



# Get Connected

Our goal is to make sure your new service connection is established and ready to power your home, farm or business when you need it. Getting connected with us is a five-phase process. Use this timeline to learn what you need to do during that process, and what we'll be doing along the way.

## Construction Projects

Are you developing a new residential subdivision?

[www.fortisalberta.com/GetConnected/URDTurnkey](http://www.fortisalberta.com/GetConnected/URDTurnkey)

# Before You Begin

To get started, you first need to complete an online application, so we can estimate the cost of your new or upgraded connection. There are some pieces of information and additional forms you'll need to provide with your application, so review this list and make sure you have them all:

- ✓ **Estimated amount of power**
- ✓ **Legal land description**
- ✓ **Third-party authorization**
- ✓ Electrician or consultant contact information
- ✓ Site plan diagram

After we receive your completed application, you'll move into Phase I. You can review what happens in each phase below.

If you've worked with us before on a new connection, you can go straight to the application.

## Phase 1



# Estimation and Quotation

In this phase, there are five steps that help determine the cost of getting your home, farm or business connected.

Estimated:  Three - Four Weeks



## Initiate Request



### What **You'll** Do:

- **Submit an application** for new or upgraded service online or by calling **310-WIRE (9473)**
- Make sure you've submitted all **supporting documents** with your application
- At this point in time, you can start checking your **project status** using your request number



### What **We'll** Do:

- Review your submission and **assign a request number and quotation analyst** to your project

## Phase 1



# Estimation and Quotation

In this phase, there are five steps that help determine the cost of getting your home, farm or business connected.

Estimated:  Three - Four Weeks



## Gather Requirements



### What **You'll** Do:

- Send us any **outstanding information** as outlined in our follow-up



### What **We'll** Do:

- **Follow up** with you via phone and email
- If you're a rural customer, determine your **REA eligibility**

## Phase 1



# Estimation and Quotation

In this phase, there are five steps that help determine the cost of getting your home, farm or business connected.

Estimated:  Three - Four Weeks



## Calculate and Quote



### What **You'll** Do:

- If necessary, **schedule** a time for us to review your property and service requirements
- Find out if you need to install your own **pre-cast base, grounding and ducts**



### What **We'll** Do:

- Meet you **on-site**, if necessary
- Put together an **estimate** and prepare a **quotation package**

## Phase 1



# Estimation and Quotation

In this phase, there are five steps that help determine the cost of getting your home, farm or business connected.

Estimated:  Three - Four Weeks



## Issue Your Quote



### What **You'll** Do:

- **Check your email;** your quotation package should arrive soon
- **Review** your quote letter and supporting documents



### What **We'll** Do:

- Send out your **quotation package**

## Phase 1



# Estimation and Quotation

In this phase, there are five steps that help determine the cost of getting your home, farm or business connected.

Estimated:  Three - Four Weeks



## Customer Sign Off



### What **You'll** Do:

- Send us your **signed quote letter**
- If necessary, send us your **payment** and any outstanding documents
- Choose your billing company with the Utility Consumer Advocate at UCA helps
- Call your billing company and provide your **Site ID** if you want to start the



### What **We'll** Do:

- **Process** your acceptance documentation
- **Assign** your **Site ID** and forward it to you

## Phase 2



# Plan and Design

Delivering safe, reliable service requires planning. In this phase we lay the groundwork for construction of your electrical infrastructure.

Estimated:  Three Weeks



### What **You'll** Do:

- Meet us on-site to **confirm requirements**, if necessary
- Send us any **outstanding information** that will help us complete our design
- Work with us to determine a **project completion date**



### What **We'll** Do:

- Assign a **designer** to your project
- Review the **project scope** on-site, if necessary
- Create a **detailed design** for your service
- Work with you to determine the project completion date
- Submit for permits and approvals and **order material** for construction





## Phase 3



# Permits and Approvals

One of the most common causes of schedule delays is the permitting and approval process. During this phase, we'll make sure all of your applications are made ahead of construction so that your project can be completed on time.

