



Hydro Ottawa ELECTRICITY SUPPLY RELIABILITY



A leading, trusted, integrated utility services company

Ottawa's power supply over the past several years has been among the most reliable in Ontario, according to Ontario Energy Board statistics.

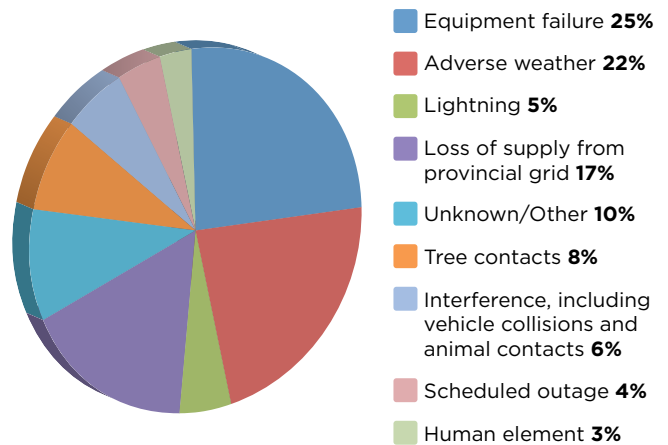


CAUSES OF OUTAGES

Power outages can occur as a result of storms, tree contacts, a loss of supply from the provincial grid, equipment failure, or interference with the system, including vehicle collisions and animal contacts.

Only about a third of all causes are within the control of Hydro Ottawa (defective equipment, scheduled outage, human element). Although not all causes are preventable, Hydro Ottawa strives to minimize its impact on customers through system design and the application of advanced technologies.

Primary Causes of Customer Power Outages

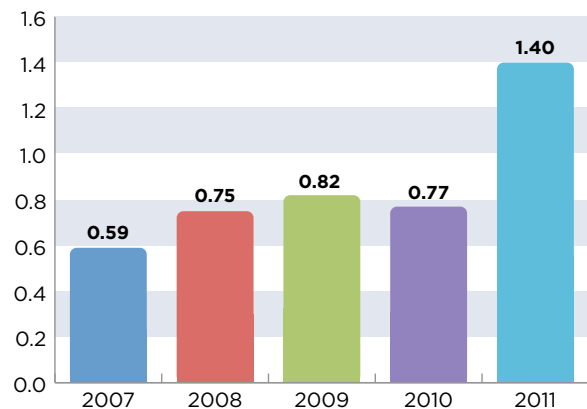


Source: Hydro Ottawa, 2011 statistics

HYDRO OTTAWA RELIABILITY PERFORMANCE – 2007-2011

Ontario's Local Distribution Companies (LDCs) measure reliability by the frequency of outages (the average number of outages a customer experiences in a year) and the duration of outages (the average number of hours a customer is without power in a year).

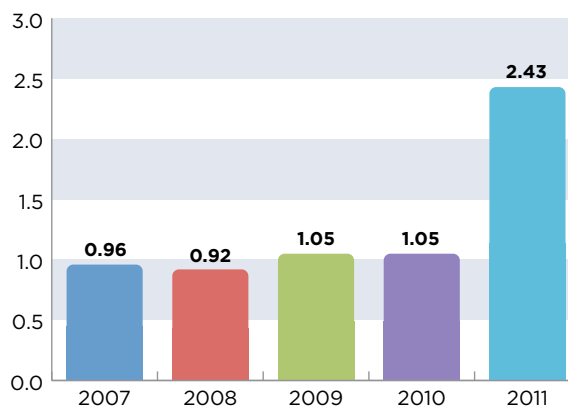
Average number of power outages customers experience per year*



2011 RELIABILITY PERFORMANCE

Hydro Ottawa's outage frequency and duration performance was not as good in 2011 as in previous years. The primary reason is that three major storms with lightning and high winds affected Ottawa in the spring and summer of 2011, causing widespread outages. Together, adverse weather, lightning and tree contacts were the primary cause of 35 percent of all outages in 2011.

