

DISTRIBUTION CONNECTIONS WELCOME PACKAGE

Hydro One is dedicated to working with you to meet all your electrical needs. Whether you are looking for a small business, commercial or industrial connection, the steps below outline the connection process and provide information on what we will do, as well as what you will need to do each step of the way.

KEY PLAYERS IN THE CONNECTION PROCESS



CUSTOMER

Electricity Customer. Builds and connects facilities to the electrical grid.



HYDRO ONE

Licensed transmission and distribution utility. Responsible for operating and maintaining the transmission and distribution systems, including new connections once approved. Physically connects your facility and ensure safety.



IESO

The Independent Electricity System Operator (IESO) manages supply and demand of electricity. Directs flow of electricity across Ontario. manages conservation and energy-saving programs.



OEB

The Ontario Energy Board (OEB) regulates electricity utilities in Ontario, including cost responsibility and electricity rates (Transmission System Code and Distribution System Code)



ESA

The Electrical Safety Authority (ESA) is mandated to enhance public electrical safety in Ontario. The ESA must provide authorization in order for a customer to connect to the system.



GETTING STARTED

In order for us to assess your needs, we'll need some information from you upfront.

WHAT YOU'LL DO

- Contact Hydro One to initiate your connection
 - If you are a large business with transformation/nameplate capacity greater than or equal to 2 MVA, please complete the [Large Customer Contact Form](#).
 - For all other connection requests, please call us at 1-888-664-9376 or complete the [online form](#)
- At a high-level, we will need the following:
 - Project location
 - Estimated amount of power
 - Description of your connection and/or business

WHAT WE'LL DO

- Review your information and schedule an initial meeting to discuss your project and the connection process
- Depending on your project size, we may request more project details via the New Customer Connection Information (NCCI) form



CONNECTION ASSESSMENT

In this phase, we'll review your project information and determine what work is required to get you connected.

? WHAT YOU'LL DO

- Submit your project details and NCCI form (if applicable)
- Submit all supporting documents with your application including Single Line Diagram and Primary Fusing information
- Sign off on estimate package and provide payment for Design (if applicable)

✓ WHAT WE'LL DO

- Review your connection application to determine the best option to accommodate your connection
- Meet you on-site if required
- Identify any line expansion, upgrades or IESO studies required
- Perform load and motor analysis to ensure you have the power you need
- Depending on your project specifics and line expansion requirements, a Class C Estimate may be prepared along with an estimate package for review and acceptance



DESIGN

Delivering the electricity you need safely requires planning. In this phase, we will design your connection, refine our cost estimate and secure all necessary permits and approvals. If a Line Expansion is required to accommodate your connection, you will need to pay a Staking Fee to proceed.

PLAN AND DESIGN

? WHAT YOU'LL DO

- Work with us to determine a target in-service date

✓ WHAT WE'LL DO

- Assign a designer to your project
- Create a detailed design for your connection
- Work with you to determine a target in-service date
- Apply for permits and approvals

PERMITS AND APPROVALS

Securing permits and approvals is a key step in getting you connected on time. During the Design phase, we'll make sure all permits and approvals are secured ahead of Construction.

? WHAT YOU'LL DO

- Wait for Hydro One to secure all required permits and approvals

✓ WHAT WE'LL DO

- Secure all permits and approvals
- Review project schedule and keep you up to date

CUSTOMER CONTRACT PACKAGE/OFFER TO CONNECT

? WHAT YOU'LL DO

- Review Customer Contract Package
- Sign contract and provide payment

✓ WHAT WE'LL DO

- Provide you with a Customer Contract Package for signoff and payment
- Once signed contract and payment are received, we will order construction materials for Hydro One work



CONSTRUCTION

In the Construction phase, we'll work closely with your project team to prepare your site for connection.

? WHAT YOU'LL DO

- Complete the Schedule B Customer Work identified in your Customer Contract Package
- Adhere to all Ontario Electrical Safety Code (OESC) standards and obtain an Authorization to Connect from the Electrical Safety Authority (ESA)

✓ WHAT WE'LL DO

- Visit the site and evaluate its readiness
- Contact Ontario One-Call to ensure digging locations are properly marked
- Deliver construction materials
- Schedule our construction crew
- Complete construction
- Perform a protection review – this is dependent on you providing your primary fusing information and must be completed well in advanced of your energization date
- Energize your site – Connection complete