

St. Thomas City-Wide Planned Outage Scheduled for Sunday, September 11th, 2022

Entegrus has been notified by Hydro One of a 90-minute area-wide planned power outage that will affect the City of St. Thomas and surrounding areas on Sunday, September 11th at 6:00am so Hydro One crews can safely perform critical work at the Edgeware Transmission Station.

“Entegrus is notifying all customers via an auto dialer and directly to large customers, including the hospital, city officials and vulnerable customers who require additional planning for such instances,” stated Jim Hogan, President, and CEO of Entegrus. “We have communicated regularly with Hydro One to discuss customer concerns and are working together, along with city officials, to ensure preparations are in place.”

Entegrus has worked closely with Hydro One on selecting a date and time for this power outage to reduce as much inconvenience as possible. Additionally, Hydro One has explored all options to reduce the duration and total number of customers affected by this power outage.

“We understand the inconvenience power outages can cause and appreciate our customers patience and understanding” stated Hogan. “We appreciate the extra efforts Hydro One has made to reduce the impact to our customers in St. Thomas and surrounding areas.”

Entegrus customers can email customerservice@entegrus.com or visit Entegrus.com for further information.

Entegrus encourages customers to be prepared in the event of any planned or unplanned outages. Visit <https://www.entegrus.com/extendedoutage> for more information on preparing for extended outages and emergencies.

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