

**MINUTES OF AN AMHERSTBURG MUNICIPAL COUNCIL
SPECIAL PUBLIC MEETING With HYDRO ONE and ESSEX
POWER REGARDING POWER OUTAGES On THURSDAY,
OCTOBER 2, 2008 Held in Council Chambers Beginning at 6 PM**

PRESENT:

Mayor Wayne Hurst
Deputy Mayor Robert Bailey
Councillor Rick Fryer
Councillor Robert (Bob) Pillon
Councillor John Sutton
Councillor Paul Renaud
Councillor Rosa White

ALSO PRESENT:

Pamela Malott, Chief Administrative Office
Paul Beneteau, Treasurer
Cindy Hazael-Gietz, Deputy-Clerk
Raymond Tracey, President & CEO, Essex Power
Kevin Leslie, Line Supervisor, Essex Power
Greg Bartlett, Line Supervisor, Essex Power
Tom Lewis, West Zone Superintendent of Provincial Lines,
Hydro One
Stan Bulkiewicz, Essex Customer Operations Manager,
Hydro One

ABSENT WITH NOTICE:

Lou Zarlenga, Manager of Public Services
Dwayne Grondin, Public Works Inspector/Coordinator of
Development Services

CALL TO ORDER

The meeting was called to order at 6:00 P.M.
Councillor Pillon arrived late to the meeting this evening.

DISCLOSURE OF PECUNIARY INTEREST

None

INTRODUCTION BY THE MAYOR

Mayor Hurst welcomed the Residents, Business Owners and Representatives from Essex Power and Hydro One and stated that this forum was designed to provide an opportunity to the town residents and business community to voice their concerns to the service providers. The Mayor indicated that often Amherstburg has experienced outages which have resulted in significant financial losses for residents, small businesses and industries. Mayor Hurst stated that the Delegations would address the service providers and then the Representatives from the service providers would have an opportunity to respond to the questions and concerns. Mayor Hurst advised that Councillor Pillon will be joining the meeting in progress.

REPORT # 1

Moved by Councillor Renaud
Seconded by Councillor Sutton

That the report from Hydro One Networks Inc. regarding frequent outages in Amherstburg during the months of June, July and August of 2008 be received.

Motion Carried

COMMENTS FROM THE PUBLIC

Scheduled Delegations and Present Members of the Public were allowed to voice their concerns to Council and Representatives of Hydro One and Essex Power in the following order:

1) Janice Busch – Resident – 204 Pointe West Drive

Written correspondence is attached and forms part of these minutes.

2) Dean Palmer – Honeywell Flourine Products

Written correspondence is attached and forms part of these minutes.

Mr. Palmer thanked Mayor Hurst and members of Town Council for providing this opportunity to Residents and Business Owners within the community. Mr. Palmer indicated that since the issues have been documented, he has received feedback and enquiries pertaining to the situation from the service provider. Mr. Palmer indicated that he has already seen positives steps in bringing issues forward. Mr. Palmer described the unique Operational issues pertaining to a chemical manufacturing plant and stated that

one of the things that drew the industry to Amherstburg was the availability of hydro and electricity. Mr. Palmer stated that these services are fundamental to the Operations at Honeywell. Mr. Palmer indicated that anything that can be done to help with delivery would be appreciated. Mr. Palmer stated that Honeywell is unique in that the momentary power interruptions cause significant difficulties, down time, costs, etc., and further that while the feedback received from residents is that the grid has improved, the current number of outages seems excessive.

3) Troy Loop – Boblo Island Resort Community

Written correspondence is attached and forms part of these minutes.

Mr. Loop indicated that he was attending as a representative of Domenic Amicone and the Residents of Boblo Island Resort Community. Mr. Loop gave a brief history of events regarding the total loss of power on Bob-lo and the installation of a Generator, illustrating the maintenance requirements and interruptions of service associated with the current plan. Mr. Loop was looking for a detailed explanation regarding plans to restore the islands services to an acceptable level.

4) Kirk Sills – 13 Jones Court, Amherstburg

Written correspondence is attached and forms part of these minutes.

