



Jerry Vonau <jvonau3@gmail.com>

27 Manford Close13 messages

Barber, Miles <mbarber@hydro.mb.ca>

Tue, Jan 30, 2018 at 3:45 PM

To: "jvonau3@gmail.com" <jvonau3@gmail.com>

Cc: "carlylefoja@gmail.com" <carlylefoja@gmail.com>

Hello Mr. Vonau,

This will confirm our telephone discussion of earlier this afternoon.

As I indicated during our telephone discussion your concerns regarding the possibility of related damage to the meter boxes of neighbouring homes in your residential area are being communicated to the Manitoba Hydro District office responsible for this area of service in Winnipeg. They will review your concern and deal with it accordingly.

In regards to the damage to your meter box, we understand that you are having your Insurer review and provide estimates for the repair work required.

I also confirm that Manitoba Hydro does have a program in place that may address financing repairs of this nature.

The program is the: **Energy Finance Program**

General details of the program are that Manitoba Hydro:

- recommends that the customer requests multiple quotes and ensures that the chosen contractor is on Manitoba Hydro's Supplier List for offering financing programs.

- If the chosen contractor is not on Manitoba Hydro's Supplier List, Manitoba Hydro can send out an agreement immediately to get them registered. It is not an onerous process.
- Note that the applicant needs to be the owner of the home where the work will be conducted and needs to meet Manitoba Hydro's credit policies before Manitoba Hydro will proceed with an application.

If you have any questions specific to the **Energy Finance Program**, you may contact: Becky at [204-360-7532](tel:204-360-7532)

Should you have any other questions, please do not hesitate to contact me.

Thank you,

Miles

Miles Barber

Insurance Strategies Administrative Officer

B. Comm. (Hons.), FCIP, RF

Insurance Strategies Department

Manitoba Hydro

(11) - [360 Portage Avenue](#)

[Winnipeg, Manitoba](#)

[R3C 2P4](#)

Phone: [204-360-7627](tel:204-360-7627)

Cell: [204-941-3949](tel:204-941-3949)

Fax: [204-360-6146](tel:204-360-6146)

Jerry Vonau <jvonau3@gmail.com>

Thu, Feb 15, 2018 at 11:12 AM

To: "Barber, Miles" <mbarber@hydro.mb.ca>

Cc: "carlylefoja@gmail.com" <carlylefoja@gmail.com>, "Lamoureux, Cindy" <Cindy.Lamoureux@leg.gov.mb.ca>

Hello Mr Barber,

My apologies for the tardy response, been advised by my doctor to reduce my high blood pressure. Can you confirm the rated capacity of 100 or 200 amps at 240 volts for the service to my address? I have other concerns, first that I might be held responsible for damage to the meter numbering MH436642, if you could forward the inspection report for that meter and ensure I won't be billed I would sleep a bit better. The second issue is with the underground conductors having been shortened I fear that with potential future ground shifting, like what occurred with the house fires in Saskatchewan last summer, might adversely affect the integrity of the replacement unit with the reduced slack. Would I be liable for any remedial action on the underground service conductors that might be needed to prevent future issues from occurring?

I understand that the meter socket was supplied and installed when the house was built and was given a pass for electrical code that was in place at the time, or the service would not of been hooked up to begin with meeting section 5.2.1 of Customer Metering Standards. Now under

2015-Wpg-Electrical-By-law section 2-034 I'm responsible for the maintenance of electrical installation which begins at the load side of the meter socket after passing through the meter as noted in 5.5.1 of Customer Metering Standards. Yes the meter socket is aged but no more than the rest of the sockets installed around this development at the same time in 1971 while subjected to the same environmental elements that are present in our climate. The load side of the meter socket, that I the home owner am responsible for, was in perfect condition while the line side of the meter socket is where the issue is with the conductors from the underground service and their termination to the meter socket.

Will you state the reasons that Manitoba Hydro feels that I'm responsible for the damage to the line side of the sealed meter box that nobody other than Manitoba Hydro's employees are allow to terminate the underground conductors? I would like to point out section 7(1)(a) and 7(2) of the federal Electricity and Gas Inspection Act dealing with inspections, repairs and meter's wiring associated with metering.

