



# KAREN MCCRIMMON

MPP for Kanata-Carleton

April 10, 2024

David Lebeter, President and CEO of Hydro One

Todd Smith, Ontario Minister of Energy

Dear Mr. Lebeter and Minister Smith,

Already this year, power in the northwest Ottawa region has gone out six times, twice due to “urgent planned outages”. I fully support the upkeep and labour required for a resilient power network. However, the lack of communication from Hydro One has often left residents and customers without power, completely without warning. Hydro One has a robust notification network which, under normal circumstances, gives constituents the warning they need to properly prepare for a lack of power.

However, recent outages have come without warning and with a continued lack of communication. This warning is vital to customers who could take steps to reduce the impact of power loss. Actions like preparing generators and finding alternate power for sump pumps can help save a resident’s home and should be treated as a high priority whenever possible. I am calling on Hydro One to reevaluate the chain of communication and all internal processes to ensure that residents and customers are given as much warning as possible. Regardless of the planned or unplanned nature of outages, the impact of advanced notification cannot be understated. Minutes matter.

I am also calling on the Ministry of Energy to fully support Hydro One in the implementation of any program necessary to update Hydro One’s notification practices and capacity. Furthermore, the frequency of outages is increasingly unacceptable. Ontario’s power grid needs urgent investment to ensure its resilience and reliability.

Sincerely,

Karen McCrimmon

MPP for Kanata-Carleton