

Information For Our Customers On Planned Service Interruptions

- ◆ Why they are sometimes necessary
 - ◆ What work is being done
 - ◆ How to find out more
 - ◆ What you can do



Why Service Interruptions Happen

◆ **Motor Vehicle Accident: Broken pole and equipment replacement.** In this case City of Guelph traffic lights are also on the pole.

From time to time, major construction projects in the City of Guelph and Town of Rockwood require a significant reorganization of the electric service offered by Guelph Hydro Electric Systems Inc.

Road widenings, for example, may require that new poles and lines are built or moved or that transformers are replaced.

Poles may have become damaged and need to be replaced, or new poles are required in areas where none previously existed.

Subdivisions may be reconstructed or changed significantly, for example new underground conductors may be required, involving trenching and reconstruction at a road easement.

In all of these situations, and others, there may need to be interruptions of the electric service. While we strive to keep these to a minimum, we recognize their inconvenience and appreciate your patience and understanding.

Common Interruption Situations

Road Widening: This requires the construction of a new pole line and the transfer of the existing pole equipment to this new line. The distribution transformers are examined and replaced as needed. An interruption of about 6-8 hours is required for a transformer change.

Pole replacement due to damage or deterioration:

A planned pole change, where a new pole is inserted into the same hole as before and service transferred over, takes about 6 hours. When a new pole is required, due to unexpected or weather related damage, the underground duct system would need to be rerouted to the new pole and the interruption may be 8 hours or more.

Reconstruction of subdivisions:

This may require both overhead and underground work and is often done in stages to minimize the extent and length of interruptions for our customers. There may be several short duration interruptions in this case.

Guelph Hydro Electric Systems Inc.
www.guelphhydro.com

Numbers to call (519 – and follow the prompts)	
Administration	822-3017
Billing enquiries	822-3010
Call before you dig	822-1750 x 2230
No power –regular hours	822-3010
No power-after hours	822-3014

◆ New Pole Line with New Underground Riser Pole:

A power interruption is required to perform the necessary work:

- Remove old primary conductor
- Reroute underground duct to new pole and install new primary cable
- Reconnect underground cables and re-energize new primary underground cable which supplies hydro to customers
- This would take approximately six to eight hours



◆ Old Pad-mounted Transformer with insulating boards falling down



◆ Old Pole Line with Underground Riser Pole - (orange cover up) to be transferred to the new pole line



◆ Replacing damaged primary three phase pad-mounted transformer in conjunction with new pole line – An interruption is required to replace the transformer

Explanations of What GHESI is Doing



Trenching and pulling in new underground cables at road easement



Trenching and connecting new underground secondary cables to connection box for customer service



Backfilling of trench, seeding or sodding of customers' property



Customer supply point at meter base

How we will notify you.

In the event that an interruption is required, we will strive to provide as much advance notice as possible:

By letter OR

With a hanger on your front door or entranceway OR

By personal visit from one of our staff wherever possible



"Powering community well-being and environmental stewardship with energy and information solutions."

