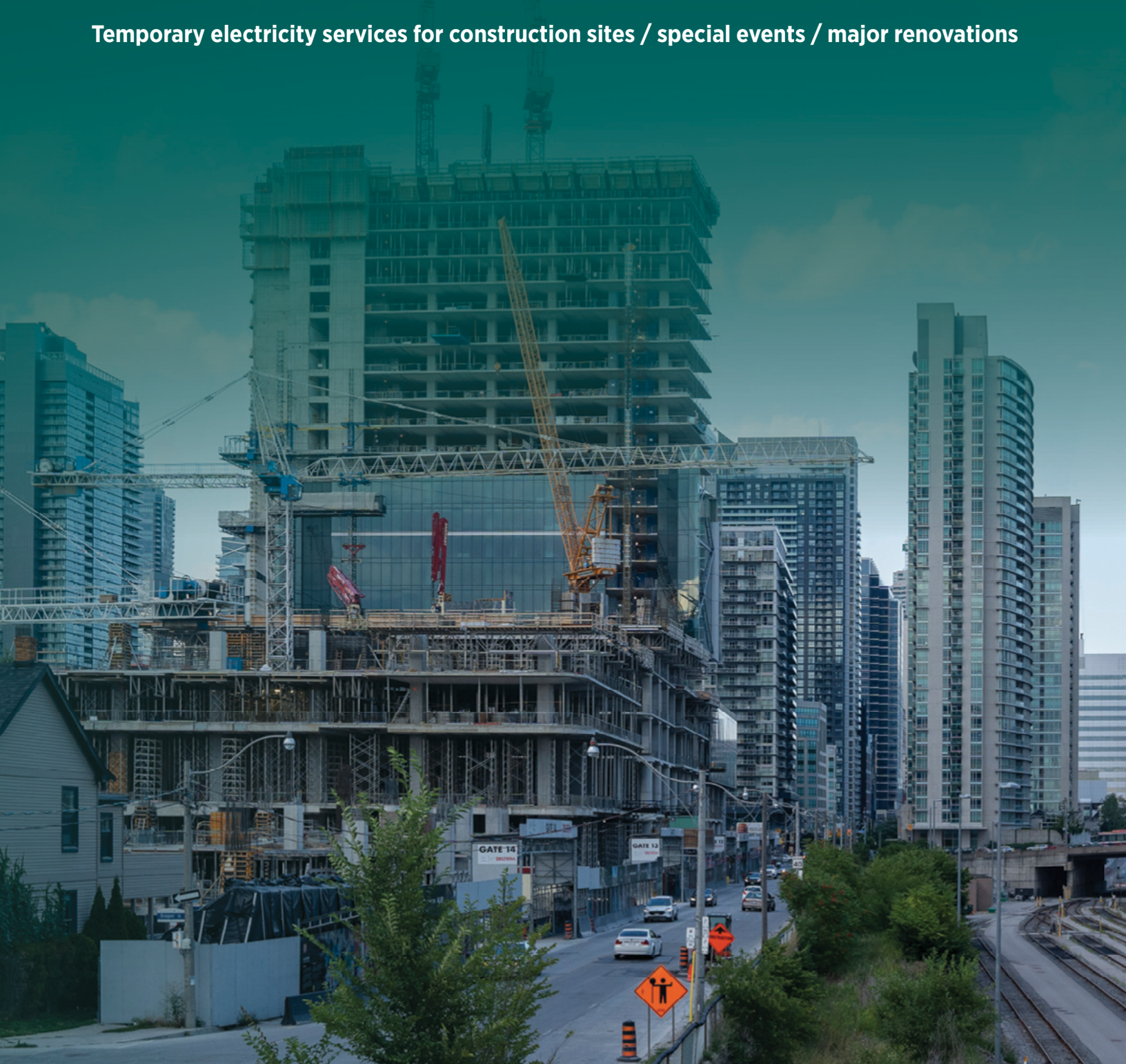




CUSTOMER CONNECTION GUIDE:

HOW TO POWER UP YOUR PROJECT

Temporary electricity services for construction sites / special events / major renovations



This guide has been designed to help customers and general contractors who need **temporary electricity services** for projects like:

- Major renovations
- New building constructions
- Special events

Refer to this guide for a quick overview to help you get started. It highlights key information you should be aware of regarding temporary electrical service connections, 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.

