

## CHANGES TO OPUCN'S SERVICE UPGRADES AND CONNECTIONS PROCEDURES



March 7<sup>th</sup>, 2016

OPUCN has recently revised our policies and procedures for secondary service upgrades and connections. We have attached a copy of the new service request form for your reference and use.

### Please note the following changes:

1. The following information is required for the application to be processed
  - a. The owner's name and contact information.
  - b. The existing main switch size as well as the proposed switch size. **This information must match the ESA approval submitted before connection can be provided.**
  - c. The owner's signature on the application form.
2. The use of electric heat as the primary heating source must be disclosed. Under the Energy Consumers Protection Act section 40.3, a unit cannot be sub-metered if the primary heat source to the property is electric heat and the sub-meter measures the electricity used in heating the unit. <https://www.ontario.ca/laws/regulation/100389%23BK52#BK52>
3. A fully completed application form is required for **ALL** service upgrades and connections. This applies to any work requiring OPUCN to disconnect and reconnect a service. **Please contact OPUCN for any work before the meter as our OMS system will create an outage for any disconnected meter resulting in erroneous dispatch of our trouble crew.**

### Receipt of Application

Upon submission of the application form, you will be contacted within 5 business days to acknowledge receipt of the submission. If you have not received an acknowledgment of receipt within 5 business days, please email [Connections@OPUC.on.ca](mailto:Connections@OPUC.on.ca). To expedite the process, please ensure all information is accurately provided on the application form. Depending on the type of request, additional information may be required to complete the application. In such cases, the assigned technician will contact you for the additional information.

### Connection

1. If, with the exception of disconnection and reconnection, no additional work is required by OPUCN a confirmation will be provided to you within 2 weeks of submitting all information via email, stating any relevant conditions. Disconnection and reconnection can then be booked. Please allow a **minimum** of 48 hours after booking for disconnection and reconnection.
2. For service requests involving more work from OPUCN, a more detailed confirmation/offer will be provided listing any/all costs associated with the work and all work required by OPUCN and the customer.

Connections will be scheduled on a first-come-first-served basis. Connections will only be provided if the submitted ESA approval matches the provided confirmation – service address (including unit number if applicable), main switch size - and **ALL** conditions in the confirmation are met.

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**Lori Bootsma**  
Manager, Design

A handwritten signature in black ink, appearing to read "Roger Ersil", written over a horizontal line.

**Roger Ersil**  
Manager, Metering and  
Operations