

## FREQUENTLY ASKED QUESTIONS

### Elmvale Acres – Pole Replacement Project

**Q. Why is Hydro Ottawa undertaking a pole replacement 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 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 January 2017 and progress throughout the summer and fall of 2017.

**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 your back and side yards.

**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.

**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 and/or in your backyard. Tree trimming will also be required for crew safety.

**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.

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**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. They must be removed prior to work commencing.

**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. Please note that it is the customer's responsibility to maintain the restoration work, including the proper development of grass.

**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 between **7 a.m. and 6 p.m.**