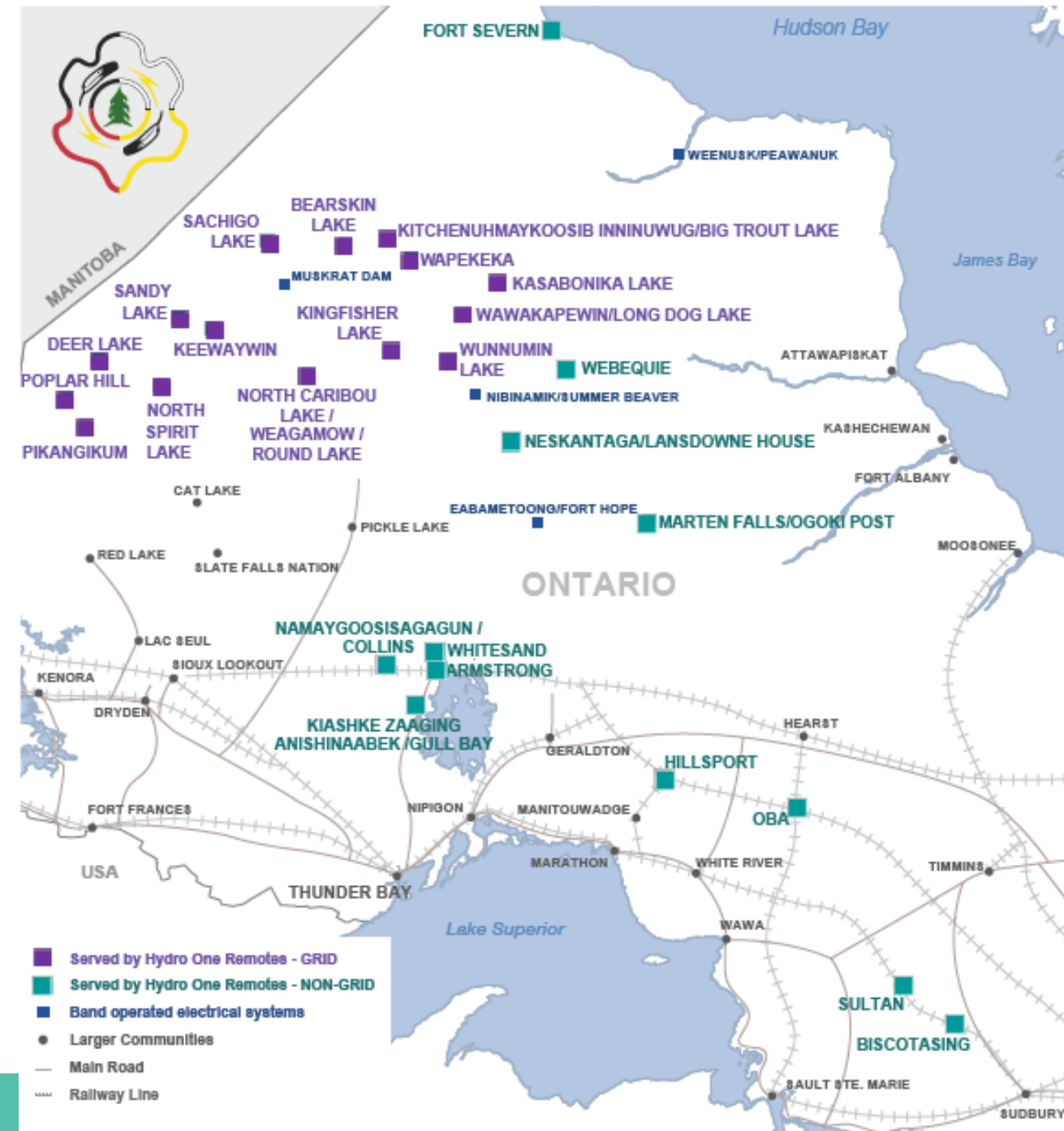


We will detail the new connections process for Hydro One Remotes Communities, including:

- The **changing landscape of power** in the North.
- **Electrical considerations when designing** a new subdivision and choosing housing type.
- The **New Connections process**, including requesting layouts, paperwork required and how costs are calculated
- When do you need a **service upgrade**?
- **Examples** of why planning is required.



