

THIS IS WHAT WE'VE HEARD:

You love how your neighbourhood looks and feels and you want to preserve this.

We know that there are a number of things that are really important to you:

- » Balancing renewal and preservation
- » Your trees
- » The aesthetic of your streets

How did we learn this?

We heard you at our Town Hall meeting on June 21st and are taking your concerns to heart. Since then we've deepened our understanding of your concerns by:

- » Meeting with City of Waterloo staff, Councillor and Mayor to better understand objectives of a successful outcome
- » Receiving email in our dedicated project email box

- » Corresponding with residents about their concerns and questions
- » Conducting focus groups

To begin addressing your concerns we're:

- » Making significant changes to our stakeholder engagement process, which include hosting this Open House to get your feedback on available renewal options
- » Reviewing all alternative renewal options for your neighbourhood
 - Overhead (OH) designs that have less impact on the tree canopy
 - Underground solutions (UG)
 - Strategic combination of both UG and OH
- » Developing alternate design standards that have less impact on the tree canopy

- » Preparing budgetary costing of possible renewal options
- » Studying the impact of renewal options on other stakeholders
- » Conducting power quality investigations

What we're going to do:

- » Use the feedback we receive today and from the focus groups to develop a design to discuss with you
- » **It will take us 12-24 months to develop the design**

WE'VE LEARNED A LOT.

We have learned a lot from our work on Allen Street. We approached this work as we have done in the past; this was not the right approach for this area.

To avoid this type of situation in the future, we have made the following changes to our process:

- » Advance notice is provided via the “Projects Affecting You” area on our website
- » Customers are notified at the beginning of the design cycle and are given more information and an opportunity to participate
- » Our existing tree impact review process with the municipality and affected home-owners has been strengthened, formalized and documented.
- » Design staff continue to meet with home owners to address particular concerns

The development of Area Plans will include:

- Advance notice provided to residents beyond those abutting the construction areas
- Project specific mail box
- Focus groups and stakeholder involvement
- Open house
- Feedback will shape options
- Communication plans for project outcomes



Waterloo North Hydro Inc.

RECENT WNH PROJECTS UNDERTAKEN IN UPTOWN

Our history of successful projects in the uptown area suggested to us that our stakeholder engagement process was satisfactory.

STREET	YEAR	STREET	YEAR
James Street	2012	Somerset Crescent	2009
Park Street	2010 / 2011	Dick Street	2008
Empire Street	2012	Erb Street	2008
Douglas Street	2012	Avondale Avenue	2008
Stanley Drive	2012	Dietz Avenue	2006
Melbourne Crescent	2009	Alexandra Avenue	2006

This was not the right approach for the Allen Street project. To avoid this type of situation in the future, we have made the following changes to our process:

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- » Our existing tree impact review process with the municipality and affected home-owners has been strengthened, formalized and documented
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HOW IT WORKS:

There are options for addressing your concerns.

- » As you move around the room, you will find a description of these options
- » Take some time to read the information presented here and ask WNH staff your questions
- » Then, go to the voting board to indicate your preferences



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