



CUSTOMER CONNECTION GUIDE:

HOW TO POWER UP YOUR HOME

Electricity services for single-family dwellings / townhomes / semi-detached homes



This guide has been designed to help **residential customers and general contractors** who are planning to renovate, install or replace their electricity services, such as:

- **New home service installations** (including brand new homes or rebuilds)
- **Upgrades to existing home electricity service** (including service panel upgrades and new laneway housing connections)

Refer to this guide for a quick overview to help you get started. It highlights key information you should be aware of regarding electrical service connections and upgrades, including your responsibilities and requirements to help ensure safety.

Detailed information regarding connection obligations is available in our Conditions of Service, the document governing Toronto Hydro's connection responsibilities to customers, at torontohydro.com/conditionsofservice.

TABLE OF CONTENTS

TIPS FOR GETTING STARTED	3
10 STEPS TO GET YOU CONNECTED	4
TORONTO HYDRO'S SUPPLY OFFERINGS	5

TIPS FOR GETTING STARTED

Service costs

Depending on the scope of work, the cost of the Service Request will vary. Toronto Hydro has a list of services with standard charges as defined by our regulator, the Ontario Energy Board. You can find this list at torontohydro.com/servicecharges.

Service connection times

The length of time it takes to connect electricity varies based on the type of service and where your home is located. Service connections can take anywhere from a few weeks to several months, so it's best to submit your Service Request at torontohydro.com/servicerequest as soon as possible.

Underground versus overhead systems

Toronto Hydro has both underground and overhead systems. If you want underground electrical service in an overhead area, you must contact us first to determine whether that's possible before hiring a contractor to perform the work. If it's possible, customers requesting this switch will be required to pay additional costs and may be required to complete work on their private property.

Customer equipment receiving electrical service (see page 5) needs to be installed within Toronto Hydro defined limits on your property, allowing sufficient access for work and maintenance. We'll work with you to determine the optimal location or placement of the equipment to meet Toronto Hydro's requirements.

Temporary disconnections (isolations)

Examples of work that may require a temporary disconnection are: major renovations (e.g. constructing an addition to your home), panel changes or upgrades, tree trimming around service wires and roofing. Applicable fees will apply. You can find a list of standard charges at torontohydro.com/servicecharges.

Standard isolations not involving design are typically scheduled two weeks in advance. Timelines may vary depending on scope of work.

Line covers

Covered lines draw attention to the danger of live powerlines (e.g. cranes working close to Toronto Hydro powerlines). However, line covers don't prevent electrocution and aren't required by Toronto Hydro. For line cover installations, please contact Toronto Hydro for more information.

Call before you dig

Before you dig or excavate on your property, obtain proper clearances and approvals from utilities, including Toronto Hydro. Calling before you dig is not only about getting permission from utilities — it helps ensure your safety. The customer will be liable for any damages caused to Toronto Hydro assets. If you're digging, contact Ontario One Call at least five days before work begins at 1-800-400-2255, or submit a request online at ontarioonecall.ca to get a free locate — it's the law.

Additional meters

One meter is typically required for each customer. Depending on the existing supply arrangement, customer electrical panel upgrades and/or modifications to the existing service may be required to support the additional meter installations.

If you'd like to install additional meters, please submit a Service Request.

Tree trimming

When trees are close to overhead powerlines, public safety and the uninterrupted supply of electricity can be compromised. Customers are responsible for trimming trees on private property around overhead lines. Clearances must conform to the Ontario Electricity Safety Code (OESC).

Prior to performing tree trimming close to powerlines, you'll need to contact Toronto Hydro for a temporary disconnection (and reconnection) of the electricity supply. Applicable fees may apply.

For tree trimming on City property, call 311.

Equipment installation placement

Electrical equipment needs to be placed in a location on your property that allows sufficient access for work and maintenance. We'll work with you to determine the optimal location or placement of the equipment to meet Toronto Hydro's requirements.

