

15-Jan-21

Dear Valued Customer,

Valard Construction LP is in the process of upgrading the infrastructure in your neighbourhood on behalf of Toronto Hydro-Electric System Limited (Toronto Hydro). This enhancement to the electrical distribution system will help improve the level of reliable service and could include the following:

- Underground trenching in front of or adjacent to your property
- Excavation and installation of conduit on public and private property (including your yard) to the hydro meter
- Restoration work on your lawn and/or driveway once the project is complete.

Each day, construction is scheduled to begin at approximately 7 a.m. and there will more than likely be increased traffic and noise in the community from trucks and digging equipment. Vehicle access to and from your residence will be available at all times. Throughout the project, our crews will aim to take extra care and precaution to minimize their presence and keep streets, sidewalks and grass areas clean around your property.

As part of our quality assurance program, we will photograph and video tape the area before and after construction. As well, inspectors from Toronto Hydro and SNC Lavalin will be on-site to help ensure the work is being constructed to code and meets the standards outlined by Toronto Hydro.

Our construction crews and supervisory personnel will be on-site and can be easily identified. If you have immediate questions or concerns, kindly speak to the on-site Construction Supervisor who will be wearing a white hard hat.

If you notice any interruption to the Street Lights in your neighborhood please contact us immediately so we can investigate the cause (Please provide the St Light Address/Pole Number, Street Name and your contact information) at 1-844-465-3703

If you experience any interruptions to your telephone line, Internet or TV service, please contact your service provider to have the service restored.

- Bell: 611
- Rogers: 1-800-265-9501

Thank you for your patience, co-operation and understanding throughout this project.

Sincerely,
Trevor Haining
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thaining@valard.com