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8743 – 58 Avenue  
Edmonton AB T6E 5W4  
epcor.com

**On-Site Power Servicing: Checklist for New Connections and Existing Service Upgrades**

Complete details for service applications & requirements can be found at [www.epcor.com/newconnection](http://www.epcor.com/newconnection) and the EPCOR Customer Connection Guide. EDTI’s Customer Engineering Services reserves the right of final approval for equipment location prior to installation, and to request compaction tests from the customer.

To have EPCOR provide power service to your property you must contact EPCOR’s Customer Engineering Services (780-412-3128 or email [ces@epcor.com](mailto:ces@epcor.com)) at least 12 weeks prior to the date you wish to have your new service energized. The earlier you contact us, the better we can all be prepared to energize your site.

- You **must** submit a completed Power Service Connection Request form (Table 13 from the EPCOR Customer Connection Guide), it is important that the form be completed in full. This form can be found at the following link; <http://www.epcor.com/commercial-customers/Documents/epcor-power-service-connection-request-form.xls>
- Along with your request you **must** also submit an Electrical and Civil Site Plan (showing water, drainage & gas) in both PDF **and** AutoCAD formats (other drawings may also be requested by EPCOR). EDTI’s Customer Engineering Services reserves the right of final approval for equipment location prior to installation.
- Upon receipt of the required forms and drawings your application will be assigned a Work Request number and forwarded to a Project Specialist.
- Your Project Specialist will strive to provide you with an estimate within 14 days (on average), this may take longer due to job complexity, necessary field inspections, customer design changes, or missing information.
- **Your project will be on hold until EPCOR receives your Signed Acceptance of the estimate and payment. Any delays in returning these items will result in delays in energizing your site.**
- Your project could still require approximately 6 weeks from receipt of acceptance and payment to complete the detailed design, apply for appropriate permits, and complete the work order for EPCOR field crews. This timeframe can vary depending on the complexity of the work required.
- EPCOR will schedule any off-site work (work on public property) as soon as possible after the work order package is ready.
- Scheduling of the installation of primary cable, transformer, terminating and energization will be scheduled within 4 to 6 weeks of receipt of your **passed** final service inspection from the City of Edmonton, **if** EPCOR has been provided the required time to complete design and any off-site construction.
- It is **your** responsibility to forward a copy of this report to your EPCOR Project Specialist
  - Your inspection report **must** state that the service may be energized. EPCOR recommends that the electrician discuss this with the inspector at the time of inspection.
- Site Housekeeping;
  - The site areas where EPCOR crews must access and work are to be free and clear of construction materials, equipment, debris, trash and other materials that may pose a safety risk to EPCOR personnel &/or damage to EPCOR equipment.
  - The site must be level and consist of hard packed material or asphalt for access by EPCOR personnel & equipment.
  - Any site with substandard housekeeping or deemed unsafe by EPCOR personnel will result EPCOR leaving the site until the issues are rectified.

The most significant delays/impacts to energization of projects are;

- Not submitting all the required drawings or missing information on the request form.
- Long delays in returning the signed acceptance or making payment.
- A final inspection that does not state that the “service may be energized”.
- Inspection reports are not forwarded to EPCOR by the customer (or customer representative).