

# ARRANGING FOR REPAIRS TO YOUR HOME'S ELECTRICAL SYSTEM

If there is damage to your home's electrical system, Waterloo North Hydro may not be able to reconnect your power until you make repairs.

Even if you do have power or never lost it, your electrical equipment may still have experienced damage (most likely during a storm) that needs to be repaired. In some cases, temporary repairs may be allowed to enable immediate power restoration; however, these repairs will need to be made permanent in a timely manner.

## Electrical Equipment May Belong to You and Not Your Electrical Utility

Typically a homeowner's ownership of electrical equipment begins where the wires attach to the house (see reverse side for typical connections). This means the wire from the pole to the house generally is the utility's, but the wires inside the mast/stack, the mast, and equipment attached to the house and in it belong to you.

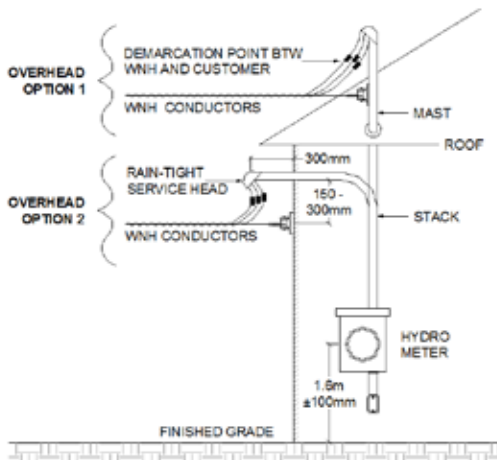
**If this equipment is damaged**, you need to arrange for repairs to be completed before Waterloo North Hydro can safely reconnect power. You should start this process immediately.

### 4 Steps to Get Repairs Done:

- 1 Don't attempt to repair this equipment yourself.** Stay back to avoid risk of shock, electrocution or fire.
- 2 Contact a Licensed Electrical Contractor to make repairs.** Visit [www.esasafe.com](http://www.esasafe.com) and use the "Find a Licensed Electrical Contractor" search tool to find one.
- 3 Once you've hired a Licensed Electrical Contractor:**  
The contractor will contact WNH's Engineering Department to obtain a service layout and will also file for a permit with the Electrical Safety Authority (ESA) so there is a record of the work. When the contractor completes the work, the contractor will notify ESA and the ESA Inspector will confirm the work has been done safely and power can be reconnected. ESA will inform Waterloo North Hydro that it is safe to reconnect the electrical supply to your home. Waterloo North Hydro will then reconnect as soon as possible.
- 4 After the work is done**, the homeowner should ask the contractor for a copy of the ESA Certificate of Inspection for their records and insurance.

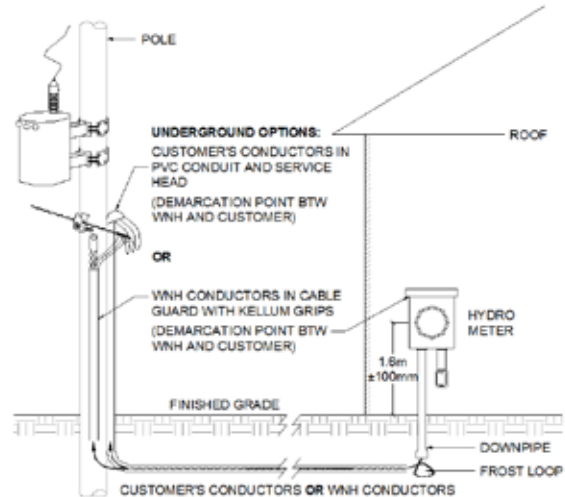
# TYPICAL CAUSES OF DAMAGE TO YOUR HOME'S ELECTRICAL SYSTEM

**TYPICAL OVERHEAD CONNECTION VIA STACK**



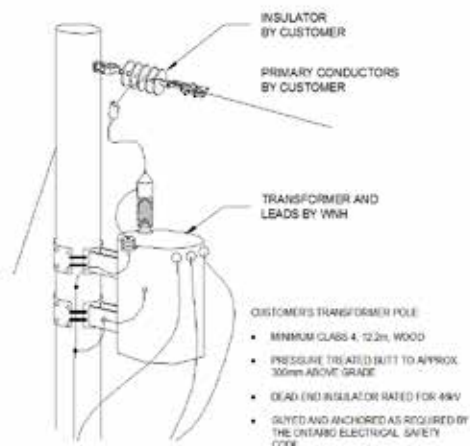
Damage to mast/stack is often caused by fallen trees or branches striking the overhead service conductors.

**TYPICAL UNDERGROUND CONNECTION**



Damage typically affects the meter base becoming detached from the building wall or damage to the incoming service conduit resulting from vehicle contact.

**TYPICAL RURAL OVERHEAD CONNECTION**



Typical damage to customer owned poles is caused by pole decay at the ground line resulting in poles falling over in extreme weather conditions.

**If your electrical system equipment is damaged**, you need to arrange repairs before Waterloo North Hydro can safely reconnect power. Contact a Licensed Electrical Contractor to make the electrical repairs to your equipment.

**If a tree on your property is damaged** during a storm and falls on a powerline stay at least 10 meters away and notify Waterloo North Hydro. Waterloo North Hydro will come to safely remove fallen trees and branches from powerlines and trim the tree to prevent further damage. **Do not attempt to remove a fallen tree or branches from powerlines.** It is the homeowner's responsibility to clean up the debris left from trees once WNH has completed its work.