Thanks in advance,

Jerry Vonau
[Quoted text hidden]

Barber, Miles <mbarber@hydro.mb.ca>

Fri, Feb 16, 2018 at 10:52 AM

To: Jerry Vonau <jvonau3@gmail.com>

Cc: "carlylefoja@gmail.com" <carlylefoja@gmail.com>, "Lamoureux, Cindy"

<Cindy.Lamoureux@leg.gov.mb.ca>

Hello Mr. Vonau,

Your questions have been referred for review here at Manitoba Hydro.

I anticipate that I will have a response for you next week.

In the interim, should you have any additional questions or concerns, please do not hesitate to contact me.

Thank you,

Miles

Miles Barber

Insurance Strategies Administrative Officer

B. Comm. (Hons.), FCIP, RF

Insurance Strategies Department

Manitoba Hydro

(11) - 360 Portage Avenue

Winnipeg, Manitoba

R3C 2P4

Phone: 204-360-7627

Cell: 204-941-3949

Fax: 204-360-6146

From: Jerry Vonau [mailto:jvonau3@gmail.com]
Sent: Thursday, February 15, 2018 11:12 AM
To: Barber, Miles
Cc: carlylefoja@gmail.com; Lamoureux, Cindy
Subject: Re: 27 Manford Close

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[Quoted text hidden]

Jerry Vonau <jvonau3@gmail.com> Tue, Mar 6, 2018 at 9:10 AM
To: "Barber, Miles" <mbarber@hydro.mb.ca>
Cc: "carlylefoja@gmail.com" <carlylefoja@gmail.com>, "Lamoureux, Cindy" <Cindy.Lamoureux@leg.gov.mb.ca>, "Safruk, David" <David.Safruk@leg.gov.mb.ca>, "Crown Services, Minister" <mincrown@leg.gov.mb.ca>, kevin.lamoureux@parl.gc.ca, mail@mpkevin.ca, Office of Cindy Lamoureux - MLA for Burrows <adlum016@gmail.com>, Craig Anthony <canthony@sgicanada.ca>

Hello Mr. Barber,

I have more questions that I will put forth in a separate email with a reduced cc list as not to bother the other people with the information that I will request to reduce the chatter for them. I was wondering if you had an answer to the questions that I put forth on February 15, 2018 and you said on February 16, 2018 that an answer should be within a week. It has now been over 14 days, should I really expect answer to be forthcoming?

Thanks for the prompt attention,

Jerry Vonau
[Quoted text hidden]

Jerry Vonau <jvonau3@gmail.com> Tue, Mar 6, 2018 at 12:33 PM

To: "Barber, Miles" <mbarber@hydro.mb.ca>
Cc: "carlylefoja@gmail.com" <carlylefoja@gmail.com>, "Lamoureux, Cindy" <Cindy.Lamoureux@leg.gov.mb.ca>

Hello Mr Barber,

I was placed on a restricted service in the fall of 2013 through the spring of 2014 due to a financial issue I was having at the time. I had to contact Manitoba Hydro to come replace the load limiter during the winter when the load limiter would not reset. Could you supply me with the dates of when the load restriction was first put into place and the date of the service call to replace the defective load limiter, and the date of when the restriction was removed please.

Can you provide the manufacturer/supplier of the underground cable along with as the specifications such as the gauge and of the grade of alloy used in the manufacture of the underground cable that is installed to the residences within the City of Winnipeg?

I understand that the style of termination used for for the underground cable has changed to using bolt down terminations that require crimping of the cable, could you provide the date that such requirement was introduced and the reasons why for such a change?

Upon talking to Ray a resident of 120 Mapleton Drive, who has a Manitoba Hydro transformer located in his back yard which was replaced on December 13, 2017 under work order #4092646, had said that upon talking with the service crew that the reason for the replacement was because some other home had the underground service wires burn up over the summer, causing the need to replace the transformer. Would you care to share the details of this occurrence with Ms. Lamoureux as it points to a general problem with the electrical service within this neighbourhood?

I feel that the same situation that I ran into with the cables melting within my metering box exists throughout the area creating undue stress on the electrical grid in the area causing these pad mounted transformers to be need replacement before the time noted on Manitoba Hydro's website at: https://www.hydro.mb.ca/projects/system_renewal/components.shtml#padmount

A transformer in my back-lane was replaced in recent memory, I just don't recall the exact date but received advance warning from Manitoba Hydro as to the service disruption. Without ensuring that each metering box in the area is not suffering from the same condition as existed within my metering box the replacement transformers are going to fail early again due to the phantom load caused by the increased resistance at failing wire terminations.

