

FREQUENTLY ASKED QUESTIONS

Trend Village – Cable Replacement

Q. What is a voltage conversion project and why is Hydro Ottawa undertaking this project in my area?

- A.** As most electrical assets have a lifespan of 50 years or less, a considerable proportion of the electrical distribution system is approaching its anticipated end-of-life. In order to stay ahead of this aging curve Hydro Ottawa has plans to replace and upgrade the aging infrastructure servicing this community. This work will include:
- Replacement and installation of underground cables that are manufactured using improved insulation materials;
 - Replacement and installation of transformers that are more compact and that will provide safer and quicker operation for our powerline maintainers; and
 - Installation of a duct system which will house the underground cables. This will minimize the requirement for excavation for future cable replacement projects.

Q. When will the project start?

- A.** Work on this project is scheduled to start in 2019.

Q. Where are the underground cables and transformers located?

- A.** Hydro Ottawa's equipment is located within our easements or the City of Ottawa's Road Right-of-Way allowance. This may be located at the edge of your property or in your back and side yards. The new underground cables and transformers will be located at the city of Ottawa's Road Right-of-way allowance. The existing meter will be replaced with a new meter base and the service will be directional bore on private property.

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 distribution system. It is vital that easements be kept clear to permit access to the equipment that supplies you and your neighbours with electricity. Hydro Ottawa will require a 1m x 4m easement for a new transformer ground grid located on private property.

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.

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

A. A map which shows the location of Hydro Ottawa's underground cables is available for review. The voltage conversion project involves excavating within the City's Right-of-Way Allowance and directional boring on private property.

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. Will I have to move/remove my fence/shed?

A. Structures such as fences and retaining walls that have been built over or around the existing poles will prevent our crews from installing the new equipment. Hydro Ottawa will work with our customers to keep removals to a minimum. In most cases, Hydro Ottawa will be able to complete the work as planned so as to minimize any damage to customer property.

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.

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. 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.

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 of the neighborhood will notice increased construction presence throughout the project, including excavation activities and construction vehicles. Traffic control will be implemented when required to ensure that roads and driveways 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 between **8 a.m. and 5 p.m.**