Generator connections

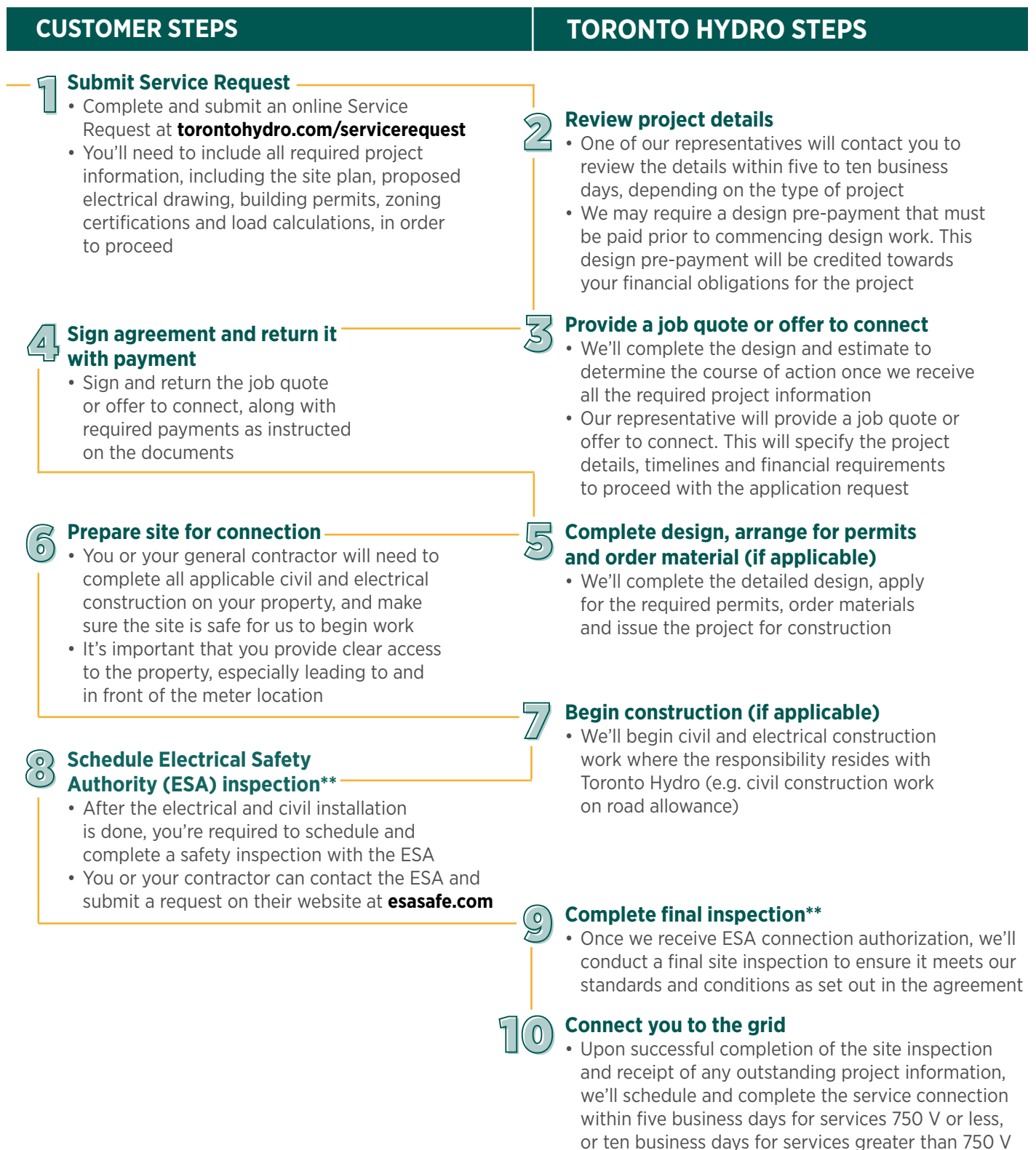
Prior to connecting any generator (portable or permanent), you must ensure all applicable criteria of the OESC are met and that the generator doesn't back-feed into Toronto Hydro's electrical system. Visit torontohydro.com/grid-connections/connection-process to submit a Service Request for review and approval prior to the installation of any generator connections.

Have questions?

We're here to help. Please contact us at 416-542-8000 (press 4, then press 1 for services east of Yonge Street or 2 for services west of Yonge Street), Monday to Friday, between 8 a.m. and 4 p.m., or visit us online at torontohydro.com/serviceconnections.

10 STEPS TO GET YOU CONNECTED

To help ensure a smooth process, the following steps* must occur in sequential order:



* Costs and durations vary greatly depending on location, type of request, amount of construction involved, etc. For a list of standard service charges, visit torontohydro.com/servicecharges.

