

January, 2024



Hydro One Networks Inc.

Emergency Management &
Business Continuity
483 Bay Street
Toronto ON M5G 2P5

Hydroone.com

Dear Emergency Services Provider,

As we start a new year, we wanted to remind you that we are here to support you and work together when there is a public hazard or emergency situation involving our infrastructure..

This number is strictly for the use of emergency services entities.

In order to prioritize your call, we have a dedicated line set up just for first responders:

1.877.363.7464 or 1.877.EMERGOH

This number is not to be provided to or used by persons outside of emergency services. Sharing this number with non-emergency services interferes with our ability to respond to the emergency situation.

When Emergency Services Providers call our dedicated, priority telephone number add you can expect the following:

- Your call will be answered by representatives at Hydro One's Customer Communications Centre and will receive top priority.
- Our representative will ask you for a pole number. The pole number is a six character alpha numeric code printed in black on a silver plate located on the pole roughly 5 feet above the ground. **Please do not place yourself in a dangerous situation to get the pole number.** If a pole number is not easily obtainable, you can provide the number on an adjacent pole, a 911 municipal address or the nearest intersection in order to help us quickly dispatch a crew to your location.
- Our representative will ask if you require an estimated time of arrival (ETA) on site. If an ETA is required, you will be asked to provide a call back number along with any other pertinent information. You will then be called back with an ETA of our crews as well as updates if circumstances change.



The **safety** of Emergency Services Providers and members of the public are very important to us. We ask that you:

- Not approach or move downed hydro lines.
- Make the site or scene secure.
- Wait for a Hydro One crew to arrive.

If emergency access to a transformer station is required, station and responder safety information can be provided by our representative via the emergency phone number (1.877.363.7464).



Please note: When widespread severe weather conditions occur, Hydro One mobilizes all crews to restore power. The arrival of our crews at emergency scenes may take longer in these types of situations.

We encourage you to take a moment to visit HydroOne.com. For more information on how we restore power, visit HydroOne.com or any of the links below:

- [Power Outages & Safety Information](#)
- [Interactive Power Outage Map Outlining Planned & Unplanned Power Outages](#)

For more information on electrical safety essentials for Emergency Responders please check out the latest “Electrical Safety Handbook for Emergency Responders,” that Hydro One helped produce. For best practices and procedures to protect emergency responders in situations involving electrical dangers. A free electronic copy is available from the [Public Services Health and Safety Association \(PSHSA\) website](#).

Hydro One’s Emergency Management & Business Continuity team plans for and assists with Hydro One’s internal response to any significant disruptions to our electricity system. Please use the communication resources listed above for emergency response, power outage and restoration information. In the event of an emergency, contact our team and we will help support you and your organization.

Our team can be reached at: EmergencyPreparedness@HydroOne.com or 416.603.4308 /1.844.791.1155. Note the mailbox is not monitored after hours or on weekends. **Please do not use this email or phone number to send a request for emergency assistance.**

Hydro One appreciates your continued efforts in safeguarding the public from potential hazards.

Sincerely,

Alisha Khan
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