OPS Simcoe OPS	Energy+ Inc. (Brant County) 65 Dundas St East Paris, Ontario N3L 3H1	519-442-2215 ext 731 C: (226) 368-4052	Randy Montani 519-442-2215 ext 730 c: (519) 717-5772 montani@energypius.ca	9 Journey Persons RBD's, 2 Single Buckets 2 Double Buckets
Zone 2 (West Central) Dundas OPS Simcoe OPS	Brantford Power Inc. 400 Grand River Ave Brantford, ON	Mark Simpson- VP, Operations and Engineering 519-751-3522 ext 5443 C: (519) 717-6213 msimpson@brantford.ca	Steve Collett- Manager, Operations 519-751-3522 ext 3237 Office C: (519) 717-6175 / H: (519) 753-6266 scollett@brantford.ca	12 Journey Persons RBD's, 2 Double Buckets 3 Single buckets 1 palfinger crane 15 Journey Persons
Zone 2 (West Central) Dundas OPS	Burlington Hydro Inc. 1340 Brant St Burlington, ON. L7R 3Z7	Brad Cumming 905-332-2273 C: (905) 977-9887 bclimmmg@hurlingtonhydro.com	Dan Guatto 905-332-2574 office 1416-937-28"2 cell	3 RBD's, 4 Single Buckets and 2 Double Buckets Backyard machine
Zone 2 (West Central) Dundas OPS Simcoe OPS	Energy+ Inc (Cambridge North Dumfries) 1500 Bishop St PO Box 1060 Cambridge, ON N1R 7N6/N1R 5X6	519-621-3530 ext 2229 Office rsjncclair@energysolts.ca	519-621-3530 ext 2255 Office mills@energysolts.ca	
Zone 2 (West Central) Thorold OPS	Canadian Niagara Power Inc. 1130 Bertie St Fort Erie, ON L2A 5Y2	905-871-0330 ext 3259 C: (905) 658-7756 kevin.kilford@cnipower.com	After Hours Answering Service - 519-621-3531 Walter Lordcharest 905-871-0330 ext 3277 C: (905) 658-7751 walter.lordcharest@cnipower.com	11 Journey Persons 4 Bucket 2 Digger Dereks
Zone 2 (West Central) Guelph OPS	Centre Wellington Hydro 730 Shoreline St PO Box 217 Fergus, ON N1M 2W8	Wayne Dyce - 519-843-2900 ext 231 (O) C: (519) 766-2121 / P: (519) 827-8589	Carm Stefanelli - 519-843-2900 ext 236 (O) C: (226) 820-0128 / P: (519) 827-8589 H: (519) 824-5950 stefanelli@cwhydro.ca	3 Journey Persons A RBD, Single MHAD 50' Double Bucket Dump truck and ChiPPER
Zone 2 (West Central) Dundas OPS	Enersource Hydro Mississauga 3240 Mavis Rd Mississauga, ON L5C 3K1	905-283-4100 Office C: (416) 436-9326	Emergency Line	*Depends on circumstance
Zone 2 (West Central) Dundas OPS Simcoe OPS Thorold OPS	Grimsby Power 231 Roberts Rd Grimsby, ON L3M 5N2	905-945-2638 ext 227 Office C: (289) 439-6918 @grimsbypow Erik Veneman 519-837-4715 Office C: (519) 831-3218 / F: (519) 822-3633	On Call Answering Service: Kevin Robins- Operations SuperVisor 905-945-5437 ext 227 C: (905) 975-3353 After Hours Control Room 519-822-1750 ext 2370	3 Journey Persons A RBD, Single Bucket 55' Double Bucket
Zone 2 (West Central) Guelph OPS	Guelph Hydro Electric Systems Inc. 395 Southgate Dr Guelph, ON N1G 4Y1	519-837-4715 Office C: (519) 831-3218 / F: (519) 822-3633	After Hours Control Room 519-822-1750 ext 2370	25 Journey Persons 3 RBD's, 5 Single Buckets 3 Double Buckets
Zone 2 (West Central) Thorold OPS	Haldimand County Hydro 1 Greendale Dr Caledonia, ON N3W 2J3	905-765-5211 ext 2238 Office C: (905) 961-9323 / H: (905) 304-9028 dleake@hchydro.ca	905-765-5211 ext 2249 C: (905) 518-04291 H: (905) 768-7355 rhilbhs@hchydro.ca	12 Journey Persons 2 RBDs 2 Double Buckets 3 Single buckets
