

# SERVICE APPLICATION FAQs

## HOW-TO QUICK GUIDE

*New or expanded electrical connections: Getting power **when** and **where** you need it.*

**To expedite your electricity service request**, FortisAlberta has published a collection of Quick Guides designed to help you: **1.** Complete the Service Application by way of answers to Frequently Asked Questions (FAQs) **2.** Authorize your electrician or contractor to act on your behalf **3.** Understand how to calculate electric loads and potentially save money and time.

Legal Disclaimer: Quick Guides provide general information. They are not intended to act as substitutes for advice from your contractor, consultant or electrician, or as a replacement to FortisAlberta’s Terms and Conditions (T&Cs).

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How do I find the **LAND DESCRIPTION** in a new unmapped subdivision? How do I figure out the **SERVICE TYPE** of my business? What happens **AFTER I SUBMIT MY SERVICE APPLICATION**? How does my electrician, contractor or consultant **FIT IN? I NEED HELP** completing the Load section of the Service Application




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### LIST OF QUICK GUIDE REFERENCE DOCUMENTS:

**Third-Party Authorization:** Understand the impact of appointing electricians/consultants to act on your behalf.

**Service Application FAQs:** Find the answers to commonly asked questions when requesting a new service e.g. finding land description details and determining your service type.

**All About Load:** Learn how to save time and money by right-sizing your service.

ICON KEY	
	Save money
	Save time
	Expedite Service

# Service Application FAQs

Contents Summary
How to complete the LAND DESCRIPTION fields in the Service Application
How to determine your SERVICE TYPE
What happens after you submit your Service Application: NEXT STEPS
How to GET HELP e.g. calculating Load

## Q Land Description: Why is it needed?

**A** 📍👤 At FortisAlberta, a customer’s land description is one of the most important segments of information entered on file. In the initiation phase of a customer’s project, it’s what helps us build the quote and determine potential obstacles to construction (e.g. underbrush, rocky or swampy terrains, rights-of-way). As the project progresses, land description data is what is used to access a customer’s account if changes are required. And when the electrical structure is in place and the service is mapped into our geo-spacial systems, land description is what enables our Customer Service Representatives (CSRs), Dispatchers, System Operators and Power Line Technicians (PLTs) to track and restore power in instances of outages.

## Q Land Description: What do the acronyms mean? Where do they fit in determining land location?

**A DLS: Dominion Land Survey** is the method used to divide most of Western Canada into one-square-mile segments (2.6 km<sup>2</sup>) for agricultural and other land use purposes.

**ATS: Alberta Township Survey** is a grid network dividing the province into equally sized parcels of land.

**Meridian:** A meridian (or line of longitude) is half an imaginary circle on the earth’s surface terminated by the North and South poles. Within the Alberta Township Survey (ATS), land is designated as being west of the 4<sup>th</sup>, 5<sup>th</sup> or 6<sup>th</sup> Meridians (110°, 114° and 118° west longitude respectively).

**Ranges:** Consisting of six-mile wide columns located between meridians, ranges are numbered consecutively from east to west starting at Range 1 west of each meridian.

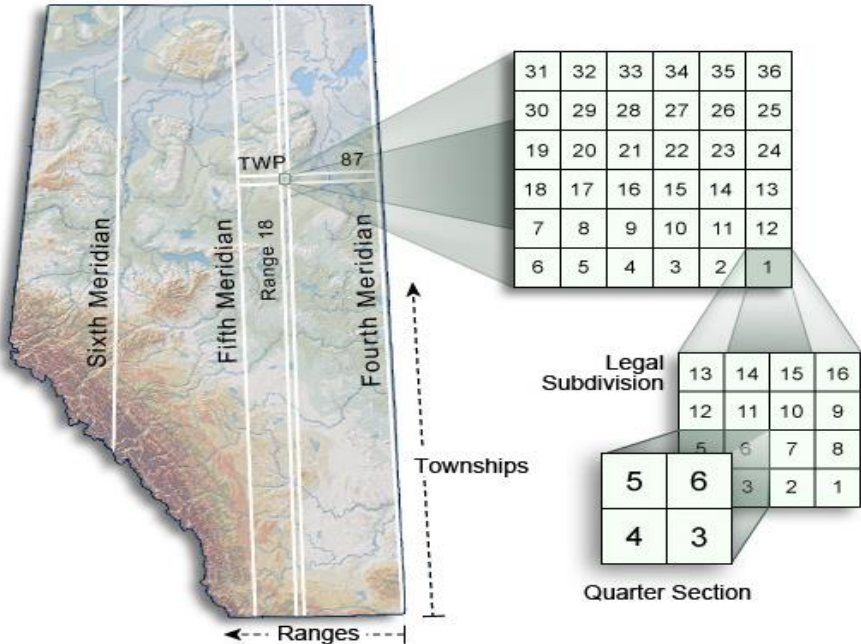
**Township:** The term “township” describes the six-by-six-mile square formed by the intersection of ranges and townships. More commonly, it refers to the six-mile-wide rows that intersect ranges and are numbered consecutively from Township 1, at the Montana border, to Township 126 at the border of the Northwest Territories.

**Sections, Quarters and Legal Subdivisions:** Townships are divided into **36 Sections** with each Section

measuring one-square-mile. Sections are then divided into **Quarters (NE, NW, SE, SW)** or into **16 Legal Subdivisions (LSDs)**.

