



**Hydro One
Remote Communities Inc.**
680 Beaverhall Place
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Toll Free: 1-888-825-8707
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June 24, 2020

RE: Phase 2 Hydro One COVID-19 Measures

Dear Chief and Council,

I hope this letter finds you well and safe. I wanted to send an update on our operations at Hydro One Remotes.

First, I want to say how inspired I am by how all of us in the north have pulled together during this time and worked so hard to keep one and other safe. By communicating with each other and implementing strict health and safety protocols, we have managed to avoid the worst of this pandemic. By staying vigilant, we hope to continue with this success.

As you know, recently, the province of Ontario has moved into Phase 2 of their re-opening plan. As businesses and communities gradually begin the re-opening process, I want to assure you that we here at Hydro One we will continue to take the necessary health and safety precautions to protect your community and provide safe, reliable power:

- ✓ We will continue our close communications with you.
- ✓ Crews are screened before they travel to your community.
- ✓ Crews are practicing social distancing and keeping interactions with the public and customers to a minimum.
- ✓ Crews are using masks where acceptable social distancing cannot be attained.
- ✓ Enhanced cleaning protocols have been implemented in all our workplaces including generating stations, vehicles, aircraft and staff houses.
- ✓ Station Operators are essential workers and play a critical role to ensuring the reliable supply of energy to your community. They have been instructed to stay home while our crews are in the station to limit contact. If a training session involving the operator or meter reader occurs, it is at a social distance and masks are worn when needed.



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In addition to health and safety protocols, in early April Hydro One introduced new initiatives to assist customers and businesses:

- ✓ There was no Spring Collections Trip
- ✓ Late payment fees were suspended for all customers until June 30, 2020.
- ✓ We are returned security deposits to eligible customers, and also offered increased payment flexibility to customers experiencing hardship.
- ✓ A Free Early Payment program is running until July 3, 2020 to support Indigenous and small & medium sized business suppliers in Ontario.

The COVID-19 situation is ever-changing, and we will continue to adjust our operations as needed, following the provincial government's lead. As Ontario phases into wider re-opening of the province, we will continue to take the necessary health and safety precautions to protect your community and provide safe, reliable power.

Sincerely,

Kraemer Coulter
Managing Director
Hydro One Remote Communities Inc.