Zone 2 (West Central) Guelph OPS Orangeville OPS	Halton Hills Hydro 43 Alice St Acton, ON L7J 2A9	Don Matthews 519-853-3700 ext 235 Office C: (905) 693-5441 dmatthews@haltonhillshydro.com	HCH1 on-call-staff Monday-Friday 08:30-16:30- (excluding Holiday:s) 905-765-5211 (option 1- Power outage) All other times- 905-974-1795 (unlisted)	11 2 Double Bucket Trucks 3 Single Buckets 2 RBD's
Zone 2 (West Central) Dundas OPS Simcoe OPS Thorold OPS	Horizon Utilities 55 John St. N Hamilton, ON L8R 3M8	Control Room: 905-522-8452 or 905-528-0733 (unlisted) 905-522-6611 (24 Hr. Emergency IJnel) Gordon Carter 905-317-4763 gordon.carter@horizonutilities.com	905-540-3210 office / 905-730-1178 cell glen.wlon@horizonutilities.com	Journey Persons RBD's , Buckets
Zone 2 (West Central) Guelph OPS Orangeville OPS	Hydro One Brampton 175 Sandalwood Pkwy W Brampton, ON L7A 1E8	Paul Tremblay 905-840-6300 ext 5500 Office ptremblay@hydroonebrampton.com Control Room - 905-840-6300 ext 7250	905-840-6300 ext 5505 Office mymet@hydroonebrampton.com	20 Journey Persons RBD's, MHAD Single Buckets and Double Buckets
Zone 2 (West Central) Dundas OPS Guelph OPS	Milton Hydro Distribution Inc. 8069 Lawson Rd. Milton, ON L9T 5C4	Bruno Pereira Direct: 289-429-5213 905-878-3483 ext 240 / C: (905) 693-2900 brunopereira@miltonhydro.com	905-878-3483 ext 241 C: (905) 693-2517 kylengervais@mi	8 Journey Persons 2 RBD's, 2 Single Buckets and 2 Double Buckets
Zone 2 (West Central) Thorold OPS	Niagara Peninsula Energy Inc. 7447 Pin Oak Dr PO Box 120 Niagara Falls, ON L2E 6S9	24 Hr Emerg. Line: 905-356-2681 or 1-877-270- Ron Giallorio 905-353-6010 Office C: 905-658-5203 / H: (905) 354-6338 ron.giallorio@npei.ca	Emerg. Reg. Hrs: Dan Sebert 905-353-6017 Office C: (905) 658-5211H: (905) 892-5628 dan.sebert@npei.ca	full commitment of 8 RBD's single and double buckets- 16 25 journey persons
Zone 2 (West Central) Thorold OPS	Niagara on the Lake Hydro Inc. 8 Heneqan Rd Virgil, ON L0S 1T0	Hasson Syed 905-468-4235 ext 520 Office C: (905) 933-9331 hsyed@nothhydro.com	Craig McLean- 905-468-4236 ext 650 / C: (905) 687-2492 Jim Huntingdon- 90-468-4236 ext 550 / C: (905) 687-2495 cmclean@nothhydro.com / jhuntingdon@nothhydro.com After Hours: 905-468-4235	6 Journey Persons 1 RBD, Single Bucket 2 MHAD Buckets

Zone / Location	LDC	Primary Contact / Phone Number	Secondary Contact / Phone Number(s)	
Zone 2 (West Central) Guelph Dundas Ops	Oakville Hydro Electricity Inc. 861 Redwood Square Oakville, ON L6L 6R6	Chris Cudmore 905-825-4468 C: (905) 467-8768 <a href="mailto:ccudmore@oakvillehydro.com">ccudmore@oakvillehydro.com</a>	Control Room: 905-825-9400 (2238) On Call Person: 416-931-3913	20 Journey Persons