**Lots:** The term “lot” refers to the parcels of land typically contained within a larger tract of property e.g. Legal Subdivision.

**How Land Description Terms Fit Together to Identify Service Site Location:**



The **Legal Land Description** of the highlighted square in the Diagram would be written as:

**1 - 87 - 18 - W4**

which corresponds to:

**Sec - Twp - Rge - Meridian**

**📍 Land Description: Where do I Find It?**

**Ask your Realtor:** Realtors make a practice of searching titles in their real estate transactions.

**Review Your Land Title:** Land descriptions are located top-of-page on your official Land Title Certificate (see adjacent image) and are included in the mortgage documents prepared by your lawyer.

**Search SPIN:** All official land plans registered at the Land Title Office are available from Alberta Government Services Spatial Information System (SPIN) by accessing the “guest login” option.  
<https://alta.registries.gov.ab.ca/spinii/logon.aspx>

**Registry Offices:** Agents will search land titles on your behalf. If your property consists of a lot or bare land, you can pinpoint the location through online MD and City land use maps and provide that information to the Registry Agent as search criteria.



LAND TITLE CERTIFICATE

S LINC 0036 188 027 SHORT LEGAL 1411585:19:5 TITLE NUMBER 151 004 580

LEGAL DESCRIPTION

PLAN 1411585 BLOCK 19 LOT 5 EXCEPTING THEREOUT ALL MINES AND MINERALS

← Lot, Block Plan

ESTATE: FEE SIMPLE ATS REFERENCE: 5:1:27:14:SW ← Land description

MUNICIPALITY: CITY OF AIRDRIE REFERENCE NUMBER: 141 217 719

## **Q Service Type: Why is it important?**

**A** 💰🔌 The type of service you require will drive quote, design, planning and construction decisions. It is also a key component when determining the size of your service and rate class. Service type and service size, in turn, will impact the distribution charge on your monthly electricity bill.

## **Service Types: What You Need to Know When Completing an Application for Service**

**Q** What is the difference between a new service and an upgraded service?

**A** “New Service” implies the need for either new infrastructure e.g. poles, wires, meters.

“Upgraded Service” is a term applied to an expanded service. Electricity is already on the property, but needs to be up-sized to reflect added equipment or a new building.

**Q** What are the available service types?

### **A Farm and Residential**

Residential Service is defined as an individually metered single family dwelling used for domestic purposes only.

Farm Service tends to be in a rural area and is located on a parcel of land that meets two conditions:

1. Has an inhabited residence
2. Generates revenue from agricultural activities.

### **Oil and Gas**

FortisAlberta has developed practices and protocols to meet the unique requirements of this distinct site-based service type.

### **Line Moves**

Line Moves refer to the shift of poles, wires and other electrical equipment from one locale to another to meet expansion, farming or other plans.

### **Multi-Site Residential / Commercial**

This classification refers to entities with multi-uses such as condo apartments, bays, lots and units. A strip mall, condo building or subdivision would fit into this category.

### **Commercial / General Service**

Commercial / General Services is a catch-all category to describe entities that are not covered under any other specific rate e.g. Schools, churches, retail, small manufacturing, restaurants, workshops, garages and all agricultural operations on land without a residence.

### Irrigation, Street Lighting and Yard Lighting

As the names imply:

Irrigation refers to the electricity required for crop-watering equipment that is primarily in use from April 1 to October 31.

- Street Lighting applies to those fixtures owned and maintained by FortisAlberta.
- Yard Lighting is typically requested by acreage owners, farms and commercial entities.

### **Q I am building a strip mall. Getting services in on time is critical to my bottom line. What happens after submitting my Service Application (via web form or 310-WIRE (9437)?**

**A** 💰👤 Assuming that you have completed the Service Application with all the information required to process your request, FortisAlberta will assign a technical specialist who will contact you directly to discuss your service options.

- If required, a designer will visit your site to better assess terrain, special requirements and equipment-access options.
- After refining your electrical service needs, you will receive a quote package to review and approve by remitting a signed quote letter and payment if required.
- After receipt of the signed quote letter, FortisAlberta will create a detailed design, secure external approvals for construction, order necessary materials and create a site ID to set up account billing.
- At this point, you are asked to select a retail billing company. FortisAlberta installs poles, wires and meters; the retailer sells power and provides a monthly bill.
- Next steps require site preparation which includes completion of customer-owned work e.g. secondary trenching, meter-base completion, backfilling and a final call to your retail billing company when all site work (commercial or subdivision) is complete and inspected by FortisAlberta.

### **Q** What can I do to expedite service?

**A** 💰👤 You are encouraged to complete the Land Description and Load sections of the Service Application and to submit a signed Third-Party Authorization form to legally enable FortisAlberta to work with your designate e.g. electrician or consultant.

- Because you are working with raw land, land description details are not always transparent. Please refer to your mortgage documents or talk to your realtor / lawyer to get this information.
- Operating Demand Load is another important input to determining the size of your service. Share the information contained in the "All About Load" Quick Guide with your consultant or electrician. Take an inventory of your electrical inputs per the Worksheet included in the Guide and calculate your projected Operating Demand Load to begin the conversation with your technical specialist who will help you refine your calculations and right-size your service.