



FREQUENTLY ASKED QUESTIONS

Planned work notifications and communications

Q. How will I know if my property will be affected?

A. Hydro Ottawa wants to make sure you have enough notice when we are working in your neighbourhood, especially if the work will require planned power interruptions and construction activities to complete. This means carefully scheduling work to minimize both the duration of the work and power interruption, as well as the number of customers impacted.

We always ensure that impacted customers are notified well in advance. Customers may receive project-specific notifications with an invitation to additional information sessions as required, weeks, sometimes months in advance; a second notification at least 5 business days prior to work commencing; and in some cases when power outages are required customers will receive a reminder notification 24-72 hours before the work commencing. Customers can expect to be informed through physical letter distribution, phone, email, and/or a text/SMS message. Customers can sign up for planned power interruptions alerts via [MyAccount](#).

In addition, once details have been outlined by our crews, Hydro Ottawa will provide customers with a map that will show the location of the impacted poles and/or transformers. Pole and cable replacement projects involve excavating and replacing existing poles or transformers/cable.

Q. Will I be notified if there is a power outage during the work?

A. If power outages are expected to occur during the project, residents impacted by an outage will be notified by email/SMS/phone before the scheduled outage. Residents will also receive written notification by letter if the outage is to last over four hours long.

Each cable replacement can take up to the full business day, impacting approximately 10 customers at a time, however; Hydro Ottawa will make every effort to ensure that each outage is completed in the shortest amount of time possible. Notifications for the scheduled outages will be provided to all impacted residents by phone/text/email no later than 48 hours ahead of the outage. As well, a written letter will be delivered to the impacted homes no later than 5 business days prior to the outage.

To ensure that you receive future communications from Hydro Ottawa pertaining to planned work that may impact your service address, we encourage you to review, and update as required, your contact information on your [MyAccount](#) customer portal.

Q. How will I be notified if the work is delayed or rescheduled?

A. If the project is delayed, all impacted customers will receive a phone/text/email notifying residents that the outage has been canceled. Once the planned work is rescheduled, customers will receive another notification via phone/text/email to notify customers of the new outage date. It is important to keep your information up to date so Hydro Ottawa can ensure you are receiving notifications and updates regarding planned outages in your area.



Customer support during a planned outage

- Q. I am/I have a person that requires critical care equipment during a scheduled power outage. Who do I speak with about this?**
- A.** Please contact our customer service team at 613 738-6400. Customer service will be able to provide assistance and the form, as well as instructions on next steps to ensure your residents are noted on the account. This does not mean that you will not lose power, but that alternate arrangements can be made.
- Q. What if I need to work from home during the outage and cannot charge my laptop or phone?**
- A.** Hydro Ottawa has a Battery Loan Program available to residential customers that is simple and easy to use. The program allows qualifying customers impacted by longer planned outages to request a battery pack which is conveniently delivered to their door on the morning of the outage, and picked up that same day. The battery pack can help power small electronics, such as cell phones, routers and laptops. If you qualify for the Battery Loan Program, Hydro Ottawa will communicate with you well in advance to allow you to register for your battery pack.

Vegetation management and roadway accessibility

- Q. Will any trees be affected?**
- A.** Trees along existing Hydro corridors are maintained regularly (minimum of once every 3 years).
- Q. What about the trees and my cedar hedge?**
- A.** Vegetation such as hedges and trees may also have to be removed if they impede access to our equipment, within Hydro Ottawa's easement.
- Q. Can I keep my vegetation?**
- A.** Yes. You may remove and/or transplant your vegetation. When planning this work it is important to maintain a safe distance between any overhead or underground electrical equipment. Before you dig, please call **Ontario One Call at 1-800-400-2255** and refer to Hydro Ottawa's 'Tree Planting Advice' brochure.
- Q. What will happen to the excavated area once your work is completed?**
- A.** The area will be brought back to finished grade with top soil and grass seed applied as required, depending on the location and work that took place. Please note that it is the customer's responsibility to maintain the restoration work, including the proper development of grass. Hydro Ottawa attempts to remove all extra fill used to fill pole holes, however small amounts may be left in place when placing topsoil and seed. Plants should have no issues growing through this area.
- Q. How will the construction affect our neighbourhood?**
- A.** Residents will notice increased construction presence throughout the duration of the project, including excavation activities and construction vehicles. Traffic control will be implemented when required in order to ensure that roads remain accessible and safe to residents.
- Q. Where are the underground cables and transformers located?**



- A. Hydro Ottawa's equipment is located within our easements or the City of Ottawa's Road Right-of-Way allowance. This may be located at the edge of your property or in your back and side yards. The new underground cables and transformers will be located in the approximate same location as the existing equipment.

Hydro Ottawa Safety Protocols

- Q. How is Hydro Ottawa ensuring the safety of staff and residents during COVID-19?**
- A. Hydro Ottawa crews practice social distancing where possible between teams that are on the project site. Where not possible, all members of the crew will be wearing masks. Hydro Ottawa residents are encouraged to remain socially distanced if approaching crews to ask questions.
- Q. Is this work being completed considered essential?**
- A. Yes, this work is essential as Hydro Ottawa is required to replace all aging equipment once it reaches the end of life.

Planned work definitions

- Q. What is an easement?**
- A. Your property may contain a Hydro Ottawa easement. This easement is a legal right of access for Hydro Ottawa to a portion of your property for the purpose of installing and maintaining its electrical distribution system. It is vital that easements be kept clear to permit access to the equipment that supplies you and your neighbours with electricity.
- Q. What is the City's Road Right-of-Way allowance?**
- A. "Right-of-Way" or "Road Right-of-Way" or "Road Allowance" means, generally, the band of land between private property lines that has been set aside by a government for public use and access for the purpose of travel, or utility use and access, for example, traffic signs, traffic signals, and utility services.