



IMPORTANT NOTICE

February 22, 2018

At Brantford Power Inc., the safety of the public and our employees is of utmost importance. We would like to thank you for your patience as we took precautionary steps to suspend power service during this recent flood threat. As our customers return to their homes and businesses, we ask you to keep in mind that we will only restore power once the authorities have determined and advised it is safe to do so.

As there is a heightened risk of electric shock when water makes contact with electrical systems, we also ask that you follow these important electrical safety steps provided by the Electrical Safety Authority; it could save your life, or the lives of first responders and our crews working in the area.

If flooding has occurred

1. Do not enter your basement if you know or suspect water has risen above the level of electrical outlets, baseboard heaters, furnace, or is near your electrical panel. Electricity can move through water or wet flooring and cause a severe electrical shock.
2. In the event that flood water has risen above outlets, baseboard heaters or your furnace, covers power cords, or is near the electrical panel, contact Brantford Power immediately to arrange for us to disconnect power to your home.
3. Watch out for downed powerlines in flood-affected areas. If you see one, stay back 10 metres or the length of a school bus, and call 911 and Brantford Power to report it.

If you are returning home after a flood

You may have had water contact and damage to your electrical system.

1. If water in your basement has risen above the electrical outlets, baseboard heaters, furnace or electrical panel, the power will remain disconnected for your safety.
2. If your electrical system has been affected, Brantford Power may not be able to restore power to your property until the damage has been assessed and any necessary repairs have been made.
3. It is your responsibility to hire a Licensed Electrical Contractor to evaluate your home's electrical system to determine if it is safe to have Brantford Power restore service to your property.

Service will be restored in sections, with our crews going door-to-door, if necessary, to ensure there is no damage to electrical systems at individual addresses as described above. Should you have any questions, please contact our customer care team at 519-751-3522.

We thank you again for your patience as we work to safely restore service.

Brantford Power Inc.