The changing landscape of Hydro in the North



- Many communities have moved from **power provided by Diesel generators to power provided by the Watay grid.**
 - This has greatly reduced the issues of limited power for the communities and costly Generator upgrades
- The **traditional Hydro distribution networks in the North were built for the limited power of diesel generation** and most homes were heated with wood/oil and had relatively small electrical services, typically 100 amp.
- Most of the **new homes being build in the North are wired for electric heat**, and many of the existing homes are changing to electric heat which at a **minimum requires 125 -200 amp service.**
 - **This can present problems** when Hydro is unaware of additional load:
 - Brownouts
 - Low voltage
 - Blows fuses and or transformers



New Connections

“Spring Geese Hunt”
Jared Tait
member of Sachigo Lake First Nation



7.4'
UΔ'

New connections and expansions:

We strive to provide safe, reliable power, at a reasonable price and provide new connections and service in a reasonable amount of time.

Our provisioning work is generally prioritized on a **first come first served basis**, and we attempt to **bundle work** in communities to keep costs to a minimum.



How to ensure hydro service is ready for occupancy:

Contact us **as early in the process** when planning any of the following:

- Subdivisions and line extensions
- Larger commercial builds (Water treatment plants, Arenas with Ice making equipment, Seniors Homes, etc.)
- Service upgrades (3 phase, converting to electric heating)
- New homes/businesses under construction



Our Customer Service Department :

Ph.1-888-825-8707

Email: RemotesCustomerService@hydroone.com



1. Explain the scope of work that needs to take place
We can offer advice about location, capacity, and other information that may help you save money.

2. *A layout will be scheduled for a fee, and a technician will visit your site after payment is received.*

3. *After the visit, we will send you some documents including a Construction Agreement & Invoice and a Layout Design with outlines the work involved with the connection for both Hydro One and the Customer*

4. *Once the construction Agreement is signed and returned, invoice paid, the ESA permit is received, and all other obligations completed we will schedule your connection.*



Things to avoid with your housing projects:

- **Avoid buried services**
- **Avoid submarine (underwater) services**
- **Avoid rear lot** facilities.
- Avoid additions or extensions that will not allow **access to your meter** from outside.
- Avoid projects that will require **groundwork** (poles, buried secondaries) in winter months
- Avoid **changes in initial design**, especially those impacting grade, ditches, water and sewer lines, road layout, lot location. Basically, avoid changing anything in your plan that will impact where poles can be placed relative to the building.



What may trigger an electrical service upgrade?

- Adding significant load to your electrical service (ex. A new electric furnace)
- Building an addition to your home, or adding power to a garage or outbuilding.

How do you know you need an electrical service upgrade?

- Your contractor or electrician tells you.
- They may use an online load calculator.
- Contact ESA or Hydro Remotes
- Installation of a forced air electric furnace or baseboard heat