Zone 2 (West Central) Orangeville OPS	Orangeville Hydro Ltd. 400 C-Line PO Box 400 Orangeville, ON L9W 2Z7	Bob Noble 519-942-8000 ext 223 Office C: (519) 939-2781 / H: (519) 941-5305 <a href="mailto:bnoble@orangevillehydro.on.ca">bnoble@orangevillehydro.on.ca</a>	George Dick 519-942-8000 ext 232 Office C: (519) 939-2611 / H: (519) 928-5539 <a href="mailto:gdick@orangevillehydro.on.ca">gdick@orangevillehydro.on.ca</a>	5 Journey Persons 1 RBD, 2 Single Buckets 1 Double Bucket
Zone 2 (West Central) Orangeville OPS	Toronto Hydro Electric Systems Ltd. 14 Carlton St Toronto, ON MSB 1K5	Ben Pantin 416-542-3012 Office C: (416) 903-1868 / H: (647) 996-7553 <a href="mailto:bpantin@toronto.ca">bpantin@toronto.ca</a>	Lucas Millmore 416-542-3573 Office C: (416) 560-8065 <a href="mailto:lmillmore@torontohydro.com">lmillmore@torontohydro.com</a>	Depends on circumstance
Zone 2 (West Central) All OPS	Power Stream Inc. 161 Cityview Blvd Vaughan, ON L4H 0A9	System Control 24 hrs: 	Stanton Sheogobind- 905-532-4457 Office C: (416) 301-4118 <a href="mailto:stanton_sheogobind@powarstream.ca">stanton_sheogobind@powarstream.ca</a> John Mclean- 905-532-4491 Office	Journey Persons RBD's and Buckets
Zone 2 (West Central) Thorold OPS	Welland Hydro-Electric System Corp 950 East Main St PO Box 280 Welland, ON L3B 5P6	905-732-1381 ext 252 C: (905) 687-4753 <a href="mailto:kbailey@wellandhydro.com">kbailey@wellandhydro.com</a>	905-732-1381 ext 259 C: (905) 687-3190	Journey Persons RBD's and Buckets

Zone / Location	LDC	Primary Contact / Phone Number	Secondary Contact / Phone Number(s)	Available Staff / T & WE
Zone 01 (Central) Hydro Quebec	2 Complexe Desjardins East Tower 15th Floor Montreal, QC H5B 1H7	Daniel Dumas- 514-879-4100 ext 505C C: (514) 346-9758 dumas.daniel ?@hydro.gc.ca	Emergency Number Office - 514-6963 (24 hrs)	
Zone 02 (Central) K-Line	12731 Hwy 48 Stouffville, ON L4A 7X5	C: (416) 566-8774 rhlkla.rll!hl&liuMa	C: (416) 568-1872 i.Qh!@&liuMll	Overhead lines help.
Zone 03 (Central) Lakefront Utilities	207 Division St PO Box 577 Cobourg, ON K9A 4L3	905-372-2196 ext 5204 905-373-56661 wtght@lusi.on.c Stephen Hoskin 905-953-8548 ext 2223 Office C: (905) 830-2701 dn@nmhydro.ca	Steve Jackson 905-372-2193 ext 5253 Office C: 905-377-5476	5 Journey Persons 2 RBD's and 2 Single Buckets, 1 Double Bucket
Zone 04 (Central) Newmarket-Tay Power Distribution Ltd.	590 Steven Court Newmarket, ON L3Y 6Z2	Steve Treen 905-723-4626 ext 5236 Office C: (905) 429-7958	Ken Wittenberg 905-953-8548 ext 2224 Office C: (905) 836-3346 nberg@nmhyr Marc Richards 905-723-4626 ext 5255 Office C: (905) 429-1842	13 Journey Persons 2 RBD's, 2 Single Buckets 42FT 45, 50, 55 and 83 Double Buckets 4 Journey Persons 1 RBD, 2 Single Buckets and 1 Double Bucket
Zone 05 (Central) Peterborough Utilities	PO Box 4125 Station Main Peterborough, ON K9J 6Z5	Valiquette 705-748-9301 ext 1361 Office C: (705) 930-5922 myaliquette@peterboroughtilities.ca	Jeff 705-748-9301 ext 1244 Office C: (705) 760-4090 jqtjlbeat.jit@peterbor.QL.InlillilimEa	2 Lines UT's, 11 RLM's, 3 Line Tech's 2 Senior RBD's 2 • 65' Double Buckets 3 • 55' Single Bucket 2 Line Tension Machines Journey Persons RBD's and Buckets