** This step is not applicable for relocations or demolitions.

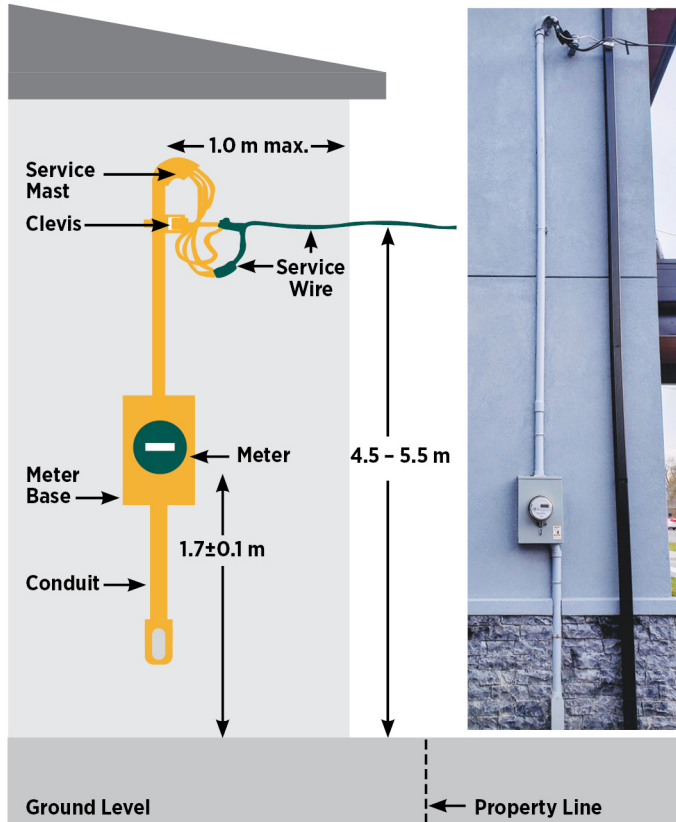
TORONTO HYDRO'S SUPPLY OFFERINGS

Who owns what?

Toronto Hydro has both overhead and underground electrical systems. The images below show which equipment is owned by the utility and which equipment is customer-owned. If you're an existing customer, a quick visual scan or assessment of your property will let you know which system applies to your home. For new customers, Toronto Hydro will confirm which system applies to you.

■ Customer's responsibility ■ Toronto Hydro's responsibility

OVERHEAD ELECTRICAL SERVICE



For reference only. Drawing is not to scale.

Specifications

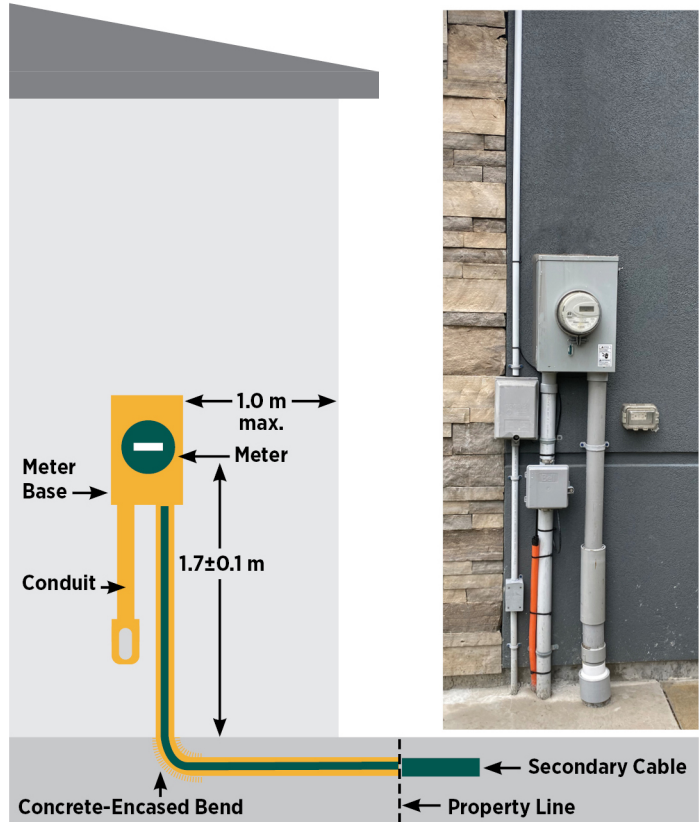
- 120/240 V, single phase, 3-wire supply
- Up to 200 A service size
- Ownership demarcation point is at the top of customer's service mast

Requirements

- The service mast attachment must be within one metre of the face of the building
- Clear, unobstructed access must be maintained to and in front of the meter location

Toronto Hydro will provide up to 30 metres of overhead service conductors, at no charge, to allow for the service connection

UNDERGROUND ELECTRICAL SERVICE



For reference only. Drawing is not to scale.

Specifications

- 120/240 V, single phase, 3-wire supply
- Up to 400 A service size
- Customer owns the civil duct from the property line

Requirements

- The duct (or trench) route must be approved by Toronto Hydro and must follow the route indicated on the underground drawing supplied by Toronto Hydro
- Clear, unobstructed access must be maintained to and in front of the meter location

Customers or contractors must obtain clearances from all utility companies (including Toronto Hydro) by contacting Ontario One Call before digging at ontarioonecall.ca or 1-800-400-2255

For more information: torontohydro.com/conditionsofservice

Learn more about customer connections

For further details, please refer to our Conditions of Service at **torontohydro.com/conditionsofservice**.

Alternatively, you can speak to a Customer Service Representative directly by calling 416-542-8000 (press 4, then press 1 for services east of Yonge Street or 2 for services west of Yonge Street) from Monday to Friday, 8 a.m. to 4 p.m.

Additional connections to your home

- For temporary home service installations, including support for major renovations and construction, refer to the How to Power Up Your Project guide at **torontohydro.com/connectionguides**
- For Distributed Energy Resource connections (such as solar panels and back-up generators), please visit **torontohydro.com/gridconnections**
- For information on electric vehicles and charging stations, visit **torontohydro.com/electricvehicles**

