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Dear Waterloo North Hydro Customer,

In spring of 2013, Waterloo North Hydro (WNH) commenced a 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 Wednesday, September 11, WNH hosted an Open House at Waterloo Public Library presenting a variety of approaches for renewal work that were developed to address concerns of the residents. During this event, we discussed options for the electrical distribution system in your area and obtained valuable input from the attendees. The information from the Open House can be found on our website by following the link below:

www.wnhydro.com/stayinformed/projectsaffectingyou

Based on the feedback that we received from the residents to date and considering the varied age of WNH distribution poles, (see **Find your area** poster by following the link above), we have determined that the best suited approach for renewal of 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 where required to accommodate low voltage wires only.

This option allows WNH to upgrade the outdated infrastructure promptly, to implement main and alternate supply points for each street and provides a migration path to front lot underground service. Residents with overhead services can convert to underground on their own schedule; while those who wish to convert their service now, can do so at the time of WNH renewal work. For more information about this option, please see online poster titled **OPTION 3: Hybrid Service Approach** by following the link above.

Our next stage will be to proceed to detailed design on a street-by-street basis starting with Area 1. 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 over the winter 2013/2014

If you did not attend the Open House event on September 11th and wish to convert your overhead service to underground at the time of WNH construction, please send us an email to westmount04-08@wnhydro.com

Waterloo North Hydro encourages the Westmount customers with questions or concerns to contact us either at the dedicated email address (westmount04-08@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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