Mr. Sills thanked Council for the opportunity to address the service providers on behalf of residents in his area. Mr. Sills indicated that he has been keeping logs since March 2006 regarding power outages. Mr. Sills indicated that during the course of the 23M7 outages, he sustained the loss of a freezer. Mr. Sills stated that he went through all the steps necessary in filing an insurance claim through the provider's insurance company; through their investigation it was found that no fault rested with the service provider and therefore no claim was paid. Mr. Sills indicated that service technicians indicated the compressor failed due to surges and spikes in power. Mr Sills indicated that a monitor was placed in the home resulting in a favorable reading; however Mr. Sills was not supplied with any reports or evidence of this result. Mr. Sills voiced his frustration with respect to the losses many Residents are experiencing. Mr. Sills agreed that the grid has improved somewhat but indicated that the number of power outages are unacceptable, sighting events on Sept 19th and 20th of this year where 3 separate power outages occurred.

5) Reni Rota – Owner of Sobey's and Resident of the Town.

Mr. Rota indicated that everyone has concerns with frequency of the outages and as we continue to improve our grid we hopefully will get to the point where frequency is brought down. Mr Rota identified concerns with duration of outages and communication

problems as being the major factors impacting business. Mr. Rota provided the following description of events that would occur in the event of a power outage:

- 15 minutes into an outage the store is evacuated
- 20 minutes time to process orders to front end system before battery back up fails
- 20 minutes – remove perishable products from counters to walk in coolers - inventory of perishable is close to half a million dollars
- When the decision to start pulling products is made we require 25 staff members and would begin call in procedures. Frozen foods are covered with cardboard in order to save the product.
- If within 1 – 2 hours the power is restored the expenses associated would reflect 4 -5 hours of additional staffing costs, loss of sales estimated at \$10,000 – 25,000, damages to product associated with rushing to remove estimated at 2 – 3%.
- If the power is out beyond 2 hours of course the impact is far worse

Mr Rota asked the representatives to make efforts to improve the communication element in order that business and industry are better able to make decisions that would minimize losses. Mr. Rota indicated the willingness of The Chamber of Commerce and Town of Amherstburg to work with Hydro One and Essex Power to coordinate communication efforts.

6) Ryan MacDonald – Walmart Superstore, Amherstburg

Mr. MacDonald identified concerns with respect to the safety of customers (trip and fall hazards) as the biggest concern and stated that at any given time, 300 – 400 customers are present in the store. Mr. MacDonald provided the following description regarding the process Walmart, Amherstburg follows each time an outage occurs:

- Evacuate store
- Call in additional staff and requisition refrigerated trucks.
- Conduct Meat Probe testing at 15 minute intervals and discard the tested items.
- Contact Head Office staff

Mr. MacDonald indicated that \$125,000 in product was lost during the last outage. Mr. MacDonald also expressed the frustration regarding communication issues; a report regarding the cause of the outage, estimated duration would be helpful in making business decisions that would reduce the losses incurred. Mr. MacDonald stated that he has resided in 4 provinces and 14 different Towns and has not experienced outages to this degree.

7) Bob Pajot - 146 Grant Ave, Amherstburg

Mr. Pajot indicated that the list of outages provided in the report is not complete and sighted August 3rd as an example of a missing item. Mr. Pajot indicated his

dissatisfaction with Hydro One's service particularly the lack of communication. Mr. Pajot indicated that he has been awaiting a call back from Hydro One since June of this year and further that the answering service and voice message system is inadequate to provide service to the area.

8) Joel Ouellette – Computer Data Products

Mr. Ouellette indicated that he works for a small local computer business which is directly affected by power outage and is in the unique situation where it is also aware of outages that also affect many other residents and business owners. Mr. Ouellette stated that whenever there is a power outage, significant losses are incurred with respect to equipment. Mr. Ouellette also stated that as a wireless network provider, Computer Data Products has the infrastructure in place that allows reporting of outages throughout Old Amherstburg, Harrow and Old Anderdon. Mr. Ouellette reported that 90 % of all the issues his workplace has dealt with are caused by low voltage, high voltage intermittent power. Mr. Ouellette stated that even when the lights are on, the voltage inconsistencies are still causing problems resulting in lost equipment and dollars. Mr. Ouellette volunteered to provide the hard data upon request.

