

# WORKING TOGETHER

Our mission is to make life better in our communities by delivering electricity in a safe, reliable and environmentally responsible manner.

We look forward to working in partnership with you to do just that.

## External Impacts on Timing

Here are some common approval requirements and their typical timeframes:

**Municipality Approvals**  
Two to four weeks

**Tree or Shrub Removal**  
One to two weeks

**Pipeline Approvals**  
Three to four weeks

**Railway Crossings**  
Six to eight weeks

**Land Easements/Ministerial Consent**  
Six to eight weeks

**Notifying other parties of potential power outages during construction**  
Up to one week

**Alberta Transportation Approvals**  
Six to eight weeks

Other factors such as weather and power emergencies may also impact timelines



For new power service please visit  
[epcor.com/newconnection](http://epcor.com/newconnection),  
call 780-412-3128 or  
email [ces@epcor.com](mailto:ces@epcor.com)

If you have a power emergency, such as a power outage, call 780-412-4500

For a listing of licensed Alberta retailers, visit [www.ucahelps.alberta.ca](http://www.ucahelps.alberta.ca) or call 310-4822 (toll-free in Alberta). You are free to choose any retailer. Regulated wires services are not dependent on the retailer you choose.

## POWER CONNECTION PROCESS



## KNOWLEDGE IS POWER

PROVIDING MORE **EPCOR**

If you're looking to set up power in a new location or make changes to your existing service, read through the following steps to get a quick idea of what's required and the estimated time until you're up and running.



### 1 Get Started

- Call 780-412-3128 or email [ces@epcor.com](mailto:ces@epcor.com)
- Complete the application form found online at [epcor.com/newconnection](http://epcor.com/newconnection)



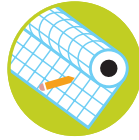
### 2 Receive a Quote/ Preliminary Design (approx. 1 to 4 weeks)

- An EPCOR representative will be designated as your main contact for the project
- We may ask you for detailed electrical, mechanical, architectural and landscaping plans. We may also need to meet you on site
- We provide you with your Service Entry Point (the point where EPCOR's infrastructure meets your property line)
- We prepare a design and cost estimate for your review



### 3 Accept the Quote

- You send us your signed acceptance and payment so we can start the detailed design



### 4 EPCOR Completes the Detailed Design

(approx. 1 to 4 weeks, not including external approvals)

- You provide us an electronic copy of your City of Edmonton electrical wiring permit
- We finalize design details, order materials and seek the necessary external approvals for work on City of Edmonton property. (See 'External Impacts on Timing')
- You are responsible for all civil work on private property, including obtaining any required permits, approvals and Alberta One-Calls



### 5 Provide Proof of Civil Electrical Inspection

- If your project requires a civil electrical inspection, you will need to provide us an electronic copy of the passed inspection report
- Civil work typically includes trenching, ducting, transformer pads, grounding and guard rails



### 6 EPCOR Schedules Construction

- You provide us an electronic copy of your passed final electrical inspection
- We assess impact to other customers and arrange any necessary outages
- We arrange Alberta One-Call on city property, obtain materials, finalize schedules, and complete construction during regular business hours
- It takes approximately four to six weeks from the time you provide us with an electronic copy of your passed final electrical inspection to energize your service. Please plan this timeframe into your schedule



### 7 Call Retailer for Meter Installation

- Once your EPCOR representative gives you your scheduled energize date, you call your chosen energy retailer to request an electricity meter install



### 8 EPCOR Energizes your Meter

- Your retailer of choice notifies us to install your electricity meter
- We install the meter and start delivering power