Thanks in advance,

Jerry Vonau

[Quoted text hidden]

Craig Anthony <canthony@sgicanada.ca>
To: Jerry Vonau <jvonau3@gmail.com>

Tue, Mar 6, 2018 at 3:09 PM

Hi Jerry, I've reached out to Miles as well. I have a few files on the go with him. Not sure Hydro will respond to the damages but it's worth a shot.

Regards,

Craig Anthony
SGI Canada Insurance Services Ltd.
1321 Kenaston Blvd.
Winnipeg, MB R3P 2P2
Direct Line (204) 925-9213
Fax Line (204) 925-9219
Toll Free 1-888-444-4114

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<http://www.sgicanada.ca/mb> • 1-888-444-4114

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>>> Jerry Vonau <jvonau3@gmail.com> 06/03/2018 9:10 AM >>>
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Jerry Vonau <jvonau3@gmail.com>
To: Craig Anthony <canthony@sgicanada.ca>

Tue, Mar 6, 2018 at 4:41 PM

Just to give you a heads up I have involved my federal MP Kevin Lamoureux who left a voice mail with David Sefruk about this matter. Care to share notes on the subject?

[Quoted text hidden]

Barber, Miles <mbarber@hydro.mb.ca>

Wed, Mar 7, 2018 at 9:34 AM

To: Jerry Vonau <jvonau3@gmail.com>

Cc: "carlylefoja@gmail.com" <carlylefoja@gmail.com>, "Lamoureux, Cindy" <Cindy.Lamoureux@leg.gov.mb.ca>, "Safruk, David" <David.Safruk@leg.gov.mb.ca>, "Crown Services, Minister" <mincrown@leg.gov.mb.ca>, "kevin.lamoureux@parl.gc.ca" <kevin.lamoureux@parl.gc.ca>, "mail@mpkevin.ca" <mail@mpkevin.ca>, Office of Cindy Lamoureux - MLA for Burrows <adlum016@gmail.com>, Craig Anthony <canthony@sgicanada.ca>

Hello Mr. Vonau,

Thank you for your email of March 6, below.

Yes, I had initially targeted a one week time frame for responding to the questions contained in your email of February 15, 2018. Unfortunately, it has taken more time than initially anticipated.

Thank you for your patience; I will be back to you with our response as soon as is reasonably possible.

Thank you,

Miles

Miles Barber

Insurance Strategies Administrative Officer

B. Comm. (Hons.), FCIP, RF

Insurance Strategies Department

Manitoba Hydro

(11) - [360 Portage Avenue](#)

[Winnipeg, Manitoba](#)

[R3C 2P4](#)

Phone: [204-360-7627](#)

Cell: [204-941-3949](#)

Fax: [204-360-6146](#)

From: Jerry Vonau [mailto:jvonau3@gmail.com]

Sent: Tuesday, March 06, 2018 9:11 AM

To: Barber, Miles

Cc: carlylefoja@gmail.com; Lamoureux, Cindy; Safruk, David; Crown Services, Minister; kevin.lamoureux@parl.gc.ca; mail@mpkevin.ca; Office of Cindy Lamoureux - MLA for Burrows; Craig Anthony

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Barber, Miles <mbarber@hydro.mb.ca>

Wed, Mar 7, 2018 at 9:37 AM

To: Jerry Vonau <jvonau3@gmail.com>

Cc: "carlylefoja@gmail.com" <carlylefoja@gmail.com>, "Lamoureux, Cindy" <Cindy.Lamoureux@leg.gov.mb.ca>

Hello Mr. Vonau,

Thank you for your email of March 6, below.

Your questions are being reviewed.

I will be back to you with our response as soon as is reasonably possible.