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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, business or project 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

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.

Call before you dig

Before you dig or excavate on your property, obtain proper clearances and approvals from utilities, including Toronto Hydro. 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.

Line covers

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

Responsibility for payment

The customer will pay a fair and reasonable charge based on cost recovery principles, or will pay the applicable fees in accordance with the charges presented in the Standard Service Charges listing, as available on Toronto Hydro's website at torontohydro.com/servicecharges.

Toronto Hydro won't begin work until required payments have been received.

Energization

Subject to Toronto Hydro requirements, the temporary service will be connected after receiving a "Connection Authorization" from the Electrical Safety Authority (ESA). The customer must also open an account with Toronto Hydro and provide payment for connection costs before energization.

Construction site requirements

Where a temporary service is to be provided, the customer will provide and maintain a designated area for posting Toronto Hydro signage and associated information. The customer is responsible for ensuring this isn't tampered with or obstructed in any way. The entire site where the temporary service is being installed (including the route to and from all work areas) must be maintained at all times in accordance with all applicable laws, regulations and codes.

For additional requirements related to temporary power connections, refer to our latest Conditions of Service, Section 2.6 (Temporary Services), at torontohydro.com/conditionsofservice.

Customers may be required to provide a stamped and signed structural analysis report for any structure that may be housing or supporting a Toronto Hydro-owned asset.

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.

TEMPORARY POWER OFFERINGS

A temporary service is a metered service connection requiring the supply of electricity typically for a period of less than 12 months, after which point the service is disconnected and removed. Where temporary services are required beyond 12 months, Toronto Hydro will review such requests on a case-by-case basis.

CONSTRUCTION TYPES

Temporary services are generally provided for construction purposes or special events. Examples are provided below.

