

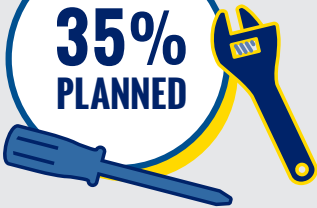
# POWER OUTAGES

Thunderstorms and winter weather can bring unplanned power outages – but they aren't the only reason you might experience an outage.

## WHY DO THEY HAPPEN?

Our crews work hard to do their part in keeping the power on, but sometimes outages are caused by circumstances beyond our control.

**35%  
PLANNED**



Planned outages allow our crews to perform regular maintenance to ensure a reliable supply of electricity.

Our animal protection program continues to drive this number down each year.



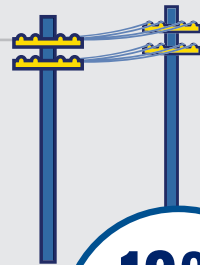
**13%  
ANIMAL  
CONTACT**



**10%  
WEATHER**

Severe weather such as ice, wind and thunderstorms can cause equipment damage.

Most equipment failure related outages are caused by faulted switches and insulators. Older switches and insulators are made of porcelain – which fail over time when weathered by salt, moisture and other elements. Our standard now is to use polymer based insulators and switches which are more durable and have a much longer life span.



**18%  
EQUIPMENT  
FAILURE**

**4%  
TREE  
CONTACT**



Our forestry team keeps this number low by clearing lines of any tree limbs that may pose a safety or reliability issue.

Unforeseen events such as vehicle accidents also cause outages.



**6%  
OTHER**

**14%  
UNKNOWN**



Sometimes the cause of an outage cannot be identified.

For outage updates, follow us on Twitter @KWHydro or visit [kwhydro.ca](http://kwhydro.ca)