9) Paul Jones – Towne Shoppe

Mr. Jones reported power outage in the week of Christmas and at other peak selling periods that has dramatically affected his business. Mr. Jones indicated that he relies on the power to be working and maintaining a consistent voltage as he has experienced problems with high voltage. Mr. Jones stated that his computer is equipped with a system that alarms users to shut down during periods of fluctuating voltage and further stated that he must shut down his computer system on a regular basis. Mr. Jones requests that action be taken by the service provider to reduce these occurrences and allow for normal business to take place.

10) Deborah Pajot – 146 Grant St, Amherstburg

Ms. Pajot indicated that she has encountered significant outages since 1997 both at her residence and at her previous business location on Dalhousie St and further that the majority of occurrences took place on picturesque days when inclement weather would not have been a cause. Ms. Pajot also indicated her frustration with Hydro One and Essex Power specifically regarding the issue of accountability. Ms. Pajot indicated that she has seen no improvement and also stated that she is frustrated when calling either provider for information or assistance.

11) Grace Zuk – Owner of Duffy’s Tavern

Ms. Zuk indicated her frustration with the communication issues and stated that as a service provider, it is the responsibility of Essex Power and Hydro One to better communicate to their customers. Ms. Zuk stated that better communication to customers regarding duration of outages would go a long way in easing the tension that is currently felt throughout the business community in Amherstburg. Ms. Zuk stated that as a business Essex Power and Hydro One are falling short of the expectations.

12) Barry Evans – 116 Fryer St.

Mr. Evans asked how many feeders currently come into Amherstburg. Mr. Evans also asked that the service providers investigate the feasibility of taking control of the old power station on General Chemical Lands and resurrect it as a power generation site.

Hydro One – Tom Lewis, West Zone Superintendent of Provincial Lines and Stan Bulkiewicz, Essex Customer Operations Manager Hydro One

Tom Lewis of Hydro One thanked the Residents and Business Owners for their comments and assured the rate payers Hydro One takes all of these concerns very seriously. Mr Lewis provided the following information with respect to questions and concerns raised at the forum:

Maintenance and Condition of Lines:

- Over the past 18 months Hydro One has changed 1800 problematic insulators.
- Amherstburg is currently fed by 6 feeders from Keith Transformer Station and Malden Road Station
- Interruptions in power occur due to lightning, wind, vehicles, animals, vegetation and trees, conductor dig-ins and equipment failures over the 25 km span of lines that feed Amherstburg.
- Hydro One is using a proactive approach by taking the following steps: change out insulators, thermal vision camera scan completed of all the lines in the area which indicates hot spots, ongoing voltage and current surveys.
- Hydro One is within CSA standards at all times and the capacity is meeting the need of the current load requirements.
- The Pole testing program and pole replacement program is in place.
- Hydro One has strategically placed fault indicators to assist in locating outages
- The cycle trimming of trees in and around power lines have been accelerated to accommodate the heat and growing season in Essex County.
- Hydro One is doing an overhaul of breakers at the Malden & Keith transformer station and Keith of breakers that feed the feeders into the system.

Outage Management:

Hydro One maintains a state of the art outage management and notification system. Hydro One's (IVR) Internal Voice Recording system contains information with respect to current outages and the estimated time of restoration. Once the power is restored to the affected area, the IVR is set to perform automatic call backs to all those phone numbers on that system.

Concerns and Questions:

Mr. Lewis advised Mr. Palmer that momentary outages do occur as a result of several factors as previously discussed. Mr. Lewis advised that Ontario Hydro uses sub-breakers that will auto off the breaker, clear the fuse and limit the outage to just the specific area affected. Mr. Lewis indicated these sub-breakers must be installed for safety reasons and acknowledged that transient faults are difficult to mitigate.

Mr. Lewis advised Mr. Loops that Ontario Hydro does have a plan in place with respect to Boblo Island and are currently working with an engineering group and contractor to install new ducts under the Detroit River. Mr. Lewis indicated that additional cables to the island will also be included to accommodate future development.

In closing Mr. Lewis indicated that Hydro One is working with Essex Power to bring resolution to the issues and stated that a dedicated feed to the Town of Amherstburg will be added which should facilitate some improvements.

