

How Hydro One works through outages and emergencies

Emergency management at Hydro One



Agenda

- Emergency preparedness
- Outage and emergency response
- What's next



Working together to prepare for emergencies

We help municipalities prepare for, respond to and recover from emergencies disrupting our electricity system by:

- **Coordinating emergency response plans** between our dedicated response team and Community Emergency Management Coordinators (CEMCs)
- **Hosting emergency workshops** with CEMCs to strengthen our response readiness
- **Proactively mobilizing and coordinating crews** efficiently and safely to respond to weather events
- **Communicating** directly with municipal leaders during significant outages to keep them informed
- **Providing real-time updates** to support municipal decision-making

How we stay prepared

Ahead of the storm: forecast monitoring & risk assessment



Monitor weather systems and use outage prediction tool to predict outages within our service territory



Proactively mobilize & coordinate crews to safely respond to weather events

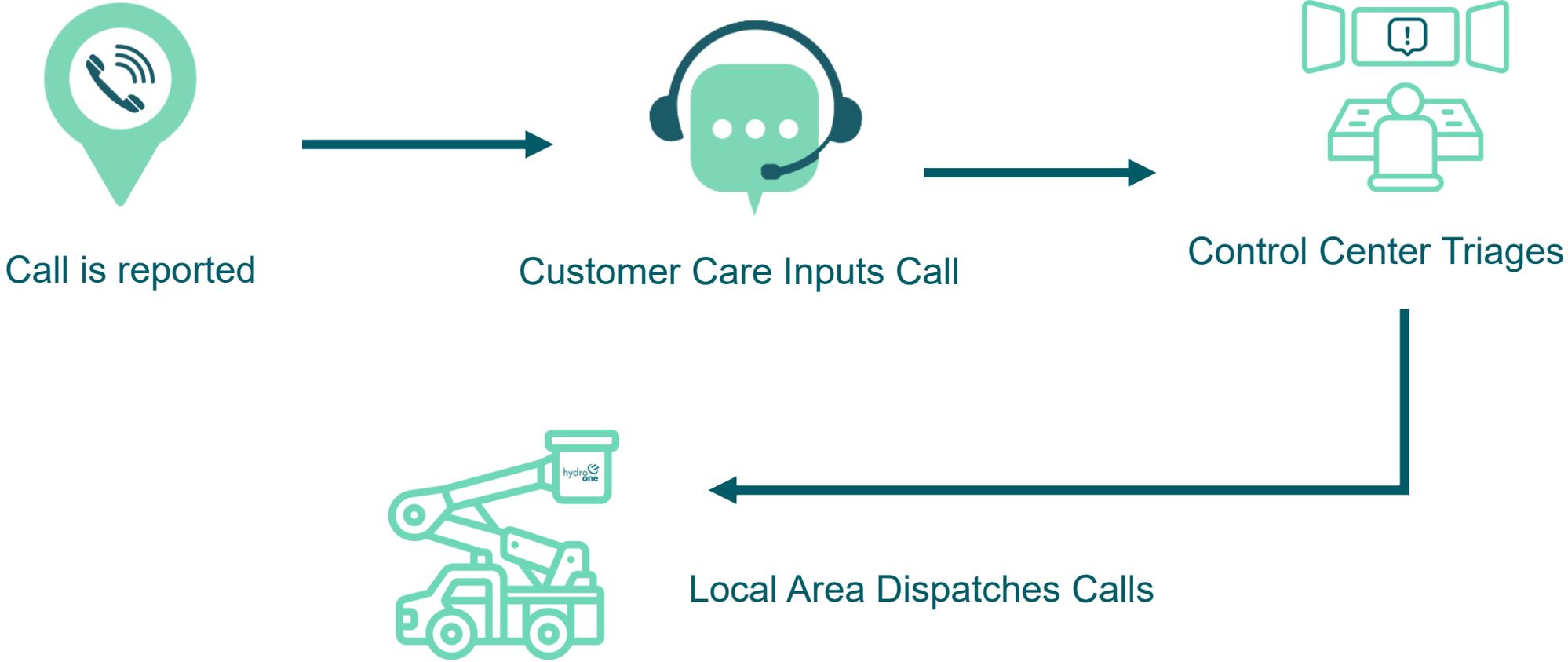


Decide if resources need to be moved, alert mutual assistance and contractors



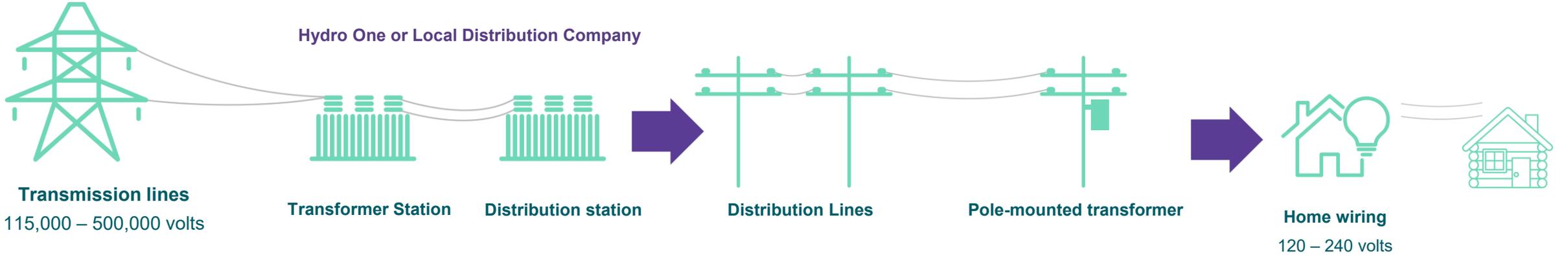
Ensure our response structure is ready

Step-by-step power restoration



Restoration priorities

Hydro One or Local Distribution Company



Ontario Highway



County Road



Municipal Road



Private Road/Driveway

Understanding ETR's



What's next?





Thank you