Zone 06 (Central) Power Stream Inc.	161 Cityview Blvd Vaughan, ON L4H 0A9	System Control 24 hrs: IJEa	Stanton Sheogobind- 905-532-4457 Office C: (416) 301-4118 stanton.sheogobind@powerstream.ca John McClean- 905-532-4491 Office john.mcclean@powerstream.ca	
Zone 07 (Central) Toronto Hydro Electric Systems Ltd.	14 Carlton St Toronto, ON M5B 1K5	Pantin 416-542-3012 Office C: (416) 903-1868/ H: (647) 996-7553 bpantin@torontohydro.com	Lucas Millmore 416-542-3573 Office C: (416) 560-8065 l.millmore@torontohydro.com	Depends on circumstance
Zone 08 (Central) Veridian Connections	55 Taunton Rd Ajax, ON L1T 3V3	Control Room- Mark Turney 888-445-2881 ext 3275/ C: (289) 314-3982	Mike Weatherbee 888-445-2881 ext 3232/ C: (905) 622-1700 mweatherbee@ver Chris O'Connor C: (905) 424-1193	
Zone 09 (Central) Veridian Connections	55 Taunton Rd Ajax, ON L1T 3V3	Chris O'Connor 888-445-2881 ext 3260 C: (905) 424-1193 coconnor@veridian.on.ca		
Zone 10 (Central) Whitby Hydro Electric Corp	100 Taunton Rd east Whitby, ON L1N 5R8	905-668-5878 ext 245 Office C: (905) 242-9730 bbrooks@whitbyhydro.ona		16 Journey Persons 2 RBD's, 3 Single and 3 Double Buckets (2 x 55 1 x 85)
Zone 11 (East Central) Kingston Hydro Corporation	1211 John Counter Blvd PO Box 790 Kingston, ON K7L 4X7	Control Room- 613-546-1181 ext 2151 Brad Joyce 613-546-1181 ext 2319 Office C: 613-328-2573 bjoyce@utilitieskingston.com	613-546-1181 ext 2298 C: (613) 328-2711 slj@jgq@utijjeskingston.com	Station and Power Line Journey Persons RBDs and Buckets Trailers
Zone 12 (East Central) Ottawa River Power Corp	283 Pembroke St. W PO Box 1087 Pembroke, ON K8A 6Y6	Denis Montgomery - 613-732-3687 ext 27 Office C: 613-732-5167 H: (613) 687-1883 dm@orpowercorp.ca	Charles Watson - 613-732-3687 ext 25 Office C: (613) 633-7685 H: (613) 649-2786 inquiries@orpowercorp.com	9 Journey 2 RBD's, 1 Single Bucket 2 Double Buckets
Zone 13 (East Central) Renfrew Hydro Inc.	29 Bridge Ave W Renfrew, ON K7V 3R3	Bill Nippard 613-432-4884 (24 hr's) C: (613) 433-0257 bnippard@renfrewhydro.com	Jamie Riopelle / Bill Nippard (613) 432-0103 (Jamie) / 613-649-0436 (Bill) riopelle@renfrewhydro.com BNippard@renfrewhydro.com	Persons 2 RBD's, 1 Single Bucket 1 Double Bucket
Zone 14 (East Central) Veridian Connections	55 Taunton Rd Ajax, ON L1T 3V3	Control Room- 905-427-275C Mark Turney 888-445-2881 ext 3275 / C: (289) 314-3982	Mike Weatherbee 888-445-2881 ext 3232/ C: (905) 622-1700 mweatherbee@yeddl Chris O'Connor C: (905) 424-1193	

Zone / Location	LDC	Primary Contact / Phone Number	Secondary Contact / Phone Number(s)	Available Staff / T & W
Zone 4 (East) Van Kleek Hill	Hydro 2000 440 St. Philippe Street Alfred, ON K0B 1A0	Rene Beaulne 613-679-4093 Office/ 613-794-5154 F: 613-679-0452 hydro@hawk.igs.net / rbeaulne@hotmail.ca	Nicolas Beaulne 613-679-4093 Office/ 613-676-2751 cell F: 613-679-0452 cdmhydro2000@hawk.igs.net / nicolasbeaulne251@msn.com	8 Journeymen 6 Apprentice 7 Digger Derrick Trucks 9 Bucket Trucks