Essex Power – Raymond Tracey, President & CEO, Kevin Leslie, Line Supervisor and Greg Bartlett, Line Supervisor

Mr. Tracey indicated that the issues presented tonight regarding communication need to be resolved. Mr. Tracey provided the after hours call centre phone number 519-561-6366 as well as the Office Number 1-866-776-8900 which is staffed from 8:00 – 4:30 Monday through Friday. Mr. Tracey provided information with respect to other technologies that are utilized to inform customers of outages specifically email blasts, critical customer lists and the posting of messages on the web site. Mr. Tracey discussed the released capacity with respect to the Nexen Facility and indicated that this feeder capacity would allow for a direct route versus going through a number of different neighborhoods.

Mr. Tracey provided the following information with respect to questions and concerns:

Maintenance and Condition of Lines:

- Essex Power follows best practices with regard to inspection, pole replacements and infra-red scanning.
- Operations crews are located within Amherstburg for quick response to events
- Switching takes place between the 3 feeders to minimize impact of outages
- The new dedicated supply will add to the capabilities of the current system
- Essex Power's track record for response time is approximately 30 minutes

In Closing Mr. Tracey indicated that receiving the information tonight is important to help Essex Power conduct business better and stated that the company is committed to improving service to Amherstburg.

Councillor Bob Pillon arrived at 7:15 pm

Joel Ouellette, Computer Data Products asked about the variance in voltage. Mr. Lewis indicated that the system monitors the voltage and it falls within the CSA guidelines (106-129 volts). Mr. Lewis also stated that the technology is improving and the systems are becoming smarter; with the addition of smart meters, the data collection element will undoubtedly improve. Mr. Lewis advised business owners to communicate with him after the meeting if they would like to be added to the critical customer list.

Dean Palmer, Honeywell asked Mr. Lewis if the 25km stretch of feeder line is longer than industry norms. Mr. Lewis indicated that 30 km is the maximum standard. Mr. Lewis indicated that the cost to install a substation in the area is prohibitive (\$100 million).

CLOSING COMMENTS

Mayor Hurst thanked all of the residents, and business owners of Amherstburg as well as Hydro One and Essex Power for attending this public session. Mayor Hurst stated that Town Council is committed to ensuring improved service to Amherstburg Residents and Business Owners. Mayor Hurst stated that the service providers must improve communication levels.

Moved By Councillor White
Seconded By Councillor Fryer

That Council receive the comments made at this public meeting regarding power outage concerns.

Discussion

Councillor Fryer stated his concern with respect to a statement made by Mr. Lewis specifically “we have to live with the momentary power outages”. Councillor Fryer stated that we are not going to live with the momentary outages but we are going to work together to remedy the situation.

Motion Carried

NEW BUSINESS

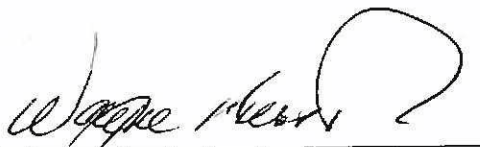
No new business items were brought up.

ADJOURNMENT

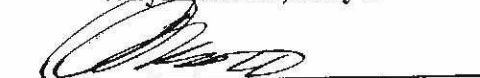
Moved by Councillor White
Seconded by Councillor Sutton

That Council adjourn at 7:45 P.M.

Motion Carried



Wayne Hurst, Mayor



Pamela Malott, Clerk

September 17, 2008

Mayor Wayne Hurst and Councillors
Corporation of the Town of Amherstburg
271 Sandwich Street South
Amherstburg, ON
N9V 2A5

RE: Recurring Power Outages and Brown Outs and Upcoming Meeting with Hydro One and Essex Power on October 2, 2008

Dear Sirs and Madam:

I am writing to support the initiatives taken by members of the public and your council to try to get improved electricity services to certain areas of our Town and to express my outrage and frustration with the ever failing electricity service to my home and workplace in Amherstburg. I understand that there will be a public meeting with Hydro One and Essex Power on October 2, 2008. Unfortunately, I will be unable to attend on this date but want to express to you my observations and comments in the hopes that you will be able to convey them to these two companies.

