



May 17, 2019

To the Halton Hills Community:

On May 16 at approximately 9:30 am, a power surge resulted in over 3800 homes along with businesses in the area of south Georgetown losing power. We also received reports of damage to electrical devices and other related impacts. This was an unprecedented event and I am truly sorry for what has occurred. Safety is our primary concern and I urge residents to closely examine their outlets and life saving devices such as smoke detectors and CO detectors for damage. If you have any safety concerns, please call a licensed electrician.

While safety remains our primary concern, our goal is to support residents in recovering from the impacts of the power surge in order that they can resume their daily activities.

I know this has been an upsetting occurrence and we are working to rectify the situation. Halton Hills Hydro will be conducting a thorough investigation as to why the surge happened. We will share this information with the Town of Halton Hills and we will also provide this information to the public.

I also know that residents have questions about compensation. Please see our website information on submitting a claim.

Please review the information on our website and contact Halton Hills Hydro for any further assistance.

Art Skidmore,  
President & CEO  
Halton Hills Hydro