



always on.

## New Service Connections and New Construction

### A consumer guide to new electricity connections

Newfoundland and Labrador Hydro (Hydro) distributes electricity to more than 200 communities throughout Newfoundland and Labrador. It's our job to read your electrical meter and restore power in an event of an unplanned power outage.

Hydro is your first contact when you need to establish a new electrical service. Call us for all new business and residential connections including new site set-ups, construction of electrical facilities, upgrades of an existing service or if you have any questions about new electricity connections.

To ensure power is there for you when you need it, follow the guidelines outlined in this fact sheet and call Hydro's customer service representatives, toll free, at 1-888-737-1296 or email [customerservices@nlh.nl.ca](mailto:customerservices@nlh.nl.ca)

For more information about new service connections please call or email us or visit our website.

Call toll-free 1-888-737-1296  
[www.nlh.nl.ca](http://www.nlh.nl.ca)



# Process and Timing

Our goal is to make sure your new service connection is established and ready to power your home or business when you need it. Sometimes though, unique situations can affect our delivery timeline.

At Hydro, we'll work with all parties to keep everyone up-to-date on progress. The following are some common requirements and approximate completion times.

## Municipality approval

Up to one month

## Special approvals from phone or cable

One to two weeks

## Removal of trees or bushes

Two to three weeks

## Notification of possible outages during construction

Up to one week

## Department of Transportation & Works approval

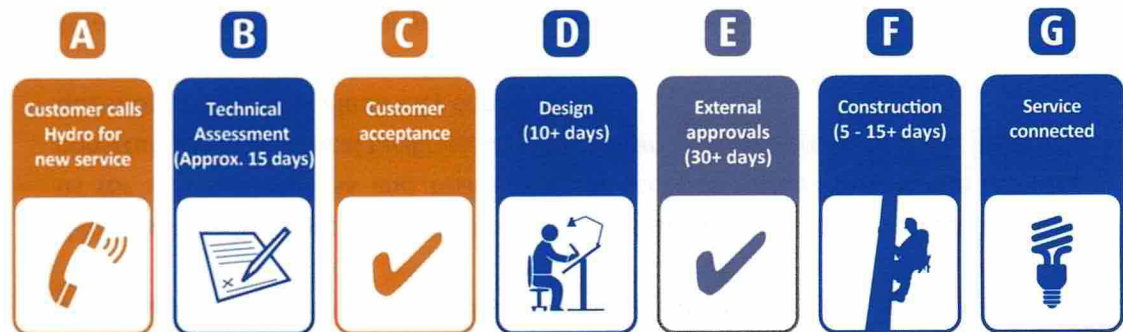
Three weeks

## Transmission Line attachments

Two to three weeks

These are just a few of the approvals that you may need. By contacting a Hydro Customer Service Representative early, we can identify the requirements and approvals needed for your connection and answer your questions.

## New and upgrade service delivery timeline.



- A** Customer calls 1-888-737-1296
- Customer calls for a new service or change to existing service
  - Service information required (i.e. service location)
  - Billing information required
- B** Technical Assessment
- All customer information is gathered
  - Site meeting with a Hydro representative when required
  - Any construction costs are estimated and a quote letter is to you
- C** Customer acceptance
- Customer reviews quote, approves and makes payment if required
  - Quote expires in 6 months
- D** Design
- Detail design completed, approvals and materials ordered depending on (E) which may cause delay.
- E** External permits & approvals (may impact schedule)
- External approvals are applied for (e.g. Forestry, Municipalities, Land Easements, Department of Transportation & Works, Department of Environment & Conservation, etc.)
  - Government Services Authorization (GSA)
- F** Construction (once GSA is received)
- Impact to other customers evaluated (eg. live-line work required)
  - Material delivered, crew scheduled, construction completed
- G** Service connected
- Hydro service representative installs meter
  - >200 amp requires additional time and equipment

■ Customer
 ■ Hydro
 ■ External approval

[www.nlh.nl.ca](http://www.nlh.nl.ca)