

FortisAlberta is the electrical distribution company for more than 175 Alberta communities including the one you live in. This means we own and maintain the poles and wires that carry electricity. It's our job to read your meter and in the event of a power outage, it's our crews that respond to restore power.

FortisAlberta is your first contact when you have the need to establish a new electrical service. Call us for all new farm 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.

If you're simply reconnecting an existing service, then you only need to call your electricity Retailer. Your Retailer will contact FortisAlberta regarding all reconnections and meter installations.

So to ensure that the power is there for you when you need it, follow the guidelines outlined in this brochure and remember, it all starts with a call to our helpful customer service representatives, toll free at **310-WIRE (310-9473)**. You can also easily contact us about new services online at **www.fortisalberta.com**



Reya Assef, Fortis Contact Centre Agent

FortisAlberta's operational focus in Alberta is delivering your power across poles and wires. Day in, day out, we do whatever it takes to keep the power flowing for **1.2 million people.** Just like the power in our wires, we're here for you.



For more information about new connections please call us, visit our Web site or say hello if you see us around.

Call toll-free **310-WIRE (310-9473)**
www.fortisalberta.com

New Connections & New Construction

BRINGING POWER TO THE PEOPLE

A consumer guide to new electricity connections

Ron Tomlinson, Fortis Power Line Technician



Timing is Everything

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

Pipeline approval

Two to three weeks

Railway crossings

Five to six weeks

Notification of possible outages during construction

Up to one week

Alberta Transportation approval

Three weeks

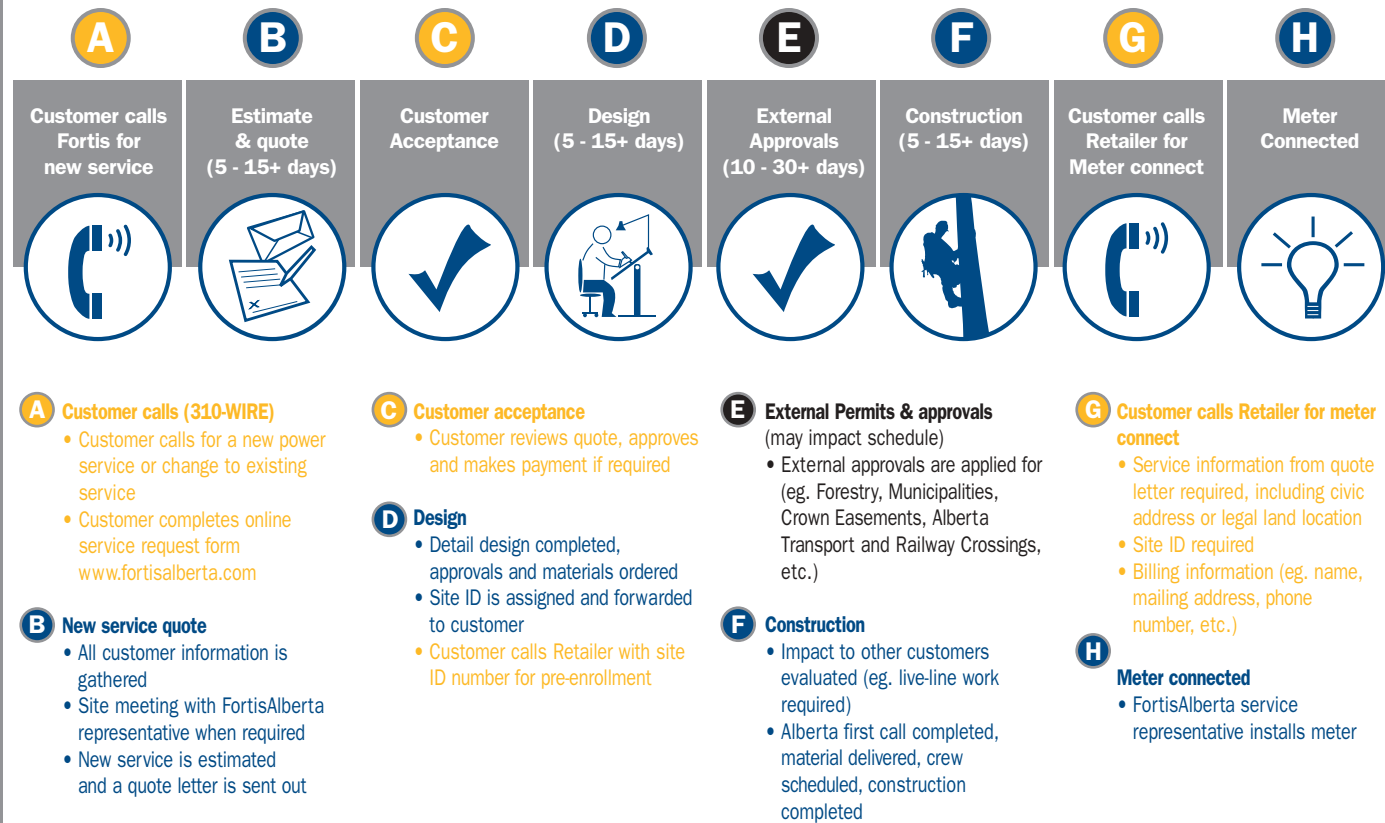
Transmission Line attachments

Two to three weeks

These are just a few of the approvals that you may need. By contacting your FortisAlberta customer service representative early, we can outline all requirements and approvals needed for your job and answer your questions.

How to power up.

New Service delivery timeline.



KEY TO TIMELINES: Yellow = Customer Blue = Fortis Black = External approval

Making the right connections is the key to success.