Thank you,

Miles

Miles Barber

Insurance Strategies Administrative Officer

B. Comm. (Hons.), FCIP, RF

Insurance Strategies Department

Manitoba Hydro

(11) - 360 Portage Avenue

Winnipeg, Manitoba

R3C 2P4

Phone: 204-360-7627

Cell: 204-941-3949

Fax: 204-360-6146

From: Jerry Vonau [mailto:jvonau3@gmail.com]

Sent: Tuesday, March 06, 2018 12:34 PM

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Jerry Vonau <jvonau3@gmail.com>

Thu, Mar 15, 2018 at 4:22 PM

To: "Barber, Miles" <mbarber@hydro.mb.ca>

Cc: "carlylefoja@gmail.com" <carlylefoja@gmail.com>, "Lamoureux, Cindy"

<Cindy.Lamoureux@leg.gov.mb.ca>, "Safruk, David" <David.Safruk@leg.gov.mb.ca>,

"Crown Services, Minister" <mincrown@leg.gov.mb.ca>, "kevin.lamoureux@parl.gc.ca"

<kevin.lamoureux@parl.gc.ca>, "mail@mpkevin.ca" <mail@mpkevin.ca>, Office of Cindy Lamoureux - MLA for Burrows <adlum016@gmail.com>, Craig Anthony <canthony@sgicanada.ca>

Hello Mr. Barber,

Have you had any progress toward obtaining any answers to the questions that I had put forth on

February 15, now a full month later?

Patiently waiting for a response,

Jerry Vonau

[Quoted text hidden]

Barber, Miles <mbarber@hydro.mb.ca>

Fri, Mar 16, 2018 at 2:14 PM

To: Jerry Vonau <jvonau3@gmail.com>

Cc: "carlylefoja@gmail.com" <carlylefoja@gmail.com>, "Lamoureux, Cindy" <Cindy.Lamoureux@leg.gov.mb.ca>, "Safruk, David" <David.Safruk@leg.gov.mb.ca>, "Crown Services, Minister" <mincrown@leg.gov.mb.ca>, "kevin.lamoureux@parl.gc.ca" <kevin.lamoureux@parl.gc.ca>, "mail@mpkevin.ca" <mail@mpkevin.ca>, Office of Cindy Lamoureux - MLA for Burrows <adlum016@gmail.com>, Craig Anthony <canthony@sgicanada.ca>

Hello Mr. Vonau,

Please see the attached letter.

Thank you,

Miles

Miles Barber

Insurance Strategies Administrative Officer

B. Comm. (Hons.), FCIP, RF

Insurance Strategies Department

Manitoba Hydro

(11) - 360 Portage Avenue

Winnipeg, Manitoba

R3C 2P4

Phone: [204-360-7627](tel:204-360-7627)

Cell: [204-941-3949](tel:204-941-3949)

Fax: [204-360-6146](tel:204-360-6146)

From: Jerry Vonau [mailto:jvonau3@gmail.com]

Sent: Thursday, March 15, 2018 4:23 PM

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 **17-894 March 16 2018 Letter to Jerry Vonau.PDF**
257K

Jerry Vonau <jvonau3@gmail.com>

Tue, Mar 20, 2018 at 9:36 AM

To: "Barber, Miles" <mbarber@hydro.mb.ca>

Cc: "carlylefoja@gmail.com" <carlylefoja@gmail.com>, "Lamoureux, Cindy" <Cindy.Lamoureux@leg.gov.mb.ca>, "Safruk, David" <David.Safruk@leg.gov.mb.ca>, "Crown Services, Minister" <mincrown@leg.gov.mb.ca>, "kevin.lamoureux@parl.gc.ca" <kevin.lamoureux@parl.gc.ca>, "mail@mpkevin.ca" <mail@mpkevin.ca>, Office of Cindy Lamoureux - MLA for Burrows <adlum016@gmail.com>, Craig Anthony <canthony@sgicanada.ca>

Hello Mr. Barber,

Thank you for your without prejudice response dated March 16, 2018. There is no 7.2 of the Electrical and Gas **Inspection Regulations**, that is because on February 15, 2018 I stated Electrical and Gas **Inspection Act** as mentioned by https://www.hydro.mb.ca/accounts_and_services/permits_and_inspections/pdfs/customer_mete

[ring_standards.pdf](#) and https://www.hydro.mb.ca/accounts_and_services/meter_exchange.shtml available from Manitoba Hydro's website, with the latter providing a hyper-link to the federal act. I find your response to be concerning because there was no consulting of material available from Manitoba Hydro that is published for the general public.

