



May 4, 2022

Paula Parker
Town Clerk
Town of Kingsville
2021 Division Road North
Kingsville, Ontario N9Y 2Y9

RE: Progress Update on Action Plan (2021-2022)

Dear Ms. Parker,

We are writing in follow-up to our letter of December 1, 2021, in which we pledged our commitment to our customers, the residents and businesses of Kingsville and Essex. I am pleased to report on some of the progress we have made to deliver better service and value. Amongst other things, the action plan we set for 2021-2022 has yielded the following results:

2021

- Guided by expert advice, we successfully treated 65 ageing poles within Kingsville at a fraction of the cost of replacing them. Our Inspection and Remediation program included remediation to avoid incurring costs associated with contractors returning to site to perform remediation identified at the time of inspection.
- Completed our Annual Distribution Asset Inspections for all assets within Comber and Belle River.
- As part of our Preventative Maintenance program, we replaced two transformers on Applewood in Kingsville.
- Completed 3rd Party Tree Trimming (Goodreau Tree Care) for 8 areas within Kingsville. All areas are now clear from all electrical infrastructure. E.L.K. also continues to complete Reactive Tree Trimming.
- Working with Hydro One experts to discuss improving our service reliability based on best-practices and safe operations. For example, E.L.K has received advice and guidance from Hydro One to help prevent equipment failure/outages. Through our work with Hydro One, we have identified a broken switch (also known as a 'hot transformer') which has now been remediated. E.L.K is applying this experience to improve our operations across the entire service area.

2022

- Continued with tree trimming using both third parties and our in-house capabilities. We are actively addressing areas within Kingsville.



- ELK has planned to replace seven pad mounted transformers in Kingsville, two of the transformers have already been replaced with the remaining scheduled in the upcoming weeks.
- Retaining a third party to complete our Annual Distribution Asset Inspection at the same time as our 2022 Pole Inspection/Remediation program. Concurrently, we will also gather valuable asset information to gather for inputs for our planned 'geographic information system' (GIS) mapping system
- We continue to research styles of Fault Indicators which help identify fault locations and to assist with faster restoration times. These units will also provide other valuable information such as the Amperage on each phase. This will help us ensure that we have a balanced distribution system and have visibility of critical points in the distribution system. Once a GIS system is in place these Fault Indicators can be mapped and used in an Outage Management System to determine the location and direction of a fault.
- We will first roll out our Fault Indicator strategy within the Kingsville service area. Following this initial phase, our intention is to have Fault Indicators installed across our whole service area.

As we continue with our efforts to deliver better service and greater value, we invite any further feedback from Town Council regarding specific issues or incidents of concern. We will continue to report back to you on the progress of our action plan. We remain committed to working together with the Town of Kingsville to ensure a satisfactory resolution is reached.

Sincerely,

A handwritten signature in blue ink that reads "Cheryl Tratechaud".

Cheryl Tratechaud, CPA, CMA
Chief Financial Officer & Director, Stakeholder Relations
c/o E.L.K Board of Directors
c/o Robert Auger, Town Solicitor/Clerk, Town of Essex