Zone 4 (East) Van Kleek Hill	Hydro Hawkesbury Inc. 850 Tupper St Hawkesbury, ON K6A 3S7	Michel Poulin 613-632-6689 Office / 613-677-9713 © F: 613-632-8603 michel.poulin@hydrohawkesbury.ca	Linda Parisien 613-632-6689 Office / 613-677-9050 © F: 613-632-8603 lindaparisien@hydrohawkesbury.ca	2 Journey Persons RBD, Single MHAD Bucket and a 55' Double MHAD
Zone 4 (East) Winchester Ambrun	Hydro Ottawa Ltd. 1970 Merivale Rd Ottawa, ON K2G 6Y9	Dave Garland- 613-738-5499 ext 7167 Office C: (613) 229-5764	Dispatch Emergency - 613-738-5499 ext 7259	80 Journey Persons RBD and Bucket
Zone 4 (East) Winchester Van Kleek Hill	Cornwall Electric 1001 Sydney St. Cornwall, ON K6H 5V3	Michael O'Reilly 613-932-0123 Ext 4232 C: 613-577-2435 michael.oireilly@cornwallelectric.com	Sandy MacLennan 613-932-0123 Ext 4235 C: 613-577-0647 andy.maclennan@com	■ - 85' double bucket 3 single buckets 2 RDB Journey Persons RBD's and Buckets
Zone 4 (East) Winchester Van Kleek Hill	Rideau St. Lawrence Distribution 985 Industrial Rd PO Box 699 Prescott, ON K0E 1T0	John Biccum - 613-925-3851 Office C: (613) 213-0560 jbiccum@rsl.ca	24 Hr Emergency Line	
Zone 4 (East)	Cooperative Hydro Embrun Inc. 821 Notre-Dame Street, Suite 200 Embrun, ON K0A 1W1	Be 613-443-5110 Office 613-294-7066 cell embrunhydro@macima.ca	Brigitte Larocque 613-443-5110 Office 613-791-2039 Cell Weekend 24 Hr Emergency 613-443-5110	Contractor: Sproule Powerline Construction 613-678-2266 9 Bucket Trucks, 7 RBD 8 Journeymen, 6 Apprentices
Zone / Location	LDC	Primary Contact / Phone Number(s)	Secondary Contact / Phone Number(s)	Available Staff / T & W
Zone 5 (Georgian Bay) Stayner OPS	COLLUS PowerStream 43 Stewart Rd PO Box 189 Collingwood, ON L9Y 3Z5	Larry Irwin 705-445-1800 ext 2223 C: (705) 446-5663 lirw@collus.com	Brian Kennedy 705-445-1800 ext 2259 Office C: (705) 446-5366	6 Journey Persons 2 RBD's 2 Double Buckets 2 Single Buckets
Zone 5 (Georgian Bay) Barrie OPS	InnPower Corporation 2073 Commerce Park Dr. Innisfil, ON L9F 4A2	Wade Morris - 705-431-6870 ext 235 Office  C: (705) 720-0808 TWioJLl@innpower.ca	Peter Stephens- 705-431-6870 ext 254 Office C: (705) 333-1517	5 Journey Persons  1 Double Bucket ■ Single Buckets 1 RBD Powerline Maintainers
Zone 5 (Georgian Bay) Bracebridge OPS	Lakeland Power 200-395 Centre St. N Huntsville, ON P1H 2M2	(705) 645-2670 ext 519 (705) 644-0867 cell brianjett@lakelandpower.on.ca	(705) 645-2670 ext 428 (705) 774-8775	75' double bucket, material handler 55' single bucket material handler RBD's
Zone 5 (Georgian Bay) Penetanguishene OPS	Midland Power Utility Corp 16984 Hwy 12 PO Box 820 Midland, ON L4R 4P4	705-526-9362 Ext 212 Office C: (705) 623-0189 roness@midlandpower.on.ca	Brandon Sprina C: (705) 627-3028 H: (705) 526-1203	5 Journey Persons ■ RBD ■ double bucket 2 single buckets
Zone 5 (Georgian Bay) Orillia OPS	Orillia Power Distribution Corp. 360 West St South PO Box 398 Orillia, ON L3V 6J9	McCurdy- Director of Distribution Operations Glenn 705-326-2495 ext 226 Office gmcCurdy@orillia.com	Don Westgarth - Supervisor of Distribution Lines  705-326-2495 ext 247 Office C: 705-327-9264 dwestgarth@orilliapower.ca	7 Journey Persons, 5 Apprentices
