

Follow-Up on the January 22 Outage: Upcoming Work at Stanstead Substation

Saint-Bruno-De-Montarville, January 24, 2025 – The January 22 outage, which affected 3,257 customers, was caused by equipment failures at the Stanstead substation. Hydro-Québec successfully restored power to its customers through network maneuvers but will need to carry out repairs on its installations to prevent further equipment damage and outages.

This work will require a planned power interruption scheduled from Monday evening at 9 p.m. to Tuesday morning at 5 a.m., affecting approximately 3,300 customers in the following municipalities: Ogden, Stanstead Township, Stanstead, Barnston-Ouest, Stanstead-Est, Magog, Ayer's Cliff, and Georgeville.

To avoid interrupting service during extreme cold weather and to ensure safe working conditions, Hydro-Québec plans to proceed with these repairs early next week when temperatures are expected to be milder. Customers affected by the planned interruption will be informed through our usual notification process. Information will also be available on the Info-Outages page at the following address:
<https://infopannes.solutions.hydroquebec.com/info-pannes/pannes/avis-interruption-planifiee>.

Call for Cooperation from Customers Supplied by the Stanstead Substation for Peak Period from Friday, January 24 to Saturday, January 25

Until the repairs at the Stanstead substation are completed, its capacity remains slightly reduced. A period of extreme cold is expected once again from Friday, January 24 to Saturday, January 25.

If the capacity of the Stanstead substation is exceeded during peak periods, Hydro-Québec may need to implement rotating load shedding on its network. This would involve power outages of approximately 7 minutes for customers supplied by the Stanstead substation. This exceptional measure helps prevent a longer outage.

To help prevent this situation, customers supplied by the Stanstead substation are encouraged to contribute to a collective effort by reducing or shifting their energy consumption during the cold weather period from Friday, January 24 to Saturday, January 25. Here are some simple actions that can make a difference during winter peak periods, particularly between 4 p.m. to 8 p.m. and 6 a.m. to 9 a.m.:

1. Reduce heating by 1°C or 2°C, especially in unoccupied rooms.
2. Limit hot water usage as much as possible.
3. Postpone the use of large appliances, such as dryers and dishwashers.
4. Shift electric vehicle charging, if possible, to overnight hours.

We thank all our customers for their cooperation.