I live in the Pointe West subdivision on Pointe West Drive on the easterly arm of this U-shaped street. Since I moved to this area in 1996, I have experienced regular power outages at my home - which I would estimate to occur about once every two months, and more frequently with bad weather. The frequency of power outages far exceeded that experienced by me in my previous home in South Windsor. Power outages were so frequent, that we soon learned to stock up on candles and batteries and tired of resetting our clocks.

When I first moved to Amherstburg, the outages were frequent but short in duration. Over the last 6 or 7 years, I have noticed a marked increase in the number of outages and their duration. In the last year or so, I have noticed a marked increase in the length of time that these outages last. I have slept with my children in front of my natural gas fireplace because I have been without electricity and heat in my home for more than a day in the winter. I recall having to delay a visit by a computer technician to my home because I had no power. The technician called me every hour for three hours in the hopes that the power had come on before giving up and rescheduling his visit to another day. I can think of at least three occasions over the last few years in which I have had to finish cooking dinner on my natural gas barbecue because of a lengthy power outage.

The last two outages this year lasted for hours with no apparent bad weather to blame. They both started with the power alternating on and off several times before ultimately failing. On both of these occasions, I noted that, although the streetlights and all house lights on my block were out, the streets to the immediate east and west of my street appeared to have power and their street lights were on the entire time. Clearly this indicates an isolated problem which should be remedied by the hydro company or companies.

Over the summer, I have noticed that the digital clock on my natural gas oven would fade and flicker during the hot summer afternoons but would be bright in the evening. The repairman that came to look at it indicated that the clock was operating properly but, during the hot afternoons, the power supplied to my home was inadequate to light this digital clock. In the evening, when the drain on the power grid in the summer was lower, my clock could light up properly. This is clearly unacceptable and is causing undue wear and tear on my and my neighbours' appliances and equipment.

I own a business and work in my office at 41 Sandwich Street South. The outages experienced are significantly fewer at work than at home but are still frequent. We experienced very significant surges on a number of occasions causing damage to photocopiers, computers and computer monitors. In the late 1990's, we installed battery backups with surge protectors on all of our computers and later added surge protectors on all of our photocopiers to protect ourselves from this ongoing damage. At one point in time, we had a computer program which monitored the incoming electricity services and I was shocked to see a huge number of surges and dips in power which caused our battery backup system to kick in daily. Several years ago, some work was done in the area by one of the hydro companies which markedly decreased the number of surges experienced. We still, however, experience frequent power outages and there are frequent times when I am working at my desk and my battery backup system kicks in to run my office computer because the power has dipped below acceptable levels to run my computer. In fact, this happened in the course of my writing this letter today.

I and my business partner have spent a considerable amount of money equipping our office with surge protectors and battery backups not to have a state-of-the art system, but rather as a defence mechanism to protect us from the electricity supplied to our office in Amherstburg. The equipment that we have in place was purchased specifically to ward off the recurring damage and loss of hardware, software, data and work time caused by the repeated surges, dips and outages. Our office in Windsor is not experiencing such problems. The problems I have outlined are, in my view, particular to the Town of Amherstburg and need to be properly addressed and fixed.

It is my hope that our Town will require correction of these problems immediately. They have lasted far too long.

Sincerely,



Janice Busch

204 Pointe West Drive
Amherstburg, ON N9V 3R6
(W) 519-736-2154

Fluorine Products
Amherstburg, ON

Office: 519-730-2057
Mobile: 519-257-9463

September 8th, 2008

Power Supply Issues

Honorable Mayor and Members of Council:

Thank you very much for listening to our concerns about the reliability of the power grid in the Amherstburg area and setting a Public Meeting with Hydro One and Essex Power.

As an industrial user of electricity in the Chemical manufacturing sector, a steady supply of electricity is critical to our operation. Any interruption causes us to lose the key chemical reaction required to make our product, and several hours of downtime for a momentary blip is not uncommon. Our risk of losing chemical containment also increases exponentially with the loss of power, and we have to rely on an extensive backup system to protect the public and the environment.

