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By Email



Pierre Gagnon, Ad. E.  
Executive Vice President – Corporate  
and legal affairs and Chief Governance  
Officer  
Édifice Jean-Lesage  
20th floor  
75, boulevard René-Lévesque West  
Montréal (Québec) H2Z 1A4

**Re : Request for access to information C-6916**

Good day,

We are writing in response to your request for access to information received in our office, September 19<sup>th</sup> 2019, in which you have requested the following:

*“ Response time to unexpected power outages for the 2018-2019 annual period in the Ville-Marie borough of the city of Montreal.”*

First, all power outages are unplanned. As opposed to a planned service interruption which is intentionally scheduled for a set period of time to ensure both worker and public safety and to enable system maintenance or respond to a specific customer need (renovation, building construction, maintenance, etc.). Power outages can be caused by nearby vegetation falling on or making contact with an overhead distribution line, but can also be caused by faults in equipment.

The distribution system in the Ville-Marie borough is mostly underground which is more robust and reliable than an overhead system, however when a repair or maintenance is needed it will be understandably be longer and more complex to access the infrastructure and execute the necessary work.

In reply to your request, we do not have a document per city or borough specifying the response time in case of outages. The production of such document would require tracking of information in our computer systems, extractions and manipulations in order to obtain the requested information. Therefore we invoke article 15 of the *Act respecting access to documents held by public bodies and the protection of personal information* attached.

However, we will mention that the official data regarding outages is the continuity index. It calculates the sum of durations of outages multiplied by the number of clients in each interruption divided by the total number of clients. This gives an average duration in hours for a specific distribution line or a group of lines like we did herein.

The Ville-Marie borough is serviced by 102 distribution lines coming from seven substations for a total of 4 108 km of medium voltage cables and conductors supplying Ville-Marie's 70 235 clients (meters) and their surroundings. The power outages for 2018-2019 at these substations were then looked into to provide the hereunder information. Note that outages requested by first responders' in fire and gas leak cases were excluded.

Information	2018	2019 (9 months)
Average continuity index (in hours)*	1,81	1,89

\* In comparison the average continuity index for the island of Montréal was 2,7 in 2018 and is 2,0 for 2019 (9 months).

An application for review of this decision may be submitted to the Commission d'accès à l'information. A note outlining the process is enclosed.

Yours truly,

Person in charge of access to documents  
and protection of personal information



Pierre Gagnon

Encl.