

# Blown appliances not our fault: Hydro

## Residents blame power surges

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Staff Writer

When the power goes out along Bethesda Road, residents brace themselves.

They're not sure if they'll lose still more appliances once the power comes on.

The first time major damage occurred was in April when power went out after a storm. Shortly after crews restored electricity, a power surge was experienced by several households.

The second time was late September.

The first time, resident Bryan Emery lost almost all of the kitchen appliances connected to one circuit breaker. He had to replace his stove, satellite receiver, a TV and other appliances.

Other neighbours had damaged computers, microwaves and satellite receivers.

The storm resulted in more appliances being lost by residents such as Bryan Emery and Joe DeCaria.

Mr. DeCaria, an electrical engineer, sent a letter Nov. 10 on behalf of residents to Hydro One, outlining the losses. A reply has not yet been received.

Damage to the appliances is Hydro's responsibility, Mr. DeCaria said.

The first time, about eight homes were affected. This time, the surge affected about five.

The DeCarias had damage to a pool pump, dishwasher and generator valued at about \$2,300, among other items.

Other neighbours lost a \$1,000 computer, \$150 fax machine, flat screen TV, \$400

automatic garage opener and a \$250 TV.

He noted houses in the community have also experienced occasional brown-outs.

Hydro One responded to the first letter residents sent after the April power surge, noting it was not Hydro's fault.

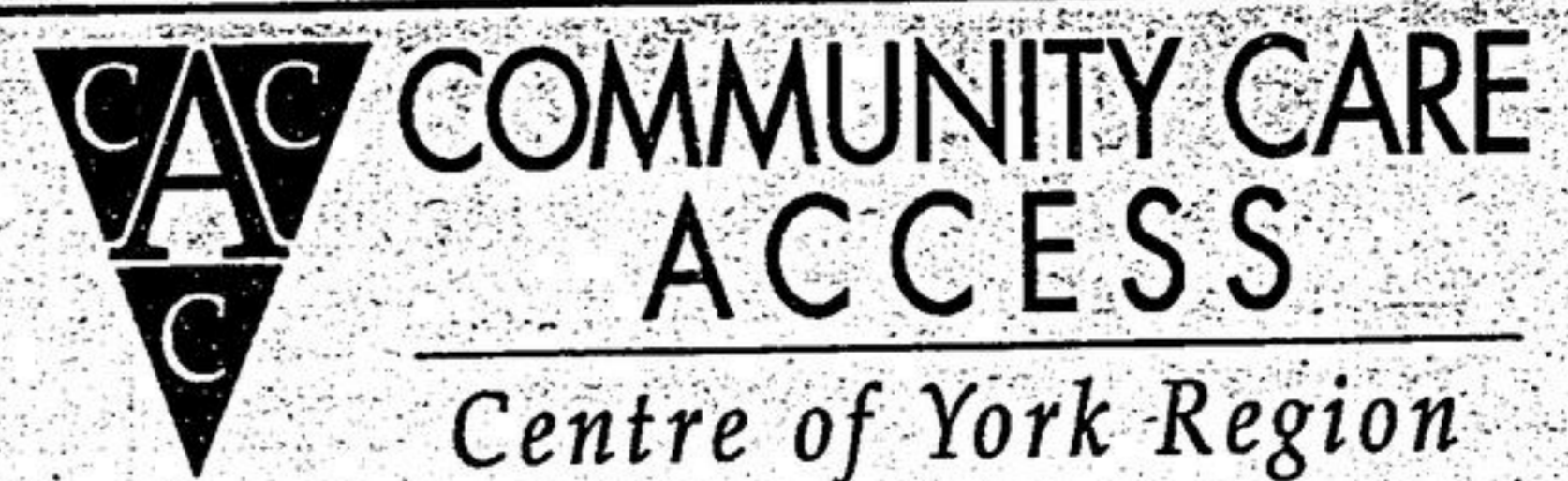
"This time I wrote them a letter telling them what the problem was," Mr. DeCaria said.

"We have the technology out there to fight that."

Mr. DeCaria is worried if residents continually approach their insurance companies regarding the losses, the companies might not want to insure these rural customers.

Hydro One spokesperson Al Manchee noted the company isn't responsible for claims "where there is no clear evidence of negligence on our part".

An example would be high winds causing trees to fall on hydro lines resulting in power outages.



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