



August 26, 2022

BY EMAIL

Mr. Robert Kerr  
President  
McGregor Lake Association  
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**Subject: Power system reliability**

Dear Mr. Kerr:

We have read your recent letter. Please rest assured that the matter has been brought to the attention of Sophie Brochu. We are very sorry to hear that many of your association's members are dissatisfied with Hydro-Québec's service at McGregor Lake.

We know how unpleasant it can be to experience brief service interruptions repeatedly, which is why a service quality assessment was conducted in your sector. The analysis found the reasons for these interruptions, and actions have been taken that will improve electricity service quality in the coming weeks. The main findings are as follows.

One of the main causes of the service interruptions is vegetation coming into contact with our power lines. For this reason, since 2021, vegetation control work has been underway, and the work concerning the line supplying you with power is about to be completed. In addition, as you know, several trees were weakened during the severe thunderstorms on May 21. To limit the risk of weakened vegetation coming into contact with the power system, a special tree removal operation was carried out in many municipalities, including Val-des-Monts.

The second point identified by the analysis relates to ongoing maintenance work at Wakefield substation, one of the substations supplying Val-des-Monts. This work may cause brief service interruptions, but please rest assured that this situation is temporary. This work is intended to improve the power supply's overall quality and reduce the number of interruptions.

Lastly, to ensure that your concerns have been properly addressed, system performance teams have conducted a targeted patrol of your sector. This patrol should enable us to visually identify any other possible causes of interruptions and correct them as needed.

We sympathize with your situation and want to reassure you that we are committed to improving the power system's reliability throughout the territory. We are working toward this goal every day and are confident that we will soon see results. Please don't hesitate to contact me at 438 838-2376 or at [petit.eric@hydroquebec.com](mailto:petit.eric@hydroquebec.com) should you require more information about our ongoing actions.

Yours truly,

Éric Petit  
Manager – System Performance and Maintenance

c.c. Julie Boucher, Vice President – Sustainability, Community Relations and Communications,  
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