

January 25th, 2018

Dear Mr. Tomes,

Thank you for your letter to the Ontario Energy Board (OEB) dated December 5th, 2018. It's unfortunate that you were not able to attend the customer hearings regarding Lakeland Power's (LPDL) Cost of Service application hosted by the OEB.

Bracebridge has experienced multiple outages over the past few years mostly due to loss of supply from Hydro One. LPDL has an open dialogue with Hydro One to discuss mitigating measures with respect to these outages. All outage statistics for LPDL are available in the Cost of Service application documentation posted on the LPDL website at www.lakelandpower.on.ca.

Currently, LPDL is providing information regarding outages to the Town of Bracebridge. This information will be presented to government officials at the upcoming Rural Ontario Municipal Association (ROMA) meeting.

LPDL continues to invest capital dollars in infrastructure improvements to assist in the reduction of outages.

With regards to generators, neither LPDL nor the government provides any subsidies at this time for this equipment or installation in the home.

Please feel free to contact LPDL if you have any further questions.

Kind regards,



Customer Service Manager
Lakeland Power Distribution Ltd
705.789.5442 x228 | 1.888.282.7711
sshipston@lakelandpower.on.ca



CC: OEB