Hydro One Brampton Networks Inc.

175 Sandalwood Pkwy West Brampton, Ontario L7A 1E8 Tel: (905) 840-6300

www.HydroOneBrampton.com



December 23, 2013

## Dear Hydro One Brampton Customer:

Unfortunately, ice build-up on trees, hydro lines and electrical equipment are still causing problems for our distribution system. Hydro One Brampton is urging customers to stay clear of downed wires and to report them to our Emergency Control Centre at (905) 840-6300 x 7250.

Hydro One Brampton is providing additional information to residential customers who are supplied electricity through overhead cables. The reason for this additional information is to bring to your attention that you may be required to obtain the services of a certified electrician to inspect, fix and attain electrical safety permits before Hydro One Brampton can re-connect your service.

The diagrams on the attached page illustrate the most common overhead service connections to your home. Hydro One Brampton is responsible for the overhead line on the street to the customer point of ownership. The customer is responsible for all repairs of customer-owned equipment after the customer point of ownership as shown in the attached diagram.

Due to regulations, Hydro One Brampton is not permitted to perform any work on customer-owned equipment. These repairs must be made by a certified electrician approved by the Electrical Safety Authority. Once repairs have been made to the customer's equipment the customer electrician must contact Hydro One Brampton for re-connection.

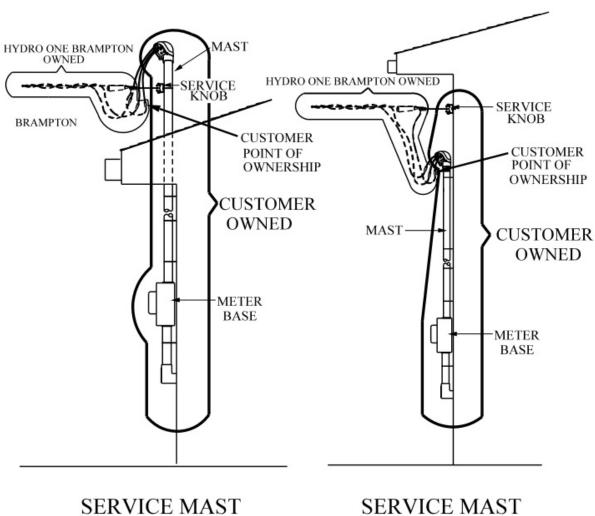
For your convenience, Hydro One Brampton is providing a link to Electrical Safety Authority's website: <a href="http://www.esasafe.com/consumers/contractorlookup/">http://www.esasafe.com/consumers/contractorlookup/</a> and phone number: 1.877.372.7233.

All tree limbs that may impact hanging overhead cables must be cleared before Hydro One Brampton can re-connect your service. Clearing of trees on customer-owned property is the responsibility of the customer.

Financial assistance may be available through your home insurance program.

Please note that the City of Brampton has set up warming shelters at several community and recreation centres for residents without power. Contact the City at 3-1-1 or call 905-874-2000 for these locations.

Information updates are available on our website at <a href="www.HydroOneBrampton.com">www.HydroOneBrampton.com</a> and customers can also follow our Twitter account @Hydro1Brampton for the latest information on power restoration in your area.



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