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## WATERLOO NORTH HYDRO INC.

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Dear Waterloo North Hydro Customer,

In 2014, Waterloo North Hydro (WNH) commenced the development of an electrical servicing area plan for your neighbourhood and invited you to tell us about any issues or concerns you may be having with the electrical infrastructure in place today.

On June 27<sup>th</sup>, 2017, WNH hosted an Open House at St. Teresa Of Avila Catholic Elementary School in Elmira presenting a variety of approaches for renewal work that were developed to address concerns of the residents. During this event we obtained valuable input from the attendees. The information from the Open House can be found on our website by following the link below for Birdland North Area Plan Development:

[www.wnhydro.com/stayinformed/projectsaffectingyou](http://www.wnhydro.com/stayinformed/projectsaffectingyou)

Based on the feedback received from residents, we have determined the best approach for renewal of the electrical distribution system in your neighbourhood is the **Hybrid Service Approach**. In this approach, WNH plans to put all high voltage cabling underground within the municipal right-of-way and rebuild existing pole lines to accommodate low voltage wires only, except for a new high voltage pole line on the south side of First Street West between Snyder Avenue South and Meadowlark Road.

This option allows WNH to upgrade the outdated infrastructure, implement main and alternate supply points for each street and provides a migration path to front lot underground service. The **Hybrid Service Approach** option allows each home service to remain unchanged until a service upgrade is requested. For more information about this option, please see online poster titled **HYBRID SERVICE APPROACH** and the corresponding **HYBRID SERVICE PLAN** by following the link above.

Our next stage will be to proceed to detailed design on a street-by-street basis. Detailed information will be communicated to the area residents by:

- Delivering pre-design letters to inform you when WNH will be starting design for your street
- providing WNH design contact information specific to the project
- working closely with residents on the particular street
- proceed to construction in mid summer of 2017

The web site materials posted also include general information about home service conversion to the new front underground system in poster titled **FULL UNDERGROUND APPROACH** and the **OVERHEAD to UNDERGROUND CONVERSION PRESENTATION**. Any resident of this neighbourhood wishing to explore the option further is encouraged to contact us for more details at [elmira04-39@wnhydro.com](mailto:elmira04-39@wnhydro.com). For the duration of our construction in this area (approximately till December 2019), WNH is offering an incentive by waiving WNH fees for service conversion. For an average home, this is approximately \$1,000 savings.

Waterloo North Hydro encourages the customers with questions or concerns to contact us either at the dedicated email address [elmira04-39@wnhydro.com](mailto:elmira04-39@wnhydro.com) or by phone at 519-888-5552.

We look forward to working with you on this very important project for your community.

Regards,

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