



May 24, 2019

To the Halton Hills Community:

This message is provided as a follow up to the community regarding the power surge that occurred on May 16, 2019. That evening, in coordination with the Electrical Safety Authority, Halton Hills Hydro distributed a notice regarding possible damage to life-saving equipment in affected homes.

At this time, the root cause of the power surge is not known.

I recognize that there have been questions about compensation for damages resulting from the power surge and I anticipate further information to be available next week. In the meantime, there is information on our website regarding submitting a claim. I thank you for your patience and understanding.

We remain committed to providing all of our 23,000 customers safe and reliable service.

Please continue to check our website haltonhillshydro.com for current information.

Art Skidmore,
President & CEO
Halton Hills Hydro