Residential



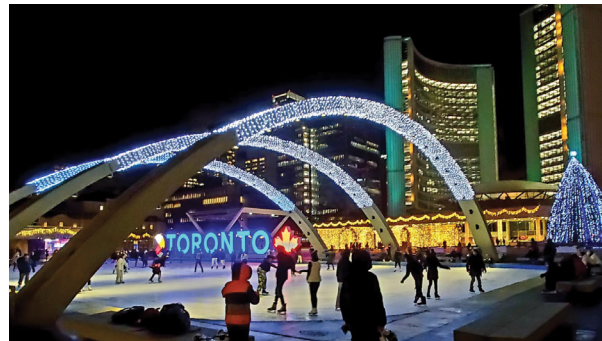
High-rise



Transit



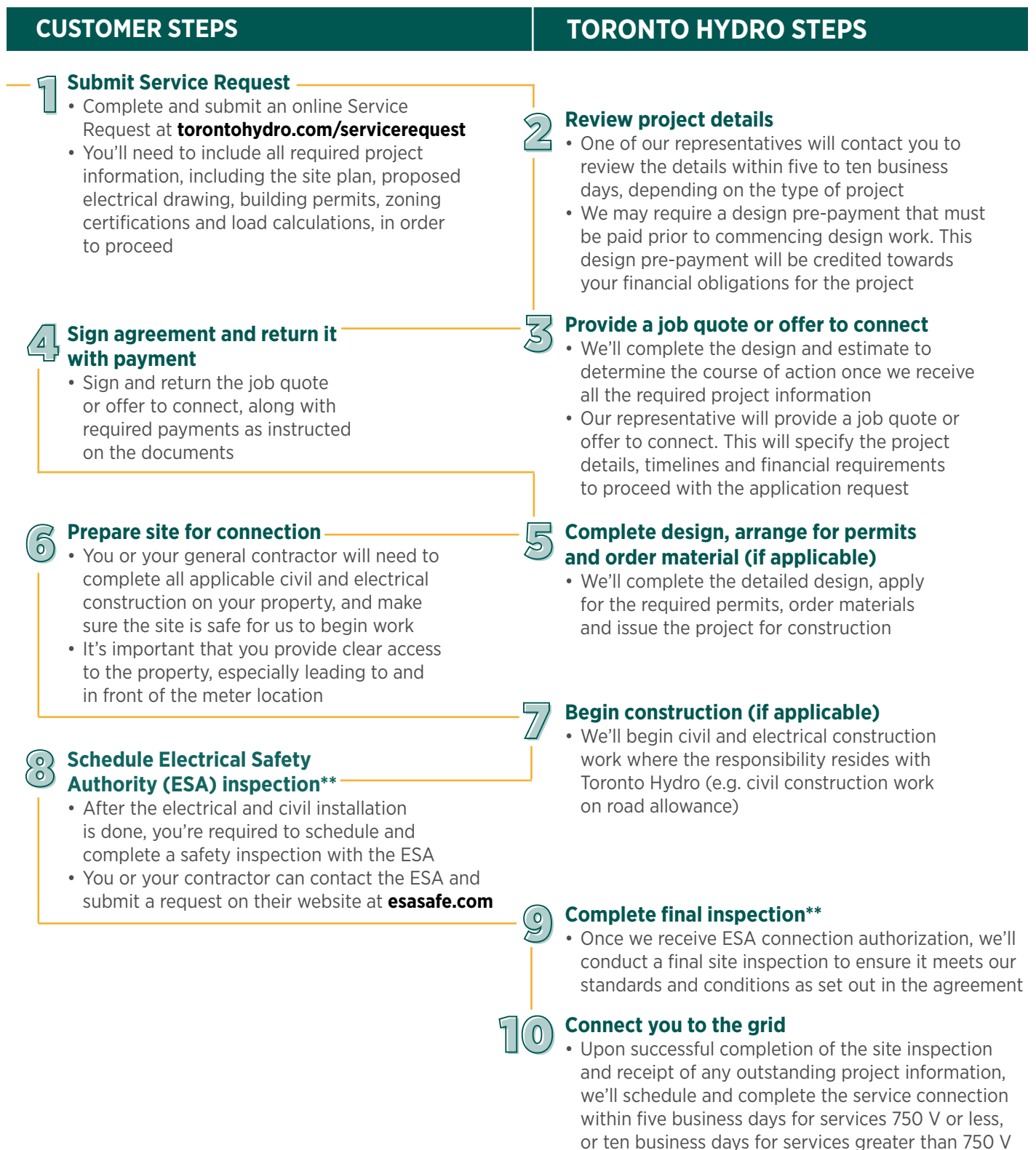
Special events (e.g. outdoor events, movie sets)



Depending on the location, temporary services are either supplied overhead or underground. Customers should contact Toronto Hydro in the early planning stages to provide the required project information. Toronto Hydro will then determine the appropriate type of temporary service installation and point of supply.

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

TEMPORARY POWER OPTIONS

TABLE 1

SERVICE TYPE	PRIMARY VOLTAGE	SUPPLY VOLTAGE	MAXIMUM SERVICE SIZE	MAXIMUM DEMAND LOAD
Secondary distribution (overhead or underground)	All	120/240 V (1ph, 3w)	200 A	38 kVA
		120/208 V (3ph, 4w)	200 A	57 kVA
		347/600 V (3ph, 4w)	200 A	166 kVA
Dedicated overhead transformer (TX) (installed on public road allowance or private property)	All	347/600 V (3ph, 4w)	600 A	500 kVA
Dedicated pad-mounted TX (installed on private property)	All	120/208 V (3ph, 4w)	1,600 A	500 kVA
		347/600 V (3ph, 4w)	600 A	500 kVA
Dedicated customer-owned substation (installed on private property or public road allowance)	All	Subject to Toronto Hydro review and approval		

