



Craig Henry – Transformer and Cable Replacement Project Frequently Asked Questions (FAQ's)

Q. Why is Hydro Ottawa replacing transformers and underground cables in Craig Henry?

- A.** The Craig Henry neighborhood was first developed in the 1970's. As most electricity distribution system assets have a lifespan of 50 years or less, a considerable portion of the infrastructure is approaching its anticipated end-of-life. In order to stay ahead of this aging curve Hydro Ottawa has plans to install:
- Underground cables that are manufactured using improved insulation materials;
 - Transformers that are more compact and that will provide safer and quicker operation for our powerline maintainers; and
 - A duct system which will house the underground cables. This will minimize the requirement for excavation for future cable replacements projects.

Q. Which area of the Craig Henry neighbourhood will be impacted by this project?

- A.** The following streets will be impacted by this project:
- Greenbank Road (between Canfield Road and Banner Road)
 - Wade Court, Ashwick Court, Bainbridge Avenue
 - Elvaston Avenue (between Shoreham Avenue and Craig Henry Drive)
 - Craig Henry Drive (between Greenbank Road and Shoreham Avenue)

Q. When will the project start?

- A.** Depending on site conditions and weather permitting, work on this project is scheduled to start in the spring of 2015 and progress throughout the summer and fall of 2015. You will receive advance notification closer to the commencement of the project.

Q. Where are the underground cables and transformers located?

- A.** Hydro Ottawa's equipment is located within our easements, the City of Ottawa's Road Right-of-Way allowance and the Hydro One corridor. This equipment may also 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 provides Hydro Ottawa with the legal right to access a portion of your property for the purpose of installing and maintaining its electricity distribution system. It is vital

that easements be kept clear in order to permit access to the equipment that supplies you and your neighbours with electricity.

Q. How do I find out if my property has an easement?

A. A title search of your property will determine whether or not an easement exists. Easements are usually registered on property title and are automatically transferred from one owner to another when the land is sold.

Q. What is the size of Hydro Ottawa's easements?

A. Hydro Ottawa's utility easements are of various sizes and range from approximately 1.2 m to 2.4 m wide on both side of the easement line.

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

A. "Right-of-Way" or "Road Right-of-Way" or "Road Allowance" is 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 and/or utility use and access. This may include space for traffic signs, traffic signals, and utility services.

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

A. Prior to construction, Hydro Ottawa will be able to determine if a property will be impacted once the underground utility locates process has been completed and the contractor has thoroughly assessed the site condition.

Q. Who is responsible for locating all of the underground utilities on my property?

A. Prior to undertaking any work that involves excavation, Hydro Ottawa contacts Ontario One Call. They in turn contact all of the utilities who have underground infrastructure on your property (Internet, telephone, cable and natural gas) in order to conduct locates of all utilities, including Hydro Ottawa. Ontario One call will then mark existing Hydro Ottawa infrastructure, including main lines and service cables to your house

Q. What happens if my Internet service is interrupted?

A. Hydro Ottawa will make every effort to minimize the disruption to other utility services. In the case of interruption during excavation, privacy regulations require that only the customer whose service has been interrupted contact their service provider to request restoration.

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

A. Yes. If your property is impacted, Hydro Ottawa will make every effort to provide you with at least two weeks notice before work begins.

Q. What will the work entail?

A. The cable replacement involves excavating along the length of our existing underground cable or within the easement. A trench approximately 30 inches deep and between one and two feet in width will be dug in order to install a new duct system that will encase the new cables. The work area will be fenced for safety as the trench/pit may have to remain open for the duration of the work. A larger excavation area will be required for the installation of a new transformer.

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

A. Structures such as fences and retaining walls that have been built over the existing underground cables or around transformers 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 are located on the easement or road right of way and impede access. The replacement of any vegetation is the customer's responsibility.

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. It is the customer's responsibility to maintain the restoration work, including maintenance and watering for 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 of the neighbourhood 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. In order to minimize the noise, we will ensure that the majority of the work is completed weekdays between **7:00 a.m. and 6:00 p.m.**