



New Services Check List

for residential customers installing electrical services 200-amps or under

The following steps must be completed for your new service to be connected:

1. Set up an appointment with a Line Supervisor to discuss where your new electrical service should be located. Call our Power Systems Office at 343-1176 to make arrangements.
2. The Line Supervisor must complete an Estimate to Connect form indicating your cost (if any) to install your new service. This may take 14 -21 days in order to plan work, i.e. labour, equipment, underground locates, etc.
3. If the Estimate to Connect indicates that you are to pay a cost for your new service installation, you must pay the full amount prior to TBH performing any work and/or connection of the service. You can do this in one of two ways:
 - by forwarding a cheque or money order to our Accounting Department, 34 N. Cumberland Street, P7A 4L4
 - by VISA credit card **in person*** at our Accounting Department, on the 8th floor of 34 N. Cumberland Street (between 8 am to noon or 1 pm to 4 pm weekdays).
** no telephone credit card payments will be accepted.*
4. Set up an account for your new service at our Customer Service Department, located on the main floor at 34 N. Cumberland Street. Call 343-1131 for more information.
5. All work must meet Thunder Bay Hydro specifications as detailed in our Conditions of Service.
6. Either you or the contractor doing the electrical servicing must contact the Electrical Safety Authority (ESA) at 1-877-372-7233 to obtain a wiring permit.
7. When the electrical servicing is complete, contact the ESA to arrange for an inspection.

When the ESA Inspector's authorization has been received, the ETC has been paid, and the customer has signed for a new account, our Customer Service Department will prepare a service connection order. This service order will be forwarded to our Power Systems Office to arrange for connection of the new service. Connection of the new service will take place within five (5) business days of receipt of the order from our Customer Service Department.