

# BACKUP POWER IN GRID-CONNECTED COMMUNITIES

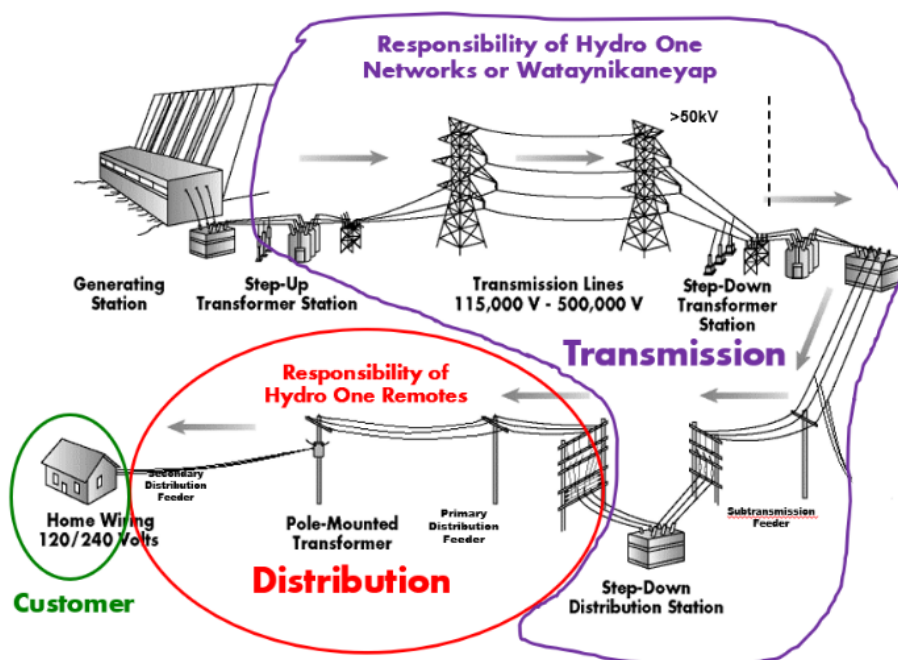


There are a few types of **backup power** to help keep essential services running during power outages:

## Community Backup Power

Used when **transmission lines** stop working for a long time.

- Powered by a **Diesel Generation Station (DGS)** already in the community.
- Not all communities have this backup. Some DGS are being upgraded to work as backup in the future.
- Used during **planned outages** (like maintenance) or **unplanned outages** (like storms or equipment failure).
- **It is not expected or designed to provide instant power or provide 100% reliability.**
- Turning on backup power is **coordinated carefully between Watay, Hydro One Networks and Hydro One Remotes** to ensure worker safety and prevent damage to equipment.
- Figuring out the cause of an outage can take time. Some issues can be fixed remotely.
- If the outage is expected to be long, the local operator starts the DGS under direction and supervision from Hydro One Remotes.
- **Community Backup Power is not available for any outage that affects the local distribution system** (lines in the community). A crew will be sent, if needed, to fix that type of outage.
- Once power returns to the transmission line, a **safe DGS shutdown is again coordinated between Watay, Hydro One Networks and Hydro One Remotes**. A short outage may happen during the switch back to grid-power.
- Most homes in Ontario don't have full community backup because transmission lines are usually very reliable. Long-term, transmission system reliability will influence the need for community backup power.



## Critical Asset Backup Power

Many communities have this for **important buildings** like:

- Water plants
- Pump or lift stations
- Nursing stations

When communities have Critical Asset Backup Power, these important buildings have their own **stand-alone generators** to keep things running during outages which are **owned and managed by the community**.

- Helps keep people safe and services working.
- Must be set up properly, following safety rules and protecting workers.
- Can be used during **local outages** or when community backup is not available.

## Individual Portable Generators

Some residential customers have **individually owned portable generators** as additional back-up power, often to support critical medical equipment such as a dialysis machine or a respirator.



The easiest method is with a **GenerLink™** (<https://generlink.ca/>). It is an approved device that goes between the meter and the meter base on your home, allowing a generator to be plugged in.

**The GenerLink must be installed by a qualified electrician, with Hydro One Remotes providing a disconnect/reconnect onsite with your electrician.** We remove the meter, your electrician installs the GenerLink, then we reinstall the meter.

**To book an appointment, please reach out to our Customer Service team.**



## Questions?

If you would like more information, please contact our Customer Service team at ph. 1.888.825.8707 or email [RemotesCustomerService@HydroOne.com](mailto:RemotesCustomerService@HydroOne.com).



HydroOneRemotes.ca

## CUSTOMER SERVICE

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**1.888.825.8707**

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**POWER OUTAGE OR  
EMERGENCY CALL (24/7):**

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## BILLING

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