
Joint Use Modernization (JUMP) Coming in Q3-Q4/2021

Hydro One is undergoing a series of enhancements to improve its services related to its joint use program with respect to requests to attach or related to third party equipment on Hydro One utility poles.

A key initiative is the introduction of a web-based, intake tool to capture required information upfront and provide transparency for joint use partners on the status of their requests.

Implementation of the JUMP solution will enable the following benefits:



Centralized Online Portal

Create an online portal for external joint use partners to submit permit applications and other applicable work requests to Hydro One.



Increased Information & Visibility

External joint use partners will have a better understanding of mandatory information to submit requests completely by identifying poles from the Hydro One GIS system and search for completed requests. In parallel with the JUMP rollout, Hydro One will also be providing guidelines on its design standards and SpidaCalc loading file to better assess any make-ready work required.



Better Customer Service

Improve customer service by providing external joint use partners greater visibility on the status of their requests, as well as the information to better assess the extent of make-ready work required for permit application requests to enable better decision-making for external joint use partners.



Increased Efficiencies

Self-serve visibility on the status of in-progress requests as well as built-in email and chatter functions will reduce the potential for delays or back and forth communications on status and/or understanding required to progress work forward.



For more information about the transition and benefits of the Joint Use Portal, please contact ExternalJointUse@HydroOne.com.

A better and brighter future for all