Zone 5 (Georgian Bay) Barrie OPS	PowerStream Inc. 161 Cityview Blvd Vaughan, ON L4H 0A9	System Control 24 hrs:  Control Room	Stanton Sheogobind- 905-532-4457 Office C: (416) 301-4118 Mouohiru! Im.aiJLml John McLean- 905-532-4491 Office john.mclean@nowerstream.ca	2 RBD's, 2 Single Bucket 2 Double Buckets 1 RBD Bombardier, 1 Bombardier, Chipper Journey Persons RBD's and Buckets
Zone 5 (Georgian Bay) Penetanguishene Ops	Veridian Connections 55 Taunton Rd Ajax, ON L1T 3V3	Mark Turney 888-445-2881 ext 3275 / C: (289) 314-3982	Mike Weatherbee 888-445-2881 ext 3232 / C: (905) 622-1700 m.b.s.e.@veridian.on.ca Chris O'Connor C: (905) 424-1193	
Zone 5 (Georgian Bay) Stayner Ops	Wasaga Distribution Inc. 950 River Road West Wasaga Beach, ON L9Z 1A2	Paul Trace 705-429-2517		



Zone / Location	LDC	Contact / Phone Number	Contact / Phone Number(s)	Available Staff / T & E
Zone 5 (North) Timmins	Chapleau Public Utility Corp 110 Lorne St Chapleau, ON P0M 1K0	Allan Morin 705-864-0111 Office H: (705) 864-1437	Marita Morin 705-864-0111 Office <b>Alert!</b>	3 Journey Persons RBD with Bucket
Zone 6 (Northeast) Sudbury OPS	Greater Sudbury Utilities 500 Regent Street S PO Box 250 Sudbury, ON P3E 4P1	Kerry Taylor 705-675-0505 Office C: (705) 690-1131 karrvt@qsujnc.ca	Claude Quesnel 705-675-7536 ext 2293 Office / C: (705) 918-3403 claudio.quesnel@nsuinc.ca 24 Hr. Emergency Unlisted 705-675-7116	Journey Persons, RBD Single Buckland and a Double
Zone 5 (Northeast) Algoma OPS	Brookfield Power 480 De la Cite Boulevard Gatineau, QC J8T 8R3	819-561-8708 24 Hr. Emergency	Tracy Brason 819-561-8945 Office tracyv.brason@brookfieldrenewable.com C: 819-962-2303	
Zone 5 (Northeast) North Bay OPS	Greater Sudbury Utilities 500 Regent St PO Box 250 Sudbury, ON P3E 4P1	Kerry Taylor 705-675-0505 Office C: (705) 690-1131 kerrvt@nsuinc.ca	Claude Quesnel 705-675-7536 ext 2293 Office / C: (705) 918-3403 claudio.quesnel@nsuinc.ca 24 Hr. Emergency Unlisted 705-675-7116	Journey Persons, RBD Single Bucket and a Double
Zone 6 (Northeast) Kapusasing OPS	Hearst Power Dist. Corp 925 Alexandra St PO Box 5000 Hearst, ON P0L 1N0	Veikko Koivisto 2-2845 Office / C: (705) 372-5317 koivisto@hearstpower.com After Hours - 705-372-2846	Jessy Richard 705-372-2815 Office jrichard@hearstnower.com	2 Bucket Trucks
Zone 6 (Northeast) North Bay OPS	North Bay Hydro Distribution Ltd. 74 Commerce Cres PO Box 3240 North Bay, ON P1B 8G4	Paul Ridley 705-474-8100 ext 246 Office 705-498-4173 - cell prjdney@northbayhydro.com	705-474-8100 ext 259 Office 705-499-5565 - cell mpayne@northbayhydro.com	3 Journey Persons and equipment
Zone 5 (Northeast) Timmins OPS	Northern Ontario Wires 153 6th Ave Cochrane, ON P0L 1C0	Dan Boucher- 705-272-2451 Office C: (705) 232-8494	Main office: 705-272- After Hours: 1-800-619-6722	9 Journey Persons + Dan = 10 3 RBD and 3 Buckets Backyard machine
Zone 6 (Northeast) Algoma OPS	PUC Services Inc. 500 Second Line E PO Box 9000 Sault Ste. Marie, ON P6A 6P2	Claudio Stefano- VP Operations 705-759-6541 Office C: (705) 256-9710 claudio.stefano@ssmpuc.com Main Office - 705-759-6500	Emergency 705-759-6555	7 Journey Persons, 3 RBD's 3 Single Buckets
