

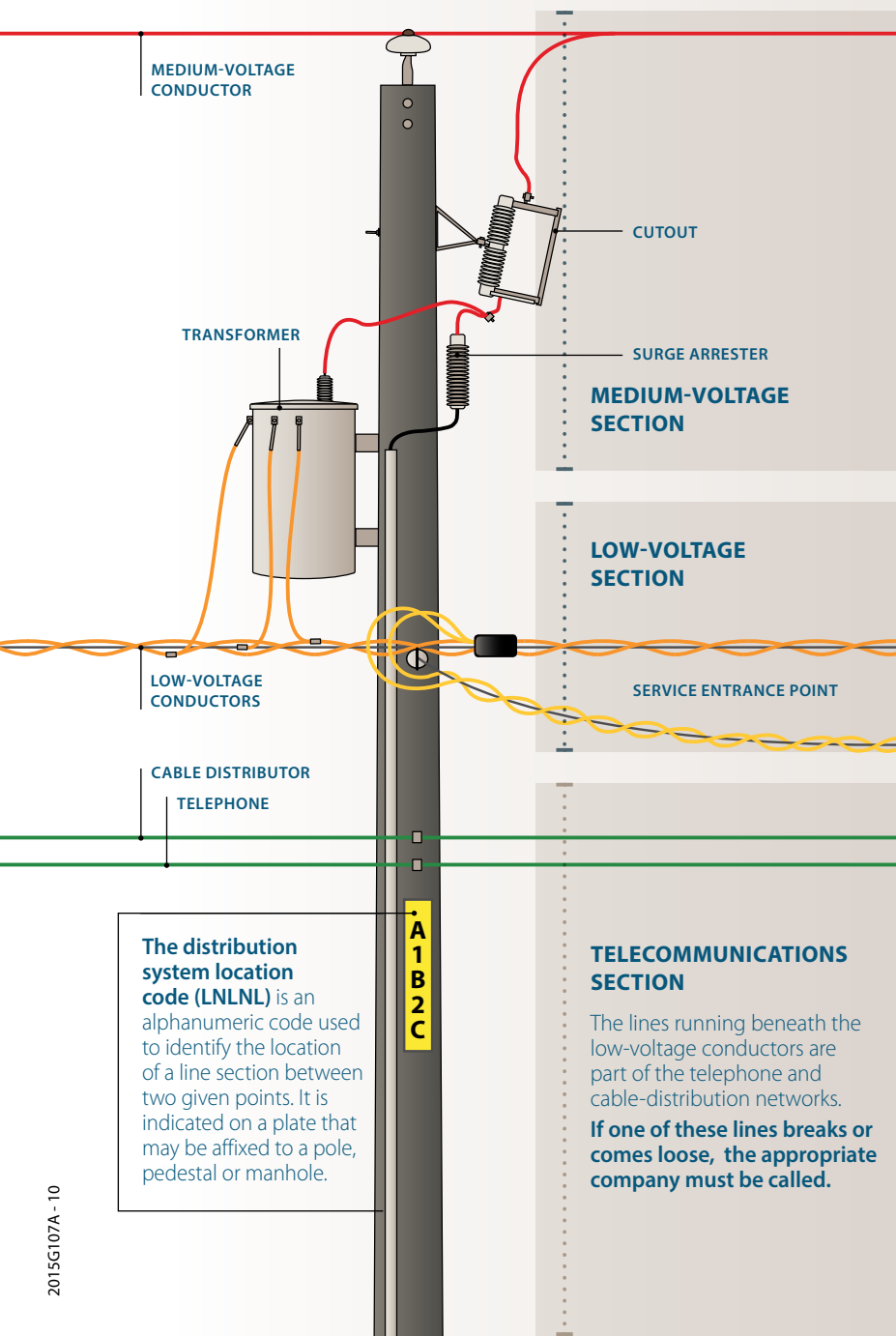
CONTACTING HYDRO-QUÉBEC IN EMERGENCY SITUATIONS



Information required to handle a call

- Distribution system location code (LNLNL)
- Address (no., street, city, intersection)
- Description of incident
- First responders on the scene or on the way?
- Any other relevant information

Understanding utility poles



ACCURATELY DETERMINING THE LEVEL OF DANGER TO PUBLIC SAFETY MAKES IT POSSIBLE TO PROPERLY DIRECT THE CALL

IMMINENT DANGER

- RESCUE OPERATION
- ELECTROCUTION, ELECTRICAL INJURY

- May require the de-energization of the line at the firefighters' request
- Requires the immediate and ongoing presence of emergency responders to secure the site of the incident
- Emergency responders must remain on the scene until a Hydro-Québec team arrives

Call
911

POTENTIAL DANGER

- ACCIDENT
- FIRE
- GAS LEAK
- BROKEN OR DOWNED POWER LINES

NO DANGER

- IN CASE OF OUTAGE
- ANOTHER SITUATION THAT HAS TO BE CHECKED BY HYDRO-QUÉBEC

- branches in contact with power lines
- an animal or object on power lines or equipment
- intermittent power problem
- voltage variations
- phase loss

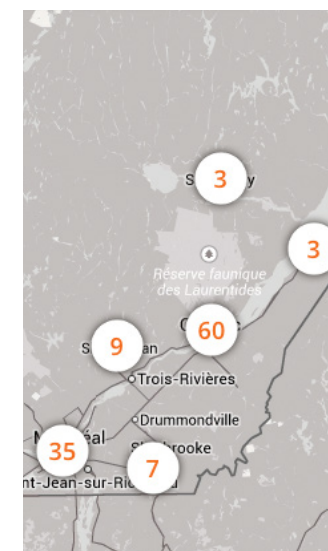
To report an outage or line break, call
1 800 790-2424

Message for your municipality's emergency response coordinator:

Would you like to receive information that will help you make decisions regarding:

- A prolonged outage affecting strategic municipal infrastructures or a significant number of customers in your municipality
- Specific situations

Municipal emergency response coordinators have access to an exclusive number to contact a member of the Community Relations team 24/7.



View the number of customers without power in your municipality and their locations on an interactive map.

- Information on the time at which the power outage started and, if available, the time at which service is expected to be restored
- Identification of the area affected by an outage or planned interruption
- Information updated every 15 minutes

<http://poweroutages.hydroquebec.com/poweroutages/>

Add it to your bookmarks!

To report

- A theft or malicious act involving Hydro-Québec facilities, **call 1 877 816-1212**
- A power failure affecting highway lighting, **call 511**