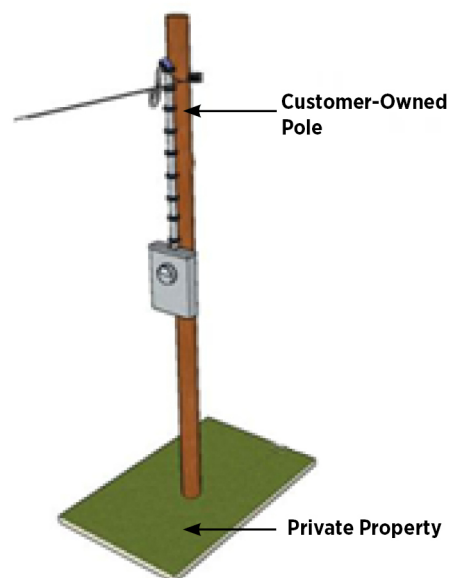
ph = phase w = wire

TORONTO HYDRO'S SUPPLY OFFERINGS

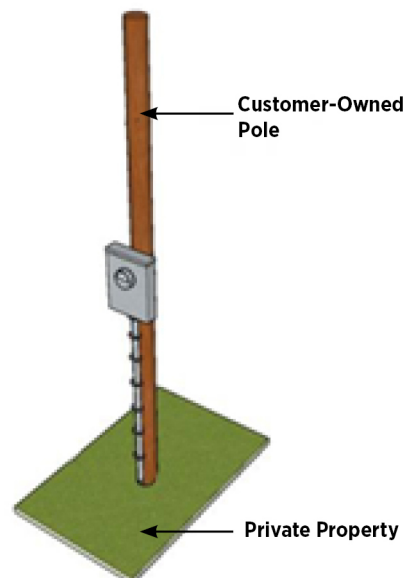
RESIDENTIAL & SMALL DEVELOPMENTS UP TO 200 A SERVICE

Two connection methods are available for this service type:

1. Temporary overhead feed



2. Temporary underground feed



SUPPLY VOLTAGE OPTIONS

120/240 V

120/208 V

347/600 V

For temporary secondary services up to 200 A, Toronto Hydro will supply from a secondary distribution system on the road allowance. If capacity isn't available, a temporary transformer will be installed and later removed when the temporary service is no longer required. The customer is responsible for paying for the installation and removal of the temporary service.

Toronto Hydro will supply temporary service conductors from the distribution system to a temporary pole or structure located on private property. The pole or structure will be used for the meter base and service mast. Where practicable, Toronto Hydro will try to supply power from the nearest overhead distribution system.

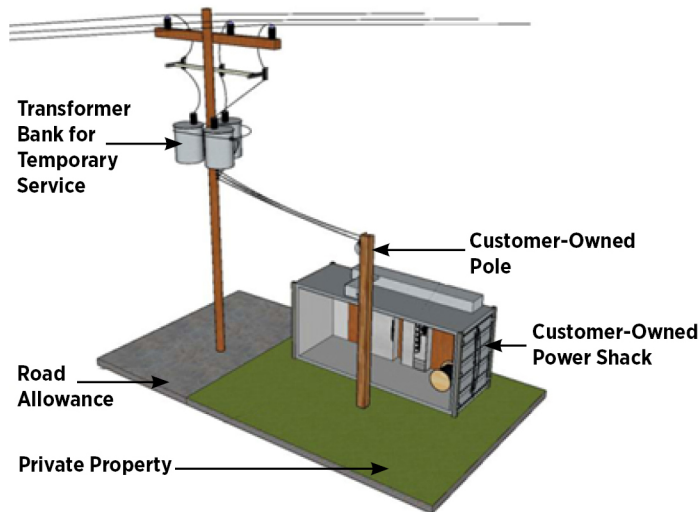
The Toronto Hydro secondary service conductors will terminate at this temporary pole or structure that's owned by the customer and installed on customer/private property. The customer is responsible for installing all the necessary apparatus (e.g. conduit, meter socket, service equipment in weatherproof enclosure) on the pole or structure.

