

New Customer Connection Information Completion Instructions for Customer

General Information (Please complete all required fields on Section 1 of the New Customer Connection Information Form)

- This form is designed to work with Adobe Acrobat software which can be downloaded for free at <https://get2.adobe.com/reader/>. Key functionality will be impacted if you do not use Adobe Acrobat.
- The fields outlined in red are mandatory. Based on your selections, different fields will open up and may be identified as mandatory. For example, if you select **Yes** for "Do you have motor(s)?", the motor section will open up for you to provide more detail. Please provide all information requested.
- Where applicable, hovering over a field will display a dialogue box with more details on the information needed.
- Provide **Customer Full Legal Name, Phone Number, Email** and **Civic Address** or **Township, Concession, Lot** and **Contractor/Consultant** name and contact information. The customer is the individual or entity that will be responsible for the energy account associated with the facility.
- **Connection Type:**
New Connection - brand new connection, no existing service at this location
Upgrade - upgrade to existing service (e.g. increase in load, change in type of service)
Additional Service - additional separately metered connection at a location with an existing service (e.g. connecting a barn or workshop)
- **Desired Connection Date** can be an estimated date, but one must be provided.
- **Peak Load** is the maximum peak demand.
- **Requested Service Voltage Rating** is secondary service voltage.
- **Service Ampere Rating**
 - If upgrading service, provide both **Existing** service rating and **Proposed** service rating (after upgrade).
 - For a new service, provide **Proposed** service rating only.

Loading Profile

Total Loading Profile:

- New Connection - provide the **New Loading Profile** in the **Total Service Demand (kW)** table
- Upgrade / Additional Service - provide the **Total Loading Profile** (Existing + New) in the **Total Service Demand (kW)** table
- The **Peak Load - Proposed (kW)** identified must match the maximum value indicated in the **Total Service Demand (kW)** table
- The **Auto Fill** button will fill in the remaining cells with a specified value. For example, if you ramp up to your expected loading of 100 kW and want to fill in the remaining cells with 100, click the **Auto Fill** button and enter 100. The table will be auto populated. Note: it may take a few minutes to complete.

Existing Service Loading Profile:

- Only applicable to **Upgrade** and **Additional Service** requests
- The **Peak Load - Existing (kW)** identified in the first section must match the maximum value indicated in the **Existing Service Demand (kW)** table

Motor Information

To assess the impact of motor starting, we require the size of motors that are equal to or above the criteria indicated on the table below.

Primary Voltage	Cumulative Size of 1 Phase Motors (stating at the same time)	Cumulative Size of 3 Phase Motors (starting at the same time)
16/27.6 kV and Above	> 20 hp	> 100 hp
Below 16/27.6 kV	> 10 hp	> 25 hp

Multiple Motors

Please note that five 5hp motors that are started at the same time have the same impact as a single 25hp motor. For example, the information of five 5hp motors needs to be included if primary voltage level is below 16kv.

Also, indicate if motor starting assistance is being implemented (for example "soft start").

Welding Machines

Required for each welder size exceeding 30 kVA.

Single Line Diagram

Please provide a Single Line Diagram of the required service (existing and new service). Not providing this detailed information could delay Hydro One in providing a layout package.

Distributed Generation

For the installation and/or operation of an Emergency Backup Generation Facility (applicable to both open and closed transition) with a size over 50 kilowatts (kW). Customer is required to submit the appropriate form to Hydro One's Dx Generation Connections group to initiate an assessment. The process and form can be found at <https://www.hydroone.com/business-services/generators/fit>.

For more information, please contact Hydro One's Dx Generation Connections group at 1-877-447-4412 or email DxGenerationConnections@HydroOne.com

New Customer Connection Information



Section 1 – To Be Completed by Customer (Please provide all information requested)

This form is optimized for electronic submission and designed to work with Adobe Acrobat software which can be downloaded for free at <https://get2.adobe.com/reader/>. Key functionality will be impacted if you do not use Adobe Acrobat.

Please complete all mandatory fields in Section 1. Incomplete applications may be returned for resubmission and could result in delays.