Estimated:  Two - Four Weeks



### What **You'll** Do:

- Wait for us to secure **permits and approvals**; check your project status online to see when permits are secured



### What **We'll** Do:

- Secure all required **permits and approvals**
- Ensure we've budgeted enough **time for approvals**. Some of these, like municipality or pipeline approvals, can take up to four weeks.

## Phase 4



# Construction

This phase includes all the work that must be completed on-site by us and by you.

Estimated:  Three Weeks



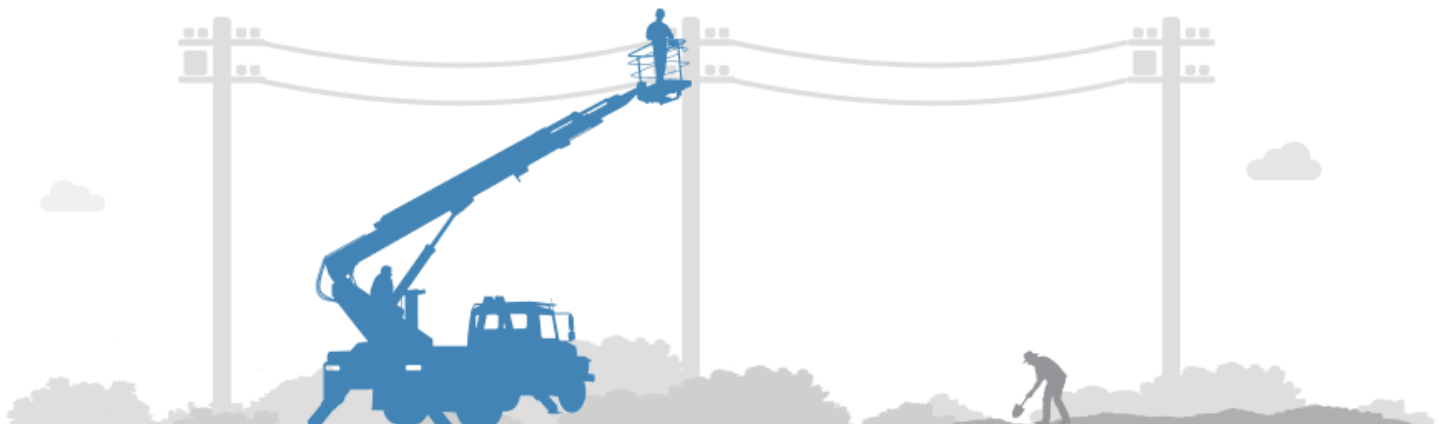
### What **You'll** Do:

- Complete any necessary **site work** such as secondary trenching, pre-cast grounding and duct or backfilling
- Turn your **main breaker** to the **OFF** position
- Attach your **electrical permit** to the meter base in a plastic bag
- Grant our crews **access** to your site



### What **We'll** Do:

- **Visit the site** and evaluate its readiness
- Contact **Alberta One-Call** to make sure digging locations are marked
- Deliver **construction materials**
- **Schedule** our crew
- Complete **construction**



## Phase 5



# Energize

You're all ready to go. This is the phase where we turn on the power.

Estimated:  Three Days



### What **You'll** Do:

- If you haven't already, call your **billing company** and provide your Site ID to **enrol** your site
- If you've already enrolled, call your billing company to **initiate the process** to turn your power on
- If you have **special access instructions**, ask your billing company to note them on your order



### What **We'll** Do:

- Wait for the **connection request** from your billing company
- Approve your request and **energize** your site within three business days



# Get Started Today

Now you're ready to complete our online application. It takes about 15-30 minutes and must be completed on a desktop or laptop, not a phone or tablet.

Visit: [www.fortisalberta.com/GetConnected](http://www.fortisalberta.com/GetConnected)



Need help? Give us a call at **310-WIRE (9473)**.