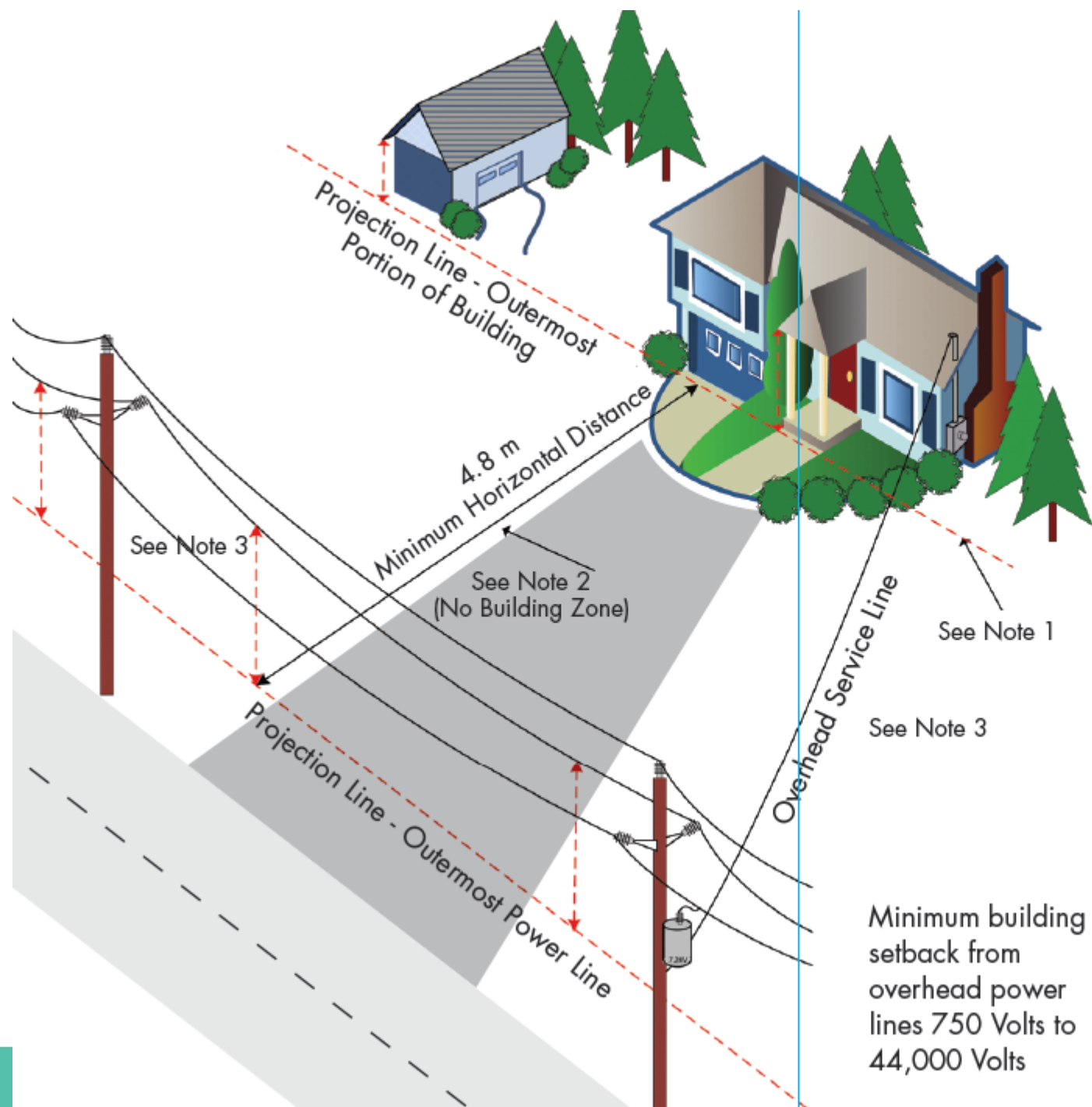
What are the main causes of delay getting new homes connected?

- **Last minute** requests for Service
- **Work has failed ESA inspection** and will require a return visit by the electrician.
- **Changes were made** to the location of the dwelling, streets, sewers etc, which will require a new design.
- **Poles or other large material are not available.**
- **Customer obligations have not been met:**
 - *trees or other obstacles have not been cleared on customer property*
 - *payment is pending*
 - *customer connect contract is pending*