On a separate copy I have provided details as to the failures seen at our facility since the beginning of the year, and the financial impact. We are operating in a sold-out business, so the 200 tons of lost production directly translates into lost sales of over \$1 Million dollars through September 8th of this year.

I would welcome an opportunity to share my concerns during the public forum.

Regards,



Dean Palmer

Power Outages 2008 YTD

<u>Inc #</u>	<u>Date</u>	<u>Approx Time</u>	<u>Duration</u>	<u>Estimated Production Loss</u>	<u>Notes</u>
INC-08-47	6/8/2008	5:50 PM	not recorded	51 tons	Thunderstorm
INC-08-58	6/21/2008	2:40 AM	very short	11.4 tons	
INC-08-59	6/23/2008	2:00 PM	not recorded	17.4 tons	Thunderstorm
INC-08-65	7/16/2008	6:40 PM	not recorded	54 tons	7 power failures between 6:40 and 1:40 am (only 2 on Essex Power Logs)
INC-08-67	7/21/2008	11:15 PM	not recorded	4 tons	
INC-08-74	7/26/2008	2:00 PM	not recorded	12 tons	Thunderstorm - on Essex Power Logs
INC-08-79	8/8/2008	11:15 PM	not recorded	39 tons	On Essex Power files
INC-08-83	9/7/2008	7:10 AM	momentary	12 tons	Not long enough for backup generators to start, raining but not thunderstorms
				201 tons	
			@\$5000/ton	\$1,005,000	sales loss

Kristina Di Paolo

From: Hazael-Gietz, Cindy
Sent: Tuesday, September 23, 2008 4:30 PM
To: Kristina Di Paolo
Subject: FW: Boblo

From: Troy Loop [mailto:tloop@triamico.com]
Sent: Friday, September 19, 2008 2:36 PM
To: Hazael-Gietz, Cindy
Subject: RE: Boblo

Sorry I believed that I had done this when I replied below with Aug 26th at 8:44 am.

We unfortunately do NOT have any answer or any real explanation of our power outage from Hydro One. As part of Amherstburg's municipality this is the question we hope to get answers to as well as a plan 'B'.

The only history we have on the event is as follows...

Saturday, August 23rd

11 am – brown out conditions on Boblo

1pm – complete black , Hydro One en route

4pm – Hydro One sending for generator

8pm – informed by Hydro One that the four phased submersed line across the river from the mainland to Boblo had gone 'sour'

11pm – generator finally arrives

WE ARE STILL AWAITING TIMEFRAME FOR NEW LINE REPLACEMENT

Thanks for including this as a PRIORITY concern of the municipality.

Troy Loop

From: Hazael-Gietz, Cindy [mailto:cgietz@amherstburg.ca]
Sent: September 19, 2008 10:18 AM
To: Troy Loop
Subject: FW: Boblo

Good Morning Troy:

Will you have a formal submission for the Meeting on Oct 2nd regarding Power Outages; we would like to submit them to Essex Power and Hydro One at the close of business today.

Please advise.

Thank you

From: Hazael-Gietz, Cindy
Sent: Tuesday, August 26, 2008 9:56 AM
To: Troy Loop
Subject: RE: Boblo

Troy:

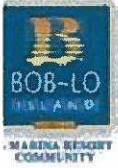
Thank you for your correspondence, I will add you to the list of delegates for Oct 2nd. Please provide me with a detailed sequence of events outlining your concerns so that we can forward same to Hydro One.

Regards,

From: Troy Loop [mailto:tloop@triamico.com]
Sent: Tuesday, August 26, 2008 8:44 AM
To: Hazael-Gietz, Cindy
Cc: Dominic Amicone
Subject: Boblo

With the recent complete loss of power to Bob-Lo, Saturday, August 23rd and Sunday, August 24th I would like to be added to the attendee list and agenda to inquire as to Hydro One's 'Plan B' during such occurrences. Specifically, I would like to inquire as to the relocation of the generator to the Island and source line repair procedures, to avoid 26+ hours of NO POWER while trying to remedy power loss situations.
Please feel free to contact me with any questions or concerns. The opportunity for direct communication is very much appreciated.

