



Mark Grimes

City Councillor **Ward 6** Etobicoke-Lakeshore

markgrimes.ca



April 25, 2018

Anthony Haines
President & Chief Executive Officer
Toronto Hydro Corporation

Re: Infrastructure in Mimico and Humber Bay Shores

Dear Mr. Haines,

I write to you regarding the current Hydro service delivery in the Mimico and Humber Bay Shores communities.

The recent ice storm left thousands of my constituents without power for a number of hours- in some cases more than a day. Although I do understand that power outages will occur and that your staff works diligently to restore power, this storm brought to light particular issues that affect the residents of Mimico and Humber Bay Shores on a regular basis.

I have heard from many constituents regarding the ongoing power issues that they are faced with. Some Mimico and Humber Bay Shores residents experience lengthy blackouts several times a year. This appears to be greater than average compared to the rest of the ward.

While I appreciate the efforts and diligence of Toronto Hydro when responding to customer outages, I believe that there is room for improvement in order to prevent future outages in these areas.

I kindly request that Toronto Hydro address the following concerns:

- Why do Humber Bay Shores and Mimico residents experience blackouts on a regular basis throughout the year?
- Is the infrastructure in place to support the power demands of these growing neighbourhoods?
- What is Toronto Hydro doing to ensure that this issue is addressed?

Best regards,

Councillor Mark Grimes
Ward 6, Etobicoke-Lakeshore