

The on-call supervisor will contact staff to attend the trouble call based on the following:

- Complexity of the trouble
- Skillset to complete the repairs
- Proximity to the trouble
- Customer impact
- Depending on the nature and extent of the outage we can mobilize staff local to the Community, Thunder Bay, North Ontario, and if required other centers within the province.

Logistics are managed in conjunction with crew selection to ensure we have transportation, material, and equipment ready to go ensuring our crews are onsite as quickly as possible.

A great deal of planning has gone into preparing for various outage scenarios. There are several factors that can impact how long it will take to restore power:

- Proximity of crews to the trouble location.
- Availability of planes and flight crews to get to the community, if required.
- Weather and its impact on the safety of our employee's ability to travel to the community.
- Complexity of the repair, as well as equipment and materials required to make repairs.
- Daylight, or after hour calls
- Weekday vs. weekend trouble

Step 4

FINISH THE JOB

- Our crews, management, and dispatchers stay on the job until we have restored power to everyone.
- We also revisit any temporary repairs, and complete additional testing to ensure repairs are safe and Electrical Distribution Safety Regulation, Ontario Regulation 22/04.
- Further maintenance is often scheduled or planned after trouble is resolved.
- Large or unique outages are reviewed during monthly leadership meetings to identify areas to improve response and or reduce future occurrences.

What can you do to help?

Report power outages as soon as they occur. [1-888-825-8707](tel:1-888-825-8707). Provide as much detail as possible:

- Is it just your house that is out of power or is it several houses, or the whole community?
- Are you aware of what may have caused the outage?
 - *Is there a tree on the line?*
 - *Did a truck hit a pole or snag a line down the street.?*
 - *Was there a house fire in the community?*
 - *Are there lines down?*
- **If there are signs that poles are broken, lines are down, or a tree is on the line do not go near the scene.**