Troy Loop



Troy Loop
Facilities Manager
Corporate Office: 2155 Fasan Dr. RR#1 Oldcastle, Ontario, Canada N0R 1L0
Telephone: 519.737.1577 Ext. 232 ■ Cell: 519.818.4921 ■ Fax: 519.737.1929
Email: tloop@boblo.ca ■ Website: www.boblo.ca

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Cindy Hazael-Gietz
Deputy Clerk
Town of Amherstburg
271 Sandwich St South
Amherstburg, ON, N9V 2A5
Tel: 519-736-0012 ext. 227
TTY: 519-736-9860
Fax: 519-736-5403
Email: cgietz@amherstburg.ca
<http://www.amherstburg.ca>

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Hazael-Gietz, Cindy

From: Kirk Sills [praishim@sympatico.ca]
Sent: Tuesday, September 16, 2008 11:29 AM
To: Hazael-Gietz, Cindy
Subject: Re: Public Meeting Essex Power and Hydro One/Power Outages

Attention: Cindy Hazel-Gietz

Dear Cindy,

As per my conversation with Mayor Wayne Hurst on Wednesday September 10, 2008 I expressed to him my concern with the ongoing power disturbances that plaque the immediate area to which I reside. Since the March 4, 2006 23M7 feeder issues, the service has been somewhat marginal to being perfect. Between the later mentioned date and to present day there have been many outages and or power surges to which I do not have exact dates and times. Of course there are times when these occurrences happen outside of anybody being present at home, I know this since I have to reset clocks, computers in my household upon returning in the afternoon of those days.

I would also like to mention that I did go through quite a lengthy process of filing a damage claim to replace a freezer to which the compressor was damaged do to these problems of power disruptions. To no avail it was determined that through the investigation of this incident by Quelmec Loss Adjusters that Hydro One Networks was not liable for my loss.

I have a folder with copies of the River Town Times articles pertaining to the 23M7 feeder issues.

As you stated I will give you the most recent dates and times with regards to power outages starting with:

August 23, 2008

To which there were three separate disturbances. The first took place on that mentioned date at 10:50am followed by the second at 1:10pm and then the third at 3:45pm Although these outages were not to lengthy in time non the less they wreak havoc on many appliances in the household thus wearing down the life expectancy of that item.

September 14, 2008

A power surge took place at 6:54pm., again had to reset all clocks, phone messaging machines, computers and check that all other appliances, pool pumps were not affected and resumed there operation as normal.

I will forward all correspondence with regards to the 2006 issues for your review.

I would also like to mention that I would be interested in making a statement at the public meeting dated for Thursday, October 2, 2008 at 6:00pm in the council chambers.

Until then I will continue to keep a record of any power disturbances.

Sincerely,

Kirk Sills

Kirk Sills

9/19/2008

2008 10 02 Special Council Meeting
 Power Outages Minutes

<mailto:praishim@sympatico.ca>
13 Jones Crt
Amherstburg, Ontario
N9V3Y3
H.P.519.736.8202
Cell 519.566.9176

----- Original Message -----

From: Hazael-Gietz, Cindy
To: praishim@sympatico.ca
Sent: Wednesday, September 10, 2008 2:37 PM
Subject: Public Meeting Essex Power and Hydro One

Please find attached a copy of the Notice of Public Meeting for your information. As discussed, please provide me with a list of occurrences and concerns complete with dates of events by Sept 19th in order that these can be passed along to the Service Provider. If you wish to make a statement at the meeting, please indicate that as well.

Trusting the above is satisfactory,

Cindy Hazael-Gietz

Deputy Clerk

Town of Amherstburg
271 Sandwich St South
Amherstburg, ON, N9V 2A5
Tel: 519-736-0012 ext. 227
TTY: 519-736-9860
Fax: 519-736-5403
Email: cgietz@amherstburg.ca
<http://www.amherstburg.ca>

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For more information please visit <http://www.messagelabs.com/email>

Hazael-Gietz, Cindy

From: Kirk Sills [praishim@sympatico.ca]
Sent: Tuesday, September 16, 2008 11:31 AM
To: Hazael-Gietz, Cindy
Subject: Fw: Power Supply Disturbance

