

Toronto Hydro
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Dear CityPlace Residents,

We wanted to provide you with an update on our efforts to address the recent outages you experienced between August 28 and September 4.

As we've shared with you previously, the two main electricity supply feeders (underground cables providing your area with power) had issues at the same time—a situation that is extraordinarily uncommon. We've now completed the full remediation plan for both feeders servicing CityPlace, and our crews worked around the clock to replace approximately 1.5 Km of cable where the failures were identified. Once again, CityPlace has redundant power from two sources, and now with new equipment.

To ensure the reliability of the new equipment, we've completed extensive testing of new and existing sections of cable. We're continuing to monitor conditions and will address any issues that might arise from the testing.

The CityPlace neighbourhood is a rapidly expanding community that has historically experienced few outages, and we're continuing to monitor the electricity demands and conditions closely to help prevent future outages.

Toronto Hydro is conducting a review into the cause of these outages and will be sharing our findings with CityPlace property managers and Councillor Cressy's office. Understanding of the cause of the outages will be helpful, but we don't expect that the results of the investigation will impact the remediation plan or the efforts made. We do expect the work completed will help to provide reliable power to City Place for many years to come.

Thank you for your ongoing patience and understanding. Once again, we apologize for the inconvenience caused by these outages.

Sincerely,

Toronto Hydro