



Burlington **hydro** inc.

stayingcurrent



Burlington Hydro Customer Newsletter

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POWER OUTAGE RESPONSE

Important Information About Large Outages

When There's Major Power System Damage

If extensive and widespread damage to Burlington Hydro's distribution system has occurred, extended outage periods are possible. Smaller and individual outages will likely take longer to service. Our power restoration teams are committed to restoring electricity to customers as safely and as promptly as possible.

How Burlington Hydro Prioritizes the Community Restoration Effort

Burlington Hydro's incident response mandate is to keep our citizens safe and the City and the Province moving. Our focus is:

1. Restore power first to hospitals, emergency services and critical infrastructure
2. Assess and prioritize all outages on a case-by-case basis, ensuring foremost that customers are safe and informed.
3. Repair damage to main feeders and substations which service large numbers of customers.
4. Collaborate with the city and all emergency response organizations when and where required.
5. Restore power to the entire community as quickly and safely as possible.

Customer, Community and Employee Safety are Our Utmost Priorities.

Follow these tips

- If wiring leading to your home or your service panel seems damaged, stay back. Maintain at least 10 metres from downed wires. NEVER APPROACH OR TOUCH DOWNED WIRES. Immediately call 1-877-310-4937.
- If your house or basement has flooded, DO NOT WALK IN OR TOUCH STANDING WATER as it may be energized. No part of a flooded home should be considered safe. To arrange for power to be disconnected, call 1-877-310-4937.
- If a powerline has fallen on your vehicle. Stay in your vehicle and call 9-1-1. Do not leave the vehicle until emergency services give the all-clear and the powerline has been de-energized.

Learn More About Outage Safety and Our Outage Response Commitment.

Visit Burlingtonhydro.com/outageportal

How to Stay Informed

- Access our web-based Outage Map from your smart phone, tablet or PC.
- See where outages have been reported, the number of customers impacted, and the estimated time of restoration as updates become available.
- Access from burlingtonhydro.com

Please note, during large outages and major weather events, access to Outage Maps can be delayed

Follow us on Twitter

During larger outages and when access to Outage Maps is more limited, Burlington Hydro Tweets as information becomes available. These updates provide a sense of the size and scope of the outage and the overall response effort on a city-wide basis. [Follow us on Twitter](#)

To report outages or for power emergencies call 1-877-310-4937

Hydro Equipment Ownership & Repair Responsibility

Burlington Hydro is not authorized to repair privately owned equipment.

If your service stack or meter base are damaged, call a licensed electrician to repair the equipment.

Your licensed electrician will complete the repairs, and then arrange with the Electrical Safety Authority (ESA) to authorize re-connection with Burlington Hydro. NEVER ATTEMPT REPAIRS YOURSELF!

Customer Owned Equipment and Responsibility:

Standpipe or mast: Damage to the cables and hardware running from the connection point down the side of your house and into your home are the customers responsibility. Repairs must be performed by an Electrical Safety Authority (ESA) certified electrician. Work must be approved by ESA, before Burlington Hydro can restore your service.

Burlington Hydro's responsibility:

Service wire: BHI is responsible for repairs to the wire that comes from the street to your home.

Connection point: Burlington Hydro is responsible for repairs to the connection point, which is where the service wire ends, and your equipment begins.

Electric meter: Burlington Hydro is responsible for your meter and will replace or repair it as needed.

Underground conduit containing service line before the meter: Damage to the underground conduit is the responsibility of the customer, whereas, the service wire, running inside it before it connects to the meter, is the responsibility of Burlington Hydro.

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