

# Planned Upgrades

## Your Questions Answered

In order to deliver safe and reliable electricity to your home/business, we will be rebuilding/upgrading the electricity system in your neighbourhood.



**Please read this important customer communication.**

It contains information about how we communicate with you during our rebuilding work and when there are planned outages.

**Please contact our Customer Services Department if you have any questions.**

We thank you for your patience while we work to improve the long-term reliability of the electricity system in your neighbourhood.



### Planned outages will occur during the rebuild

To safely upgrade our system, we need to temporarily disconnect power to your home or business. Depending on the work our crews need to complete, there are two outage classifications:



#### **Short Term Outages – Less Than One Hour**

Where we expect to disconnect your power for less than one hour, we will make every effort to notify you in advance of the outage.



#### **Longer Outages – Over One Hour**

Where work is expected to last longer than one hour, our goal is to provide you with at least two-days advance notice of the outage.

# We are rebuilding our electricity infrastructure in your neighbourhood.

## **Q What work are you doing in my neighbourhood?**

**A** Please read the letter that we provided to you with specific details on the timing and scope of the rebuild work to be completed.

## **Q In order for your crews to work safely, I know that from time to time you will need to disconnect my power. How frequent and long will these outages be?**

**A** During the rebuild, the outages are normally one hour or less. While we are working in the area, you may experience a number of short term outages and, at most, one or two longer term outages.

## **Q What is a short term outage?**

**A** A short term outage lasts from one minute to a maximum of one hour.

## **Q What is a longer term outage?**

**A** We consider a longer term outage to be a planned outage that will be longer than one hour.

## **Q Do you work on weekends?**

**A** Our crews normally work from Monday to Friday. We work on weekends if an unplanned emergency comes up.

## **Q Why aren't you providing us with advance written notice of every outage, even the short ones that are less than one hour?**

**A** In the past, we hand delivered written notices to affected customer for every planned outage. Customer feedback told us to be more efficient and reduce our environmental impact by saving paper. Now, we use other methods to notify customers in advance of planned outages that are less than one hour.



## **Q What if I rely on electricity to operate my business?**

**A** We appreciate the impact outages have on all of our customers. If you operate a business, please contact our Customer Services Department at (519)-751-3522. Please tell us that you are calling about the rebuild project in your neighbourhood and want to be placed on our Business Contact List. We will make every effort to provide advance notice of planned outages.

## **Q What happens if the rebuild work is not completed in one hour?**

**A** We want to minimize disruption to our customers. During the rebuild, we may need to disconnect your power for longer than one hour. If this happens, we will make every effort to notify you in advance of the planned outage. For outages longer than one hour, our goal is to provide you with at least two-days advance notice.

## **Q While you were working on rebuilding the system, you damaged the grass in my boulevard. Will you repair the damage?**

**A** Yes, absolutely. After completing rebuilds, we inspect impacted properties and restore boulevards, grass and pavement to as close to the original as possible. Depending on the season, additional time may be required to restore the landscaping.



## **Q What should I do if someone at home relies on electricity to power an oxygen pump?**

**A** We appreciate knowing this. If you or someone in your home has a medical condition that relies on electrical equipment – or if you have another critical reason that requires advance knowledge of short term outages, please contact our Customer Services Department at (519)-751-3522. We will make every effort to provide advance notice of both planned short and longer term power outages.

## Contact Us



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