

Memorandum

To: Stakeholder Advisory Committee

From: Peter Gregg, President and CEO

Date: April 27, 2018

Subject: IESO Business Update – Restoration Efforts During Recent Ice Storm

As you will know, we recently experienced an ice storm across southern Ontario that lasted several days and challenged our ability to keep the lights on.

I would like to recognize the incredible response we saw across the electricity sector to minimize the impact of the storm and to restore power where needed. This includes:

- local distribution companies whose staff worked tirelessly to restore power;
- Hydro One for coordinating with the IESO regarding impacts on the high-voltage grid;
- generators that postponed planned maintenance and outages in order to ensure we had enough power when and where it was needed; and
- communities and consumers for their cooperation and patience during restoration efforts.

I want to extend a special thank you to the front-line workers who braced the storm and worked day and night in the freezing rain to restore power.

Challenging circumstances can bring out the best in people, and I think that is true of how our sector collectively responded to the ice storm. These efforts demonstrate the importance of collaboration, and they also demonstrate the significant role we play ensuring the safety and comfort of Ontarians.

Here's hoping for warmer days ahead.