

ARRANGING FOR REPAIRS TO YOUR HOME'S ELECTRICAL SYSTEM

If there is damage to your home's electrical system, Enova Power may not be able to reconnect your power until you make repairs.

Although you may currently have power and may not have lost it at any point, your electrical equipment may still have experienced damage (most likely during a storm) that needs to be repaired. In some cases, temporary repairs may be allowed to enable immediate power restoration; however, these repairs will need to be permanently fixed in a timely manner.

Electrical Equipment May Belong to You and Not Your Electrical Utility

Typically a homeowner's ownership of electrical equipment begins where the wires attach to the house (see reverse side for typical connections). This means the wire from the pole to the house generally is the utility's, but the wires inside the mast/stack, and equipment attached to the house belong to you, the homeowner.

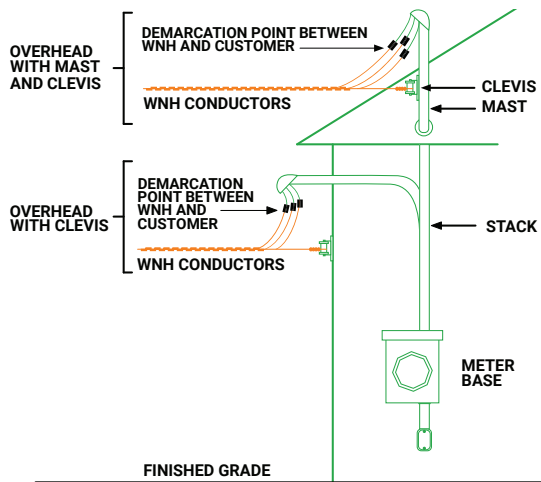
If this equipment is damaged, you need to arrange repairs before Enova Power can safely reconnect power. You should start this process immediately.

4 Steps to Get Repairs Done:

- 1 Don't attempt to repair this equipment yourself.** Stay back to avoid risk of shock, electrocution or fire.
- 2 Contact a Licensed Electrical Contractor to make repairs.** Visit www.esasafe.com and use the "Find a Licensed Electrical Contractor" search tool to find one.
- 3 Once you've hired a Licensed Electrical Contractor:** The contractor will contact WNH's Engineering Department to obtain a service layout and will also file for a permit with the Electrical Safety Authority (ESA) so there is a record of the work. When the contractor completes the work, the contractor will notify ESA and the ESA Inspector will confirm work has been done safely and power can be reconnected. ESA will inform Waterloo North Hydro that it is safe to reconnect the electrical supply to your home. Waterloo North Hydro will then reconnect as soon as possible.
- 4 After the work is done**, the homeowner should ask the contractor for a copy of the ESA Certificate of Inspection for their records and insurance.

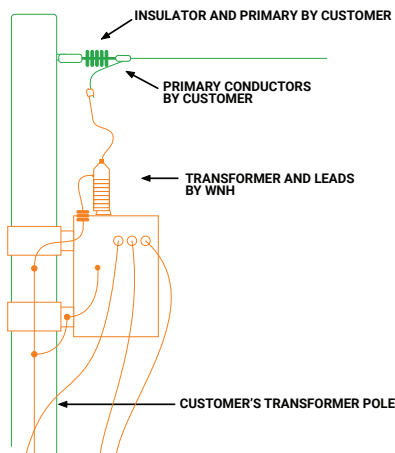
TYPICAL CAUSES OF DAMAGE TO YOUR HOME'S ELECTRICAL SYSTEM

TYPICAL OVERHEAD CONNECTION VIA STACK



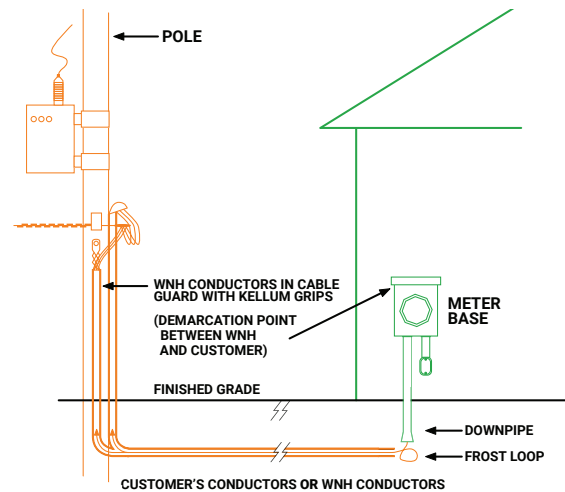
Damage to mast/stack is often caused by fallen trees or branches striking the overhead service conductors.

TYPICAL RURAL OVERHEAD CONNECTION



Typical damage to poles is caused by pole decay at the ground line. This leads to poles falling over in extreme weather conditions. To help prevent damage to poles, ensure to maintain tree and plant growth around overhead powerlines through regular tree trimming and maintenance. For information on tree trimming, visit www.enovapower.com

TYPICAL UNDERGROUND CONNECTION



Damage is typically to the meter base, which can detach from the building wall, or impact the incoming service conduit. This impact is usually caused by vehicle contact.

If your electrical system equipment is damaged, you need to arrange for repairs before Enova can safely reconnect power.

Contact a Licensed Electrical Contractor to make the electrical repairs to your equipment. Visit www.wnhydro.com/findacontractor to find a licensed contractor near you.

If a tree on your property is damaged during a storm and falls on a powerline stay at least 10 meters away and notify Enova Power.

Enova will come to safely remove fallen trees and branches from powerlines.

Do not attempt to remove a fallen tree or branches from powerlines.

It is the homeowner's responsibility to clean up the debris left from trees once Enova has completed its work.