

What you should know about

# obtaining new electrical service



Connecting you to safe and reliable electricity

## Contact us

General Inquiries: 1-800-668-2248

Emergencies: 1-800-668-5506

atcoelectric.com

**ATCO Electric** | works for you

## New service requests

With over 80 years of experience, you can count on ATCO Electric's expertise and long-standing commitment to customers.

### We are your first contact for:

- new electricity service connections
- new or upgraded power lines and facilities
- site set-ups
- questions about electricity delivery

*Please note: For a reconnect or disconnect of service, contact your electricity retailer.*

## Meeting your needs

We work with you to meet your electrical needs in a safe and timely manner.

### Contact us early. Some of the information we'll need includes:

- Legal land description
- Type of electricity service: commercial, residential, farm or industrial
- Secondary voltage
- Single-phase or three-phase power service
- Single service or multiple service site
- Overhead or underground power lines



## How we work for you

Step by step, we work to bring electricity to you safely and reliably.

Like any job, it takes time to do this right. A typical project can take four to six months from your acceptance of the new service proposal. Specific timelines depend on the project details and required approvals from external sources.

### 1. Let's get started

- Call us at 1-800-668-2248 or visit our local office to request a new service
- Provide us with a detailed site plan, proof of land ownership, legal land description and the desired voltage and service size you require
- Depending on the type of service, we may need more information to move the request forward

### 2. Ballpark estimate

- We assemble an initial ballpark estimate of work for your review; this is not a formal quote, although you may request one
- You accept the ballpark estimate

### 3. Field visit and preliminary design

- We meet with you on site to determine the best way to service the site
- We prepare a design and cost estimate

### 4. New service proposal submitted and accepted

- We prepare a formal price proposal for your review and written acceptance
- **Your acceptance is needed to trigger the rest of the steps**

### 5. Schedule and design completed

- We develop a project schedule
- We finalize details of the design
- We prepare approvals and order materials

### 6. External approvals and permits

- You obtain an electrical permit (Your municipal planning office can tell you how)
- We seek required external approvals on your behalf (See "External impacts on timing")

### 7. Financial obligations

- You meet the financial obligations agreed to in the new service proposal (Step 4)

### 8. Construction

- We schedule construction after the required approvals and permits are obtained and financial obligations are met
- We assess the impact to others and notify affected parties of possible outages
- We prepare for work to begin (E.g. obtain materials, schedule crew)
- We complete the construction

### 9. Service connection requested

- Your secondary wire and meter base must be installed and ready for connection
- You supply us your approved electrical permit
- You call your chosen energy retailer to request enrolment and service connection (For retailer information, go to [ucahelps.gov.ab.ca](http://ucahelps.gov.ab.ca))

### 10. Site energized

- Your retailer advises us to energize your site
- We come to your site to install an electricity meter and begin delivering power

## External impacts on timing

We want power to start flowing to your site when you need it. Many external factors can impact the timing.

New power lines require approvals from various outside organizations, which we'll seek on your behalf.

**Here are some common approval requirements and their typical timelines:**

- **Municipality**  
2 - 4 weeks
- **Phone/Cable**  
3 - 4 weeks
- **Brushing/Tree Removal**  
2 - 3 weeks
- **Pipeline Crossings**  
3 - 4 weeks
- **Railway Crossings**  
5 - 6 weeks
- **Alberta Transportation**  
4 weeks
- **Land Easements/Crown Approvals**  
6 - 8 weeks

Sometimes community consultation is necessary. The time this takes varies, depending on the type of project and location.

Other factors such as unsafe working conditions, inclement weather and emergencies can also impact timelines.