

# Power Outages

## Planned Outages

ERTH Power wants to inform you of any planned outages that may be occurring due to continual improvement or emergency relief measures. We will do our best to inform you of any planned outages occurring in our municipalities.

The below planned outages are currently scheduled to occur on the following dates. Please contact us with any questions or concerns you may have concerning a planned outage in your neighbourhood at (519) 485-1820 or toll free at (877) 850-3128.

### Port Stanley – September 11, 2022

- ERTH Power has been notified by Hydro One of a 90-minute area-wide planned power outage that will affect ERTH Power customers in Port Stanley on Sunday, September 11th at 6:00am so Hydro One crews can safely perform critical work at the Edgeware Transmission Station.
- The power outage will take place on Sunday, September 11 from 6:00 a.m. to 7:30 a.m. and affect 6,684 Hydro One customers in Fingal, Oneida Nation of the Thames and the surrounding area as well as all Entegrus customers in St. Thomas and all ERTH Power customers in Port Stanley.
- The Hydro One outage map below outlines the affected areas in St. Thomas, Port Stanley and surrounding areas. Affected ERTH Power customers can call 1-877-850-3128 or visit [www.ertthpower.com/power-outages](http://www.ertthpower.com/power-outages) for more information.



## Unplanned Outages

Unplanned power outages can occur at any time due to weather conditions, construction damages, traffic accidents or equipment failure. EARTH Power has set up systems and protocols to ensure that unplanned outages are minimal. In the event of an unplanned power outage our experienced team of service workers will be on the scene to help restore the affected power system. **Before calling EARTH Power, please ensure that the cause of the problem is not your household breakers.**

## What to do during a power

# outage

In the event of an unplanned power outage, there are a few simple precautions you can take to ensure the comfort and safety of you and your family:

- Contact us immediately at (519) 485-1820 or toll free at (877) 850-3128 so we can send our service team to assess the situation
- Keep an emergency kit in a hall closet filled with flashlights, batteries, candles, matches, and warm blankets
- Have emergency phone numbers as well as EARTH Power's telephone number written down for easy access
- Keep a ready supply of water bottles and dry snacks in the event of a long period power outage
- Having a wireless radio can provide you with news updates and a corded phone can be a worthwhile investment to ensure telephone access during a long period power outage.
- Like us on Facebook @erthpower and follow us on Twitter #erthpower for updates.

ERTH Power is committed to providing our customers with safe and reliable power, however we can not guarantee an uninterrupted supply of electricity. EARTH Power cannot be held responsible for loss or damage caused by an interruption or defect in the supply of electricity. As outlined in EARTH Power's **Conditions of Service**, we are only liable for damages that arise due to negligence in providing service to the customer.