

## FREQUENTLY ASKED QUESTIONS

### Richmond – Pole Replacement Project

**Q. Why is Hydro Ottawa undertaking Huntley Road Pole Replacement & Voltage Conversion project in my area?**

**A.** The village of Richmond will experience large increases in electrical demand over the next decade, due to residential, commercial and industrial development projects. This requires an increase in the capacity of the Richmond South station on Garvin Road, as well as a conversion to a higher voltage. The conversion will allow Hydro Ottawa to supply customers over a wider area due to greater range. This will eventually include more remote customers in the greater Goulbourn area.

The Huntley Road pole replacement is a key part of this overall project. The main routes for power into Richmond are via Huntley and Shea Roads, and the replacement of the poles on Huntley will upgrade them to meet Hydro Ottawa standards for voltage and multiple circuits. This will allow the new supply from Huntley to enter Richmond on a single pole line. The Huntley pole replacement will connect with the upcoming conversion projects on Perth Street, forming the foundation for the future electrical supply in Richmond.

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

**A.** Work on this project is expected to begin in summer 2017.

**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.** The Hydro Ottawa project manager will be in contact with any customer whose property will be directly impacted by the project well in advance of the project beginning.

**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 have to be removed if they impede access.

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**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, there will be power interruptions as a result of this project. Hydro Ottawa crews will notify all affected customers in advance of the interruption.

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

**A.** Residents will notice increased construction presence throughout the duration of the project. Traffic control will be implemented when required, which may cause some minor traffic delays.

**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.**

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