Manitoba Hydro's customers have already paid for any future supply issues through the monthly 'basic charge'. You can refer to this on the back of a paper hydro bill. Under 'basic charges' it says "It helps pay for such items as the maintenance of meters, the cost of meter reading, billing and record keeping". Now https://www.hydro.mb.ca/regulatory_affairs/definitions.shtml has a slightly different wording but I'll note "direct costs of metering, portions of the distribution system". I'll take distribution system to include the service conductors to customers residences that Hydro installed and connected to the meter socket that is hidden from the home owner eyes and ability to inspect unlike the breaker box that I'm responsible for.

Prior to your first email response on January 30, 2018 I had forwarded some information to some of the others in the email loop, I'm not aware of anyone taking the time to forward those files from the National Association of Electrical Inspectors I obtained from the web.

IAEI NEWS January - February 2006 which states: "Poor workmanship is generally recognized as the primary source of failed connections. Incorrect installation methods included incorrectly tightened connections," "The connection was loose to begin with due to improper tightening torque, and the physical properties of the aluminum/steel interface tended to loosen the connection more over time." I'm curious when I read The Aluminum Association has made this publication available on their website at [http://www.aluminum.org/sites/default/files/Aluminum Building Wire Installation & Terminations](http://www.aluminum.org/sites/default/files/Aluminum_Building_Wire_Installation_&_Terminations)

[IAEI January 2015](#) "Loose connections may operate satisfactorily for a time, but eventually they will experience thermal runaway that will result in extremely high temperatures causing equipment damage and, in some cases, structural fires. I have seen several instances of failures and fires that were confirmed to be caused by loose connections." "Fire prevention is another great reason to torque connections. When the conductors are not making good contact, this can create arcing, sparking and overheating, with the result being a fire."

Also see Poor Connections at http://www.interfire.org/features/electric_wiring_faults.asp

I feel the above should be enough of an 'independent engineering report' given the issue is well known and documented. Manitoba Hydro ought to be known there maybe some defective installs as nobody is perfect in performance of their duties. That sort of fits with your random inspection that found other aged metering sockets not suffering thermal issues but does not preclude damages by installing of the load limiting device or poor

workmanship with my installation. I suspect that 30 units is not a large enough sample to be accurate with the 2% cause of fires due to 'Electrical service supply wires from utility' under the National Fire Incident Reporting System issued by National Fire Protection Association being mentioned in http://www.techadvantage.org/wp-content/uploads/2015/03/LL1C_Tom_Lawton.pdf. I just caught the issue before a fire started because I was at home to witness the strangeness.

I would ask you to kindly reconsider as I await hearing back,

Jerry Vonau

Barber, Miles <mbarber@hydro.mb.ca>

Tue, Mar 20, 2018 at 1:48 PM

To: Jerry Vonau <jvonau3@gmail.com>

Cc: "carlylefoja@gmail.com" <carlylefoja@gmail.com>, "Lamoureux, Cindy" <Cindy.Lamoureux@leg.gov.mb.ca>, "Safruk, David" <David.Safruk@leg.gov.mb.ca>, "Crown Services, Minister" <mincrown@leg.gov.mb.ca>, "kevin.lamoureux@parl.gc.ca" <kevin.lamoureux@parl.gc.ca>, "mail@mpkevin.ca" <mail@mpkevin.ca>, Office of Cindy Lamoureux - MLA for Burrows <adlum016@gmail.com>, Craig Anthony <canthony@sgicanada.ca>

Hello Mr. Vonau,

Please see the attached letter.

Thank you,

Miles

Miles Barber

Insurance Strategies Administrative Officer

B. Comm. (Hons.), FCIP, RF

Insurance Strategies Department

Manitoba Hydro

(11) - 360 Portage Avenue

Winnipeg, Manitoba

R3C 2P4

Phone: [204-360-7627](tel:204-360-7627)

Cell: [204-941-3949](tel:204-941-3949)

Fax: [204-360-6146](tel:204-360-6146)

From: Jerry Vonau [mailto:jvonau3@gmail.com]

Sent: Tuesday, March 20, 2018 9:36 AM

To: Barber, Miles

Cc: carlylefoja@gmail.com; Lamoureux, Cindy; Safruk, David; Crown Services, Minister; kevin.lamoureux@parl.gc.ca; mail@mpkevin.ca; Office of Cindy Lamoureux - MLA for Burrows; Craig Anthony

Subject: Re: 27 Manford Close

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Hello Mr. Barber,

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