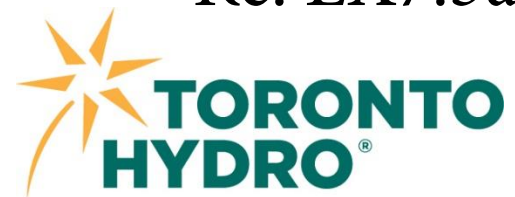


Re: EX7.5a

Toronto Hydro Corporation  
14 Carlton Street  
Toronto, Ontario M5B 1K5



June 16, 2015

City of Toronto  
100 Queen Street West  
Toronto, ON M5H 2N2  
Attn: John Livey, Acting City Manager

**Re: Progress Update on Implementation of Ice Storm Recommendation**

Dear Mr. Livey,

In accordance with city council motion to amend EX43.3 Review of the City of Toronto's Emergency Response to the December 2013 Ice Storm, Toronto Hydro is pleased to provide an update on our progress regarding recommendations from the Independent Review Panel Ice Storm Report.

All of the recommendations outlined in the report and put forth by city council are completed or in progress. Since our last report, significant progress has been made on the remaining recommendations not completed in 2014. Specifically:

- The Grid Emergency Management (GEM) project is a major corporate initiative that is refining grid emergency protocols and processes, providing guidelines for resourcing, damage assessment and restoration planning and execution.
- The GEM project is continuing to invest in information systems and technology improvements that will serve our customers better and give us better tools to respond effectively to grid emergencies.
- Improvements to customer service communications continue, focusing on emergency communication, emergency preparedness, and upgrading our IVR capabilities to better manage customer calls.
- A Memorandum of Understanding has been signed with 311 Toronto to better integrate our systems and call handling capabilities to ensure seamless service to our customers.
- We continue to collaborate with various areas at the City of Toronto on recommendations of mutual interest. This includes working with the City's Urban Forestry Division and Major Capital Infrastructure Coordination Office to address reliability issues and potential undergrounding.

Please see the attached document outlining Toronto Hydro's updates to each recommendation from the December 2013 Ice Storm Report.

If you have any questions, please don't hesitate to contact us.

Sincerely,

A handwritten signature in black ink, appearing to read "Anthony Haines".

Anthony Haines. President and CEO

CC: Ben La Pianta  
Chris Tyrrell  
John Borowitz

## Table of Reference – Ice Storm City Recommendations



2013 Ice Storm Recommendations (July 2014 City Council)		Div/Agency Lead(s)	Toronto Hydro Report Reference
3.	Develop a proactive public education and awareness program.	Office of Emergency Management	Section 3.6 • COS-2
6.	Toronto Hydro to develop and implement emergency education awareness and preparedness communications for distribution to all Toronto Hydro customers.	Toronto Hydro (in consultation with Office of Emergency Management)	Section 3.6 • COS-2
9.	Identify opportunities to expand and strengthen the communications tactics and communications channels.	Strategic Communications	Section 3.3
10.	Develop a contingency plan to ensure additional call centres are available for Toronto residents when there is a power outage lasting two days or more.	311Toronto (in consultation with Toronto Hydro)	Section 3.5 • CCC-1 • CCC-4
13.	City (311 Toronto) and Toronto Hydro to expedite the development and execution of a Memorandum of Understanding.	311 Toronto (in consultation with Toronto Hydro)	Section 3.5 • CCC-4
14.	Strategy to integrate the Toronto Hydro and the City's (311 Toronto) customer service communication systems.	311 Toronto (in consultation with Toronto Hydro)	• Section 3.5 • CCC-4
15.	Review current line clearing programs and identify opportunities to enhance co-ordination of activities to more effectively manage the potential impact of trees in close proximity to hydro lines.	Parks, Forestry & Recreation (in consultation with Toronto Hydro)	• Section 3.2
16.	Explore the use of infrastructure that is resilient to power outages when replacing or installing new above ground infrastructure.	Toronto Hydro (in consultation with Parks, Forestry & Recreation)	• Section 3.10

## Table of Reference – Ice Storm City Recommendations



2013 Ice Storm Recommendations (July 2014 City Council)		Div/Agency Lead(s)	Toronto Hydro Report Reference
17.	Review and identify potential future priorities, where conversion of overhead lines to underground would most significantly improve resiliency.	Toronto Hydro (in consultation with Major Capital Infrastructure Coordination Office)	<ul style="list-style-type: none"> <li>• Section 3.10</li> </ul>
18.	Strategy to underground key pieces of Toronto Hydro's infrastructure including major and minor arterials.	Toronto Hydro (in consultation with Major Capital Infrastructure Coordination Office)	<ul style="list-style-type: none"> <li>• Section 3.10</li> </ul>
19.	Consider construction of underground powerlines in the new developing areas, and the vulnerable and high risk areas where tall and nearby trees may cause damages to electric lines.	Toronto Hydro (in consultation with Parks, Forestry & Recreation)	<ul style="list-style-type: none"> <li>• Section 3.10</li> </ul>