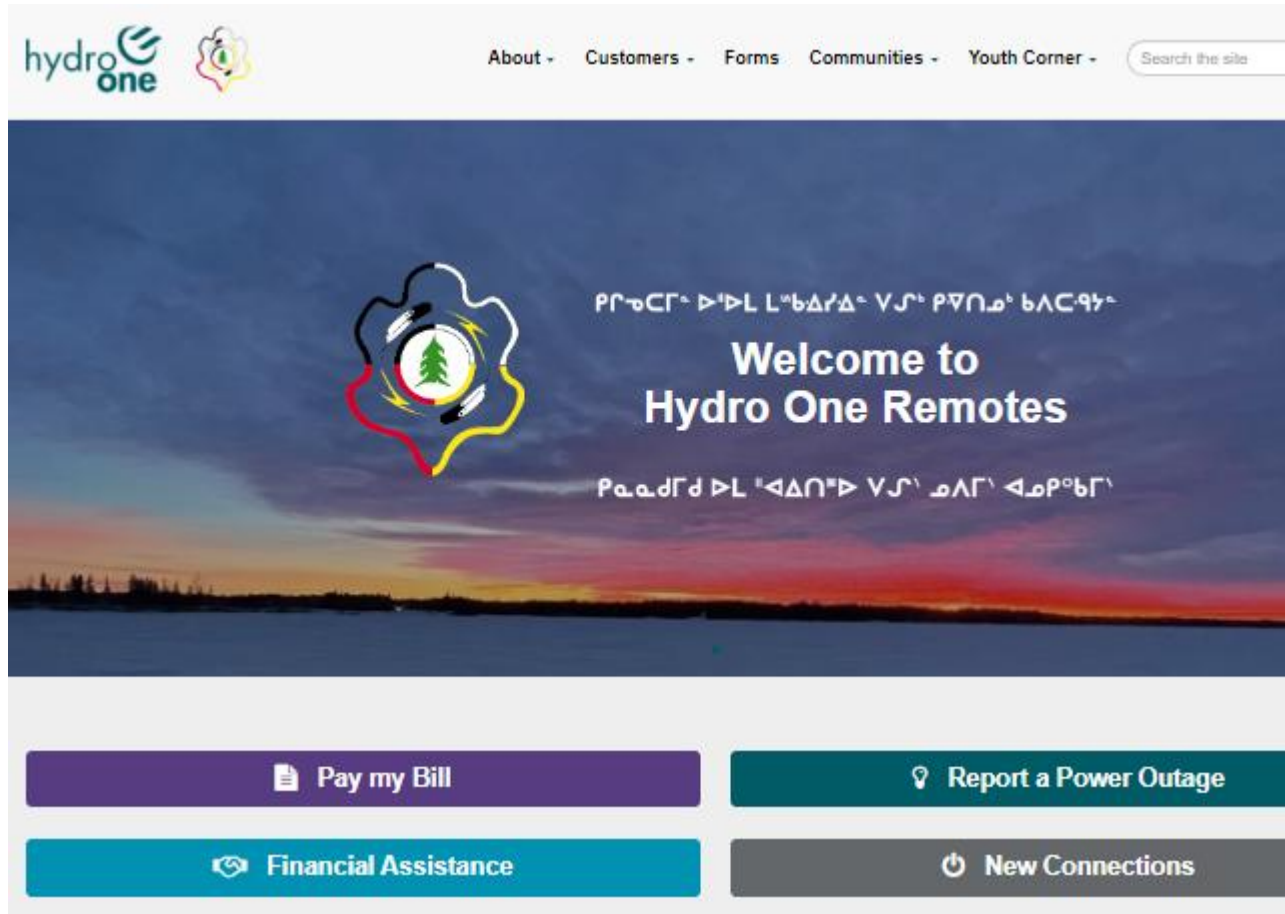
Building Near Powerlines

When building new homes, or placing Prefab homes or trailers it is important to consider how the dwelling will be connected to Hydro.



