

## **General Information for Underground Electric Residential Service**

- 1. The Customer must request and receive locates from Ontario One Call before trenching if trenching is to be completed by Customer. If completed by PUC, all locates will be requested and received by PUC Contractor.
- 2. All trenching, conduit and cable installations to be performed by PUC will be completed between May 1<sup>st</sup> and November 15<sup>th</sup>. Installation requested outside of the regular timeframe will be considered by PUC with all additional costs to be paid by the Customer prior to installation. All additional costs incurred outside of the stated timeframe due to weather conditions will be the responsibility of the Customer.
- 3. Customer to supply and install trench and all conduit work as specified on PUC-10-500-A attached (reverse side), PUC meter locate and PUC Conditions of Service (www.ssmpuc.com).
- 4. At the time of providing a meter locate to the Customer; PUC Meter Locate Author will identify a trench end point (ex. Pole, handbox, etc.) inclusive of quadrant of pole that the trench/conduit shall extend to. If the utility pole or handbox has not been installed yet, the Customer should wait for PUC to complete the installation prior to finalizing trenching to avoid potentially costly revisions.
- 5. A rope or string such as ¼" polypropylene rope, polypropylene bailer twine or similar and accepted by PUC prior to installation shall be installed through the conduit when ending at a pole to verify conduit is clear of obstructions and facilitate PUC in pulling cable. When end point is at a handbox, string is not required, but it remains the conduit installer's responsibility that the conduit is clear of obstructions.
- 6. Where point of supply is not within customer's property, arrangements must be made between the customer and PUC as to trenching instructions. When trenching to a PUC pole, trench depth and width shall be considered to minimize potential safety risks of pole moving.
- 7. A trench inspection **must** be completed, along with an inspection of all components identified on PUC-10-500-A, by PUC. **Trench shall remain open until inspected.** To arrange for an inspection please contact PUC Customer Care.
- 8. Cables will be supplied and installed by PUC in all circumstances. Customer purchased or installed cables will not be accepted. The Customer shall not install cables for other purposes in the same conduit with PUC owned cables.
- 9. The following must be received **before PUC will commence with any work**:
  - Payment for all charges specified on meter locate sheet
  - Any security deposit charges
  - Signature for new accounts
- 10. Customer is responsible for all site restoration.

## **New Construction**

• PUC will install and energize cable upon receipt of a signed contract, paid deposits, and ESA approval (Electrical Safety Approval) from the Customer and all PUC inspections completed. ESA sends all approvals directly to PUC.

## **Converting House from Overhead to Underground Service**

- Customer to contact PUC Customer Care to schedule a disconnect.
- Once all charges have been paid, PUC will install underground cable(s) and leave disconnected prior to disconnection of existing overhead service.
- Re-connect will be completed after approval of ESA is received by PUC and upon completion of all PUC inspections.

## PUC Customer Care 705-759-6522 (General PUC Concerns)

Ontario One Call 1-800-400-2255 (All Locates) <u>www.on1call.com</u> ESA (Electrical Safety Authority) 1-877-ESA-SAFE (1-877-372-7233)

www.esasafe.com

