

## FREQUENTLY ASKED QUESTIONS

### Richmond – Pole Replacement Project

**Q. Why is Hydro Ottawa undertaking a pole replacement project in my area?**

**A.** Most electrical assets have a lifespan of 50 years or less. In order to stay ahead of this aging curve, Hydro Ottawa has plans to replace and upgrade the infrastructure servicing this community. This work can include:

- Replacement and installation of new Western Red Cedar poles that are improved in pole size and class for greater support strength and clearance;
- Improved pole line framing as per today's standards;
- Replacement and installation of new secondary conductors for improved system reliability and appearance; and
- Replacement and installation of transformers, as required to improve equipment life and reliability of service to customers.

**Q. When will the project start?**

**A.** Work on this project is scheduled to start in 2020.

**Q. Where is the distribution equipment located?**

**A.** Hydro Ottawa's equipment is located within our easement or the City of Ottawa Road Right-of-Way allowance. This may be located at the edge of your property or in front of your home.

**Q. What is an easement?**

**A.** Your property may contain a Hydro Ottawa easement. This easement is a legal right of access for Hydro Ottawa to a portion of your property for the purpose of installing and maintaining its electrical distribution system. It is vital that easements be kept clear to permit access to the equipment that supplies you and your neighbours with electricity.

**Q. What is the City's Road Right-of-Way allowance?**

**A.** "Right-of-Way" or "Road Right-of-Way" or "Road Allowance" means, generally, the band of land between private property lines that has been set aside by a government for public use and access for the purpose of travel, or utility use and access, for example, traffic signs, traffic signals, and utility services.

**Q. How will I know if my property will be affected?**

**A.** A map which shows the location of the poles is available for review. Pole replacement involves excavating and replacing existing poles located on your street.

**Q. Will I be notified before work begins in my yard?**

**A.** Yes. If your property is impacted, Hydro Ottawa will notify you at least two weeks before work begins.

**Q. What about the trees and my cedar hedge?**

**A.** Vegetation such as hedges and trees may also have to be removed if they impede access to our equipment.

**Q. Can I keep my vegetation?**

**A.** Yes. You may remove and/or transplant your vegetation. When planning this work it is important to maintain a safe distance between any overhead or underground electrical equipment. Before you dig, please call **Ontario One Call at 1-800-400-2255** and refer to Hydro Ottawa's 'Tree Planting Advice' brochure.

**Q. Will any trees be affected?**

**A.** Trees along existing Hydro corridors are maintained regularly (minimum of once every 3 years). Tree trimming has been completed for this project. Changes to the overhead pole line may necessitate additional trimming to minimize outages caused by tree contact during stormy weather.

**Q. What will happen to the excavated area once your work is completed?**

**A.** The area will be brought back to finished grade with top soil and grass seed applied. Please note that it is the customer's responsibility to maintain the restoration work, including the proper development of grass. Hydro Ottawa attempts to remove all extra fill used to fill pole holes, however small amounts may be left in place when placing top soil and seed. Plants should have no issues growing through this area.

**Q. Will there be power interruptions while this work takes place?**

**A.** Yes. Planned power interruptions are expected to occur as a result of this work. You will be notified in advance of any planned power interruptions affecting your home or business.

**Q. How will the construction affect our neighbourhood?**

**A.** Residents will notice increased construction presence throughout the duration of the project, including excavation activities and construction vehicles. Traffic control will be implemented when required in order to ensure that roads remain accessible and safe to residents.

**Q. How will Hydro Ottawa minimize the noise?**

**A.** We will ensure that the majority of the work is completed weekdays (Monday to Friday) between **8 a.m. and 6 p.m.**

**Q. When will the old poles be removed?**

**A.** Poles may need to remain in place until all third party infrastructure (telecom, street lights etc.) has been relocated to the new pole.