Notes

1. The minimum horizontal distance is measured from the projection line of the outermost power line, to the projection line of the outermost portion of any building including a roof overhang, balcony, deck, or fire escape.
2. To ensure compliance with all applicable standards and regulations, a minimum horizontal distance (setback) of 4.8m is required.
3. No building is permitted under a power line or overhead service line. Overhead service lines attached to a building are exempt from the minimum horizontal clearance requirements.



hydro one logo and navigation menu: About - Customers - Forms - Communities - Youth Corner - Search the site

Hydro One Remotes logo featuring a stylized tree and power lines.

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Welcome to Hydro One Remotes

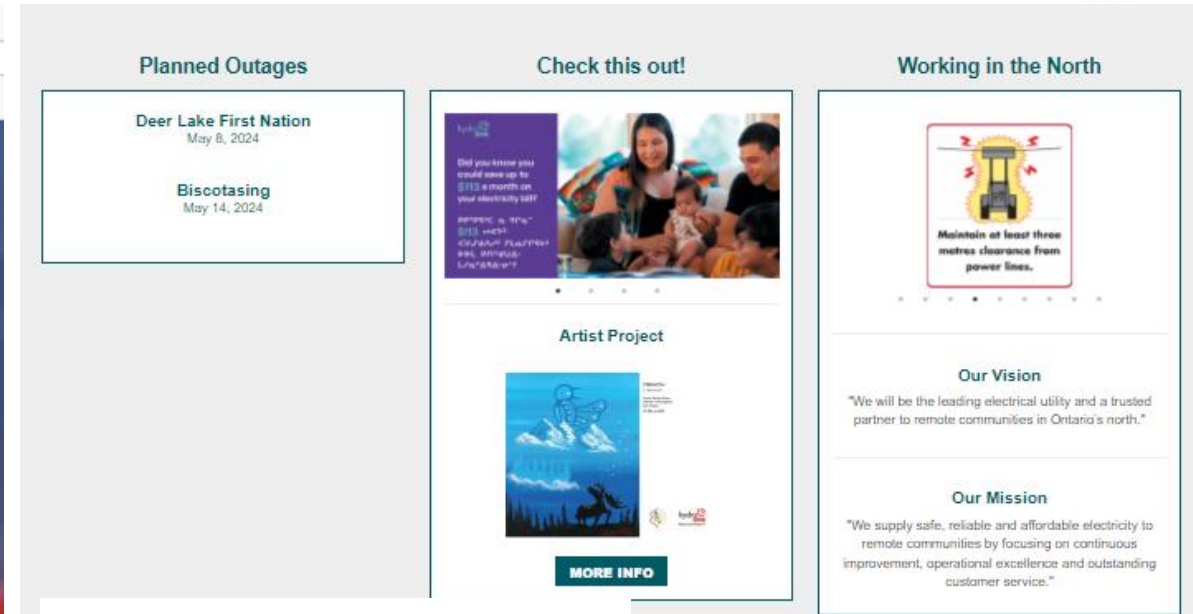
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[Pay my Bill](#) [Report a Power Outage](#)

[Financial Assistance](#) [New Connections](#)

All Forms are on the website!

Move-in-Move Out, Add name to Account, HST Exemption Form, New Connection Setup Form, Request for Service Upgrade Form, Contractor Forms, AutoPay Sign-up Form, Update my Account Information & more



Planned Outages: Deer Lake First Nation (May 8, 2024), Biscotasing (May 14, 2024)

Check this out! Did you know you could save up to \$110 a month on your electricity bill? [MORE INFO](#)

Artist Project: [MORE INFO](#)

Working in the North: Maintain at least three metres clearance from power lines.

Our Vision: "We will be the leading electrical utility and a trusted partner to remote communities in Ontario's north."

Our Mission: "We supply safe, reliable and affordable electricity to remote communities by focusing on continuous improvement, operational excellence and outstanding customer service."

Click on the map pins to view the communities we serve:



Sign up for our e-bulletins

Name: *

Email: *

Community/Organization: *

[Sign up](#)