



New Services Check List

for residential customers installing electrical services (up to 200 amps)

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 completes an Estimate to Connect form indicating your cost (if any) to install your new service.
- 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 being connected. You can do this in one of two ways:
 - by forwarding a cheque or money order to our Accounting Department, 34 N. Cumberland St., P7A 4L4
 - by VISA credit card in person* at our Accounting Dept. on the 8th floor of 34 N. Cumberland St. (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 St. Call 343-1131 for more information.
- 5.** 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.
- 6.** When the electrical servicing is complete, contact the ESA to arrange for an inspection.

When the ESA Inspector's authorization is received, our Customer Service Department prepares a service connection order that is forwarded to our Power Systems Office and, within 10 working days, your power will be connected.