Zone 6 (Northeast) Algoma OPS	Espanola Regional Hydro 598 2nd St Espanola, ON P5E1C4	Randy Mosley 705-869-0378 ext 230 Office C: (705) 869-7724 randymosley@erhydro.com	Pat Waytowich C: (705) 862-1135 After Hours: Espanola Police Services (705) 869-3251	2 Journey Person Single Bucket truck Double bucket truck Hoist

Zone / Location	LDC	Primary Contact / Phone Number	Contact / Phone Number(s)	Available Staff / T & WE
Zone 7 (Northwest) Fort Frances	Atikokan Hydro Inc. 117 Gorrie St PO Box 1480 Atikokan, ON P0T 1C0	Wilf Thorburn 807-597-6600 Office C: (807) 597-8081 / H: (807) 597-G'ISX wilf.thorburn@athydro.com	Scott King C: (807) 597-8003	2 Journey Persons, RBD and a Double Bucket
Zone 7 (Northwest) Fort Frances OPS	Fort Frances Power Corp. 320 Portage Ave Fort Frances, ON P9A 3P9	Joerg Ruppenstein - 807- 274-9291 ext 232 Office C: (807) 275-9291 jml2081.io@f2cHillm.com file:///mnt-fr nces cont	Emergency number: 80 Troy Calder 807-274-9291 ext 391 Office tcm r( 1 ; ;m	1 Double Bucke 1 Single Bucket 1 Digger Various fleet
Zone 7 (Northwest) Kenora OPS	Kenora Hydro Electric Corporation Ltd. 215 Mellick Ave PO Box 2680 Kenora, ON P9N 3X8	Dave Sinclair 807-467-2017 Office C: (607) '107-1291 / H: (807) '168-365'1 dsinc:lair@kenora.ca	Robert Van de Wetering 807-467-2076 Office C: (807) i0?-2076 rva dwetering@keno	6 Journey Pers1 2 Single Buckets and a Double Bucket
Zone 7 (Northwest) Dryden OPS	Sioux Lookout Hydro Inc. 25 5th Ave PO Box 908 Sioux Lookout, ON P8T 1B3	Deanne Kulchyski C: (807) 737-9218 (807) 737-4825 F: 807-737-2832 kulchyski@thetel.net	Lineman On-Call After Hours: 807-737-3806 Tom sag o anag..	Journey Persons. RBC and a MHAD Bucket H:
Zone 7 (Northwest) Thunder Bay OPS	Thunder Bay Hydro 37 Front St Thunder Bay, ON P7A 8B2	Don Zimak 807-313-1195 Office C: (807) 626-2053	Duane Szyska 807-313-1179 Office C: (807) 626-0925	Journey Persons. RBC and Buckets

*Pandemic Planning - Preliminary Assessment of Impact on Operations*

ref. Continuity of Operations Planning Guide, Section 3 • (<http://www.ieso.ca/imoweb/pubs/ep/ontEiect-Pandemic-ContOps-Planning-guide.pdf>)

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QUESTIONS*		ABSENTEEISM SCENARIOS (x% for one week / y % for remainder of wave)			COMMENTS
		20% / 10%	30% / 15%	40% / 20%	
1	Will equipment and facilities be maintained?  If not, can maintenance be deferred and if so for how	Yes / Yes	Yes / Yes	Yes / Yes	We have a full time two crew plus equipment commitment from a major Line Contractor, primarily for project work; they would be reassigned to Maintenance and Repair work to supplement our own crews.  Our biggest challenge will be in the Control Room; however, with support from other areas, creative shift scheduling and a revised expectation of duties while on shift, this challenge will be adequately addressed.   <

Prepared by: Colin H. Saunders Mgr-HSE; Joe Saunders Director of Operations

Date: Reviewed 2016