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### **Waterloo North Hydro - Balancing Renewal and Preservation**

#### **Waterloo Uptown West Update**

##### **Dear Waterloo North Hydro Customer**

Last year Waterloo North Hydro (WNH) set out to understand residents' concerns regarding the renewal of the electrical distribution system in Uptown West. This is an area bounded by Erb St, John St, Westmount Rd and King St in Waterloo. This renewal is necessary to maintain safety, improve service and increase efficiency.

To address these concerns in the best way possible, a number of initiatives were taken, some of which included;

- letters to the 1500 area customers providing information and inviting participation in a renewal consultation process
- creation of a project specific email box to focus and improve communications with residents
- creation of a web page to provide advanced notice of larger capital projects to all customers
- development of predesign and revamping of preconstruction customer notifications to provide more information on the impacts of the proposed work and more timely opportunities for customer consultation
- development of alternate design standards to reduce the impact on the tree canopy
- hosting of two focus group meetings to cultivate a better understanding of the issues

On October 29th, 2012, WNH also hosted an Open House, presented a variety of approaches for the renewal work and obtained valuable feedback from residents. We learned from the Open House that the majority of participants expressed an interest for WNH to explore a variety of overhead service options that reduce the impact to the tree canopy. The main elements of this include

- no additional circuits on the poles,
- poles to remain at same height or increase by no more than five(5) feet above existing,
- no planned removal of trees due to hydro upgrades, and
- the least possible tree trimming allowed by safety regulations

Information from the Open House can be found on our website [www.wnhydro.com/stayinformed/projectsaffectingyou](http://www.wnhydro.com/stayinformed/projectsaffectingyou)

Since the Open House, Waterloo North Hydro has been working to develop an Area Plan for Uptown West taking into account the community feedback received. Once the Area Plan is far enough along, WNH will once again consult with Uptown West residents and host a second Open House in approximately 12 months.

In addition, as we communicated at our first Open House, the second power circuit on Allen Street, west of Park Street will be removed and the poles lowered by five (5) feet. This work is scheduled to occur during the summer of this year. Residents on the affected section of Allen Street will be receiving further details about this work shortly.

In the meantime, WNH crews may be in the area but only to perform routine services such as switching operations, maintenance activities, equipment repair, responding to outages and making connection changes.

Waterloo North Hydro encourages Uptown West customers with questions or concerns to contact Waterloo North Hydro either at the dedicated email address ([uptown04-16@wnhydro.com](mailto:uptown04-16@wnhydro.com)) or by phone at (519-888-5552).

Regards,

A handwritten signature in black ink that reads "Herbert Haller". The signature is written in a cursive style with a large initial 'H'.

Herbert Haller P.Eng.

Vice-President, Engineering & Station