



Dorothy Moryc, P. Eng.  
Manager of Distribution Engineering

## WATERLOO NORTH HYDRO INC.

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[www.wnhydro.com](http://www.wnhydro.com)  
ECRA/ESA Licence No. 7004206

March 20, 2014

File:WA-O14-OH-M020.

Dear Waterloo North Hydro Customer,

Waterloo North Hydro (WNH) is currently examining renewal options for the electrical distribution system in your area (see map on reverse). The area under study consists of the following streets:

Weber St N( Eastside only) From Mackay Crescent to Marshall St.  
Marshall Street from Weber St N. to Mun. No. 137 Marshall St.  
Alvin Street from Marshall Street to MacKay Crescent.  
MacKay Crescent from Alvin Street to Weber Street.

As you reside or conduct business within this area, we would like to hear back from you regarding any issues or concerns you may have that pertain to our electrical system in this neighbourhood. We also want to share with you background information about this project.

WNH is committed to providing you with safe, reliable and affordable electricity. To achieve this, investments need to be made to renew or enhance the electrical distribution system that brings power to your home or business. WNH is investing in your area to (1) maintain safety by replacing older cables, transformers, poles or wires, some over 30 years of age; (2) reduce the expected frequency of outages and improve our ability to shorten duration of power outages if they do happen; (3) improve efficiency by retiring old and inefficient stations and circuits.

Customer service and satisfaction is very important to us. We understand that the activities that we undertake in renewing our infrastructure may have an impact on you and we do our best to minimize the number and duration of outages throughout the construction process. We also ensure that we restore all site conditions to their original state after our construction activities are complete.

Prior to forming any renewal options, we want to hear from you about any issues or concerns you may be having with the electrical infrastructure in place today. Here is a sample list of items that may be applicable:

1. Concerns with either the frequency or duration of power outages affecting your home or place of business
2. Concerns with the power quality issues affecting you, such as frequent dimming of lights or frequent resets of your electronic devices
3. Concerns related to safety, such as proximity of lines to buildings or trees
4. Any plans you may have to upgrade the electrical service to your home or place of business.
5. Any plans to you may have to replace and/or widen your existing driveway as electrical cabling is often placed under driveways.
6. Any other issues related to the electrical infrastructure in your neighbourhood that you would like us to address or improve as a result of our renewal work.

For your convenience, you may provide your comments or feedback one of the following ways:

1. By e-mail to our dedicated project mailbox: [alvinmackay04-27@wnhydro.com](mailto:alvinmackay04-27@wnhydro.com)
2. By mail addressed to Joe Gennaro, the project designer for your neighbourhood at: 526 Country Squire Road, P.O. Box 640, Waterloo, Ontario, N2J 4A3
3. By inserting a separate note addressed to Joe Gennaro together with your hydro bill payment
4. By contacting Joe Gennaro via phone at 519-888-5564

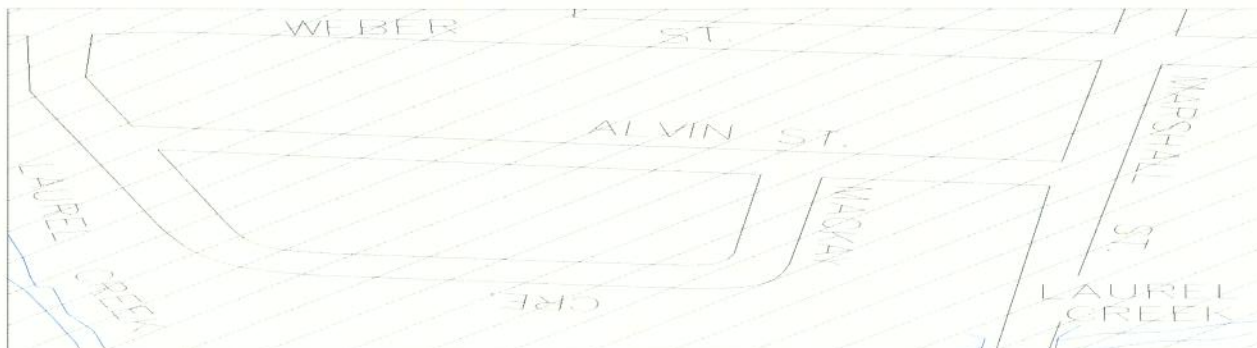
Kindly include your name, phone number, property address and e-mail address in your communication with us so that we may be able to contact you with any follow up questions we may have.

Your input is extremely important to us as it will help us shape our renewal plan. We want to make sure that we address your concerns in our renewal design as much as possible. This is why we need to hear from you early, ideally by April 21, 2014.

Our next step in the renewal process will be to compile the input received and develop an area plan that addresses as many of the concerns as possible. This process is expected to take a few months and may involve site meetings with individual home owners regarding plan details as they pertain to individual properties. During this time you may also notice the presence of underground utility locate marks near or on your property and/or survey crews gathering information needed for design.

At the end of the renewal plan development stage, we will communicate to all customers within the study area the outcome of our work and how the input received from the neighbourhood has been incorporated into the plan.

### DESIGN AREA



We look forward to hearing from you and sincerely appreciate the time and effort required on your part as we embark on this very important project to your community.

Sincerely,

Dorothy Moryc, P.Eng.  
Manager of Distribution Engineering