----- Original Message -----

From: Kirk Sills
To: gkeith@essexpowerservices.ca
Cc: jmcvittie@essexpowerservices.ca ; aparnell@essexpowerservices.ca
Sent: Wednesday, August 02, 2006 1:46 PM
Subject: RE: Power Supply Disturbance

Essex Power Lines
 360 Fairview Ave. W.
 Suite 218,
 Essex, ON
 N8M 3G4

WITHOUT PREJUDICE

Att: Mr. Gary Keith, Operations Manager

Dear Sir,

As I am sure you are aware with respect to the **Supply of Power** to the area that I live at (**Amherstburg, ON**) there is an **Ongoing Disruption** of power surges and or outages that plaque this area. I have been on holidays for 3 weeks so I have been home when it has occurred. As I mentioned to Janice when I talked with her last Friday, July 28, 2006 @ 1:49 pm At that time I explained to her that there was an outage @ approximately 7:15 pm Thursday, July 27, 2006 and Friday, July 27, 2006 @ 11:58 am both of which were not lengthy, but non the less this plays havoc on our appliances, computers (I have this item connected to a surge bar protector) and pool pumps and so on.

As I expressed my discontent towards these **Constant Disruptions** of power supply to the area, I also revisited in conversation the lengthy hydro outage which was experienced to this area on Saturday, March 4, 2006 on the 23M7 Feeder between the hours of 8:58 am and 4:40 pm at which point was due to multiple Hydro One problems, originating outside the Essex Powerlines distribution system. That Sir damaged my freezer to which I had gone through the process of filing a claim through Quelmec Insurance Adjusters, which unfortunately after a lengthy investigation lead to a **Dead End** since based on there findings it was concluded that neither the incident nor my loss was a result of any negligence or fault of Hydro One or its representatives. **WHAT!!!!!!** then whose F..... fault was it.....

Gary I am perturbed with these ongoing **Power Disruptions** and the **Problems** that result from them overtime to our Valuables. I can understand that at times there could, and probably will be some glitches in the system, but there seems to be more here than just the odd disruption. I expressed to Janice that more time should be spent investigating the equipment that supplies this power and ultimately someone should assume responsibility for the faults of such equipment. Then do what is needed to replace and or permanently fix the **Dam** problem for good. I also mentioned that these executives that sit day after day and contemplate what possible solutions could be adhered to fix the problems ought to get up off there ass and put there brains together and come to a solution. Its not a science I'm sure. With that being said we all know that we the consumer will bare any **hikes** or **increases** to our electrical billing to fix this. (*Imagine that*).

I have kept a file with respect to all the above described information, if it takes myself to stand on behalf of others in this community I will be more than willing to stand before any board to discuss this problem, so that it can be

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put to rest.

Furthermore a copy of this will be sent the Office of Mayor Wayne Hurst so that he will be abreast of the current situation.

Sincerely,
Amherstbug Customer
Kirk Sills
13 Jones Crt.
N9V 3Y3

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Public Meeting Sign In - Hydro One & Essex Power

10/2/2008

Name (print)	Affiliation	Address	Phone No.	Email
BARRY J. EVANS		116 Fryer St. A/Bulk	519 736-6822	barry.j.evans@hydro.on.ca
Kirk Sills		13 Jones Cr. t	519 736-8202	praishin@sympatico.ca
Cabwlngair		518 DeLunero St Ap 1208 A/Burg	(519) 736-5474	
Ryan Macdonald	Wal-Mart	400 Sandwich st. south	519-736-5600	RMACDONALD@Rogers.blackberry.net
Lennie Koster	Subway	85 Sandwich St.	519-736-4520	lennie.koster@hydro.on.ca
Ghewlts	EPC			
Dean Palmer	Honeywell	395 Front Rd. North	519-730-2057	dean.palmer@honeywell.com

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Public Meeting Sign In - Hydro One & Essex Power

10/2/2008

Name (print)	Affiliation	Address	Phone No.	Email
Bob Pajot	Homeowner	146 Grant Ave	736 6868	rol.pajot@netscape.ca
Debby Pajot	"	"	"	"
AL & CINDY McDONALD	Homeowner	19 FAIRWAY CRES	736-1806	mcdonaldale@netscape.net