Average number of hours customers are without power per year*

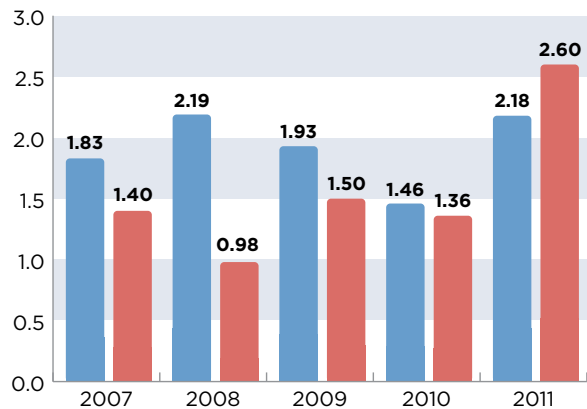


*Excluding loss of supply from the provincial grid.

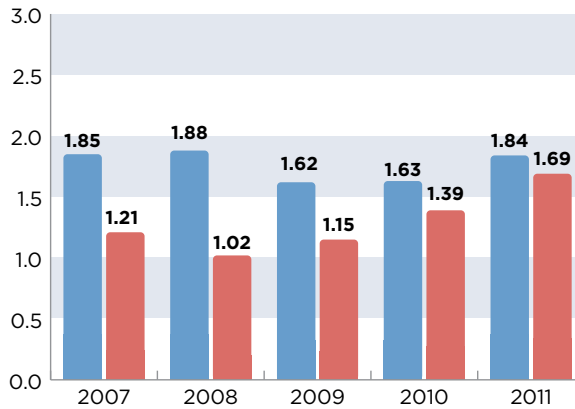
RELIABILITY COMPARISON TO OTHER LDCs

Hydro Ottawa's electricity service reliability continues to be among the best when compared against the province's largest LDCs, as well as against provincial average.

Average number of hours customers are without power per year



Average number of power outages customers experience per year



■ Industry Excluding Hydro One Networks ■ Hydro Ottawa Limited

Source: Ontario Energy Board, Yearbook of Electricity Distributors

2011 INVESTMENTS IN INFRASTRUCTURE TO IMPROVE RELIABILITY

To improve reliability, Hydro Ottawa is investing roughly \$50 million to enhance its existing power grid each year. The company also invests about \$30 million a year in new equipment and infrastructure to meet the city of Ottawa's growing needs.

Total capital investments of \$99.7 million in 2011 to sustain existing infrastructure and to build new facilities were at the highest level in Hydro Ottawa's history. Key investments in 2011 included the following:

- > Construction was underway at a new substation near Terry Fox Drive to meet growing demand in Kanata South, Stittsville and Goulbourn.
- > Beacon Hill substation was undergoing reconstruction as it was significantly damaged in a fire in March 2009. Construction was completed in early June 2012.
- > 972 new poles, 454 new transformers and 195 km of new overhead power lines were installed across the Hydro Ottawa system.

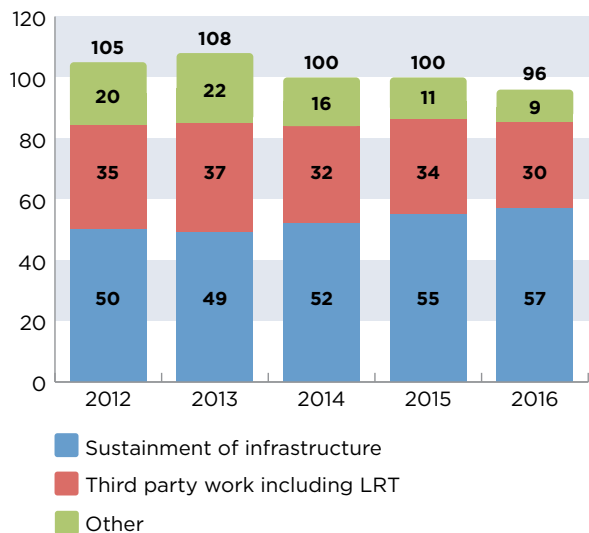
2012 CAPITAL INVESTMENTS IN INFRASTRUCTURE

For 2012, Hydro Ottawa's capital plan includes the following work projects to enhance overall system reliability:

- > \$19.7M in distribution system asset replacement (including cables, poles, transformers and switchgear);
- > \$10.5M in substation asset replacement (switchgear, transformers, protection systems);
- > \$13.1M in new substation capacity (Terry Fox, Hinchey, Limebank, Casselman, and Fallowfield substations); and
- > \$8.4M in distribution enhancements — new circuits, reliability ties and improving operational flexibility.

Between 2012 and 2016, Hydro Ottawa is planning to invest more than \$100 million annually to maintain, replace and enhance its electricity infrastructure.

Gross Capital Expenditures (\$M)



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