TORONTO HYDRO'S SUPPLY OFFERINGS

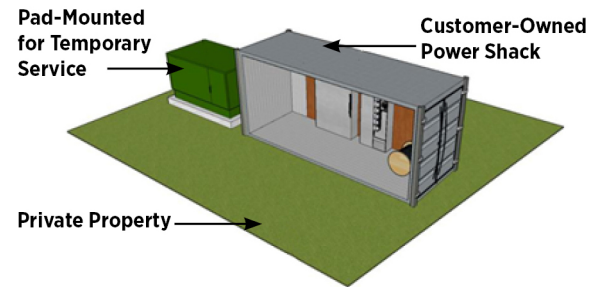
CONSTRUCTION & EVENTS UP TO 600 A SERVICE

Two connection methods are available for this service class:

1. Overhead transformer



2. Pad-mounted transformer



SPECIFICATIONS AND REQUIREMENTS

Overhead transformer

- Installed on road allowance or private property
- Toronto Hydro will install temporary service conductors directly from the transformer secondary terminals up to a temporary pole that's owned by the customer and installed on customer property
- The customer is responsible for installing all the necessary components (e.g. weatherhead, service mast, conduit) on the pole
- The customer will extend the temporary service conductors from the pole to a customer-owned power shack where the main service entrance equipment and meter cabinet are installed

Pad-mounted transformer

- Installed on private property
- Toronto Hydro will install a pad-mounted transformer and primary cable to a pad-mount foundation located on customer property
- The customer is responsible for installing conduit and the pad-mount foundation on their property
- The customer must also install a secondary service cable from the pad-mounted transformer to a customer-owned power shack which contains the customer's main service entrance equipment and meter cabinet

TORONTO HYDRO'S SUPPLY OFFERINGS

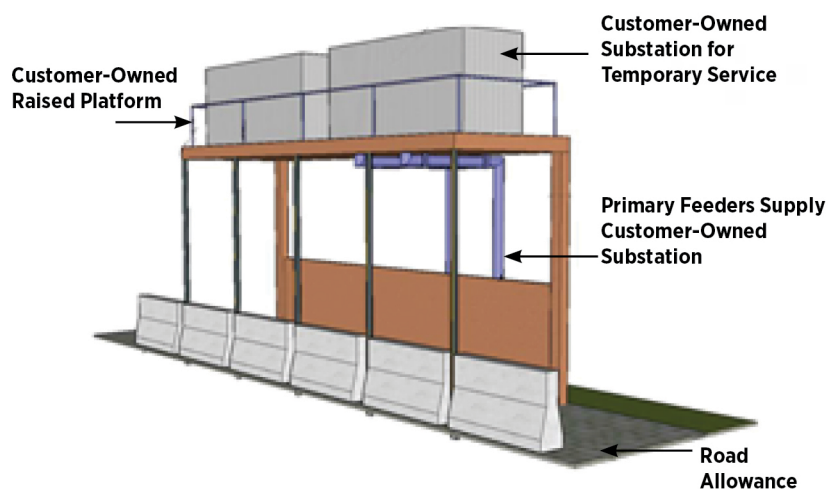
CONSTRUCTION & EVENTS ABOVE 600 A SERVICE

Temporary service sizes above 600 A are supplied from primary voltage. Customers are required to provide their own temporary customer-owned substation.



The conditions and requirements for a temporary customer-owned substation, if required, will follow the *Toronto Hydro Requirements for the Design and Construction of Customer-Owned High Voltage Substations*. To learn more, click on the Reference 4 link at torontohydro.com/conditionsofservice.

SPECIAL CONSTRUCTION RAISED PLATFORM



Where there's no space for temporary transformer facilities on customer property, an alternative approach may be possible whereby a temporary customer-owned substation is installed on a raised platform within the road allowance. This temporary installation is only permitted in the following circumstances:

- Placement on customer property isn't practicable
- The City of Toronto has provided written approval

! Customers may be required to provide a structural analysis report, stamped and signed by a Professional Engineer licensed within the province of Ontario, for any structure that may be housing or supporting a Toronto Hydro-owned asset.

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

- 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**



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