

News Release

For Immediate Release – January 3, 2014

Hydro One Brampton Thanks Customers for Their Patience during Ice Storm 2013

After one of the worst storms to hit Brampton, Hydro One Brampton is pleased to report that power has been restored to all of their customers. Over 20,500 Hydro One Brampton customers were without power for a sustained period of time on December 21st, 2013, at the height of the storm. Significant damage to poles and wires occurred after branches and trees fell under the weight of the accumulating ice. Crews were dispatched immediately to clean up debris and restore customers and by Monday afternoon, approximately 85% of customers were reconnected leaving 3,500 still without power.

After surveying the situation, a call was placed to Hydro Ottawa, Enersource and a forestry company in Quebec to employ additional crews to restore power to remaining customers. Crews worked around-the-clock and in adverse weather conditions to restore power and by December 28th only 300 customers were without electricity. “This was a difficult situation for our customers and crews as many had to forgo vacations and time with their families during the holidays” expressed Remy Fernandes, President & CEO, Hydro One Brampton. “I believe I can speak for everyone involved in the restoration process in stating that we appreciate the patience and encouragement of our customers during the entire ordeal. I am extremely proud of our team who took immediate action to safely restore power to each customer. This included working closely with the City of Brampton’s Emergency Measures Office and the Crisis Coordination Centre as well as calling in the additional crews from Ottawa, Mississauga and Quebec to finish the restoration.”

In response to the impact of the storm, Hydro One Brampton’s new Twitter account was launched in order to provide real-time updates to customers. “We bumped up our social media launch date to ensure our customers received real-time outage information” said Scott Miller, Director of Regulatory & Communications, Hydro One Brampton. “The response from our customers was overwhelming. They expressed their appreciation for our up-to-date tweets about the storm as well as the appreciation to our line crew for their efforts in restoring power. We are passionate about doing what’s right for our customers and will continue to meet our primary goal of providing safe and reliable power. ”

For more information about Hydro One Brampton, contact Media Relations at 905-452-5504 or visit www.hydroonebrampton.ca and follow us on Twitter at www.twitter.com/hydro1brampton.

Hydro One Brampton is a subsidiary of Hydro One Inc. and is responsible for the safe and reliable delivery of electricity to more than 145,000 homes and businesses in Brampton.