Contact Information

Customer Full Legal Name:		Customer Phone #:		Customer Email:	
Contractor/Consultant:		Contractor Phone #:		Contractor Fax #:	

Request Information

Civic Address:		Township:		Lot:	
				Concession:	
Connection Type:		Desired Connection Date (mm/dd/yyyy):		Submission Date (mm/dd/yyyy):	
Type of Operation (Select all the apply)	Residential Retail Industrial School Hospital Farm Other If "Other" has been selected please specify: _____				
Reason for Request:					

Loading Information

Total Loading Profile

Peak Load – Proposed (kW):		Service Ampere Rating (Panel Size) Proposed (Final) Amps:	Requested Service Voltage Rating:									
Power Factor:		Service Ampere Rating: 80% 100%										
Total Service Demand (kW)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1 st Year –												
2 nd Year –												
3 rd Year –												
4 th Year –												
5 th Year –												

Existing Service 1 Loading Profile (Upgrade and Additional Service requests only)

Account #		Meter #		Peak Load - Existing (kW):								
Power Factor:		Service Ampere Rating (Panel Size) Existing Amps:		Existing Service Voltage Rating:								
		Service Ampere Rating: 80% 100%										
Existing Service Demand (kW)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

Existing Service 2 Loading Profile (Upgrade and Additional Service requests only)

Account #		Meter #		Peak Load - Existing (kW):								
Power Factor:		Service Ampere Rating (Panel Size) Existing Amps:		Existing Service Voltage Rating:								
		Service Ampere Rating: 80% 100%										
Existing Service Demand (kW)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

Existing Service 3 Loading Profile (Upgrade and Additional Service requests only)

Account #		Meter #		Peak Load - Existing (kW):								
Power Factor:		Service Ampere Rating (Panel Size) Existing Amps:		Existing Service Voltage Rating:								
		Service Ampere Rating: 80% 100%										
Existing Service Demand (kW)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

Non Residential Customers, please complete the following information:			
Number of Shifts in your Operation:	Single Shift	Two Shifts	Three Shifts
Expected Start Time:	_____	Expected Stop Time:	_____
Working on Weekends:	Yes	No	Working on Holidays: Yes No
Motor Information (New and Existing Motors)			
Do you have motor(s)?	No	Yes	
Type of Equipment the Motor is Operating: (Ex. Pump, Compressor, Saw, etc.)			
Largest Motor:			
Largest Motor Size (hp):		Type of Motor (Ex. Synchronous, Induction):	
Start Assistance (Soft Start):	No	Yes, please specify the type _____	
Multiple Motors:			
Do multiple motors start at the same time?	No	Yes	
If yes, please provide the following information regarding each motor	Individual Sizes (Ex. 2x50hp + 1x20hp=120hp)		
	Type of Motors (Ex. Synchronous, Induction)		
	Start Assistance (Soft Starter): No Yes, please specify the type _____		
Motor with the Greatest Inrush (i.e. Largest Motor or Cumulative Combination of Motors that start at the same time)			
Full Load Current (Amps):		Starting Current (Amps):	
Motor's Rated Voltage:		Max Inrush (kVA):	
Number of Starts per day:		NEMA Code (ex. NEMA 'G'):	
Welding Machines (New and Existing Machines)			
Do you have welding machines?	No	Yes	
kVA Rating:		Details:	
Rated Welder Primary Voltage:		Maximum Primary Current in Amps:	
Power Factor:		Number of Welders Operated Simultaneously:	
Frequency of Operations of Each Machine (weld/min):		Duration of Welds for Each Machine:	
Electric Vehicle Chargers			
Are you installing any Electric Vehicle chargers?	No	Yes	# of Units: _____
			Type of Charger: _____
		Charging Time: _____	Frequency of Use: _____
Emergency Backup Generators			
Are you installing any backup generators?	No	Yes	
Single Line Diagram & Primary Fuse (IMPORTANT: Not providing this information could result in delays to the in-service date)			
Single Line Diagram Provided:	Yes		
For a Customer Owned Transformer, specify the Primary Fuse (Manufacturer, Fuse Size, Type, & Speed): Typically not applicable to Residential connections			

Section 2 – To Be Completed by Hydro One ADET

Date:		ADET:		Service Centre:	
Notification Number:		Phone:			
Scope of Job: (Include all relevant details of Customer request)					
Rate Class:		Primary Supply Voltage:		Voltage Conversion Area:	
Transformer Size - Existing kVA: (Include all transformers on the property)				Existing Transformer #s:	
Transformer Size – Proposed kVA: (cumulative)				Metering: Primary Secondary	
Transformer Ownership:	Customer Owned Transformer		Hydro One Owned Transformer		
Transformer Type:	Padmount	Overhead	Private Primary Line to Connect:	Yes	No
Phase:		If "Other" has been selected please specify: _____		In Service Plan Required?	Yes No
Please complete a separate description for each possible connection point.					
Station # 1:		Feeder # 1:		Switch # 1:	
Station # 2:		Feeder # 2:		Switch # 2:	
Expansion Required:	Yes	No	If yes, _____ meters	Does UCCP Apply?	
Crossing Permits Required:	Yes	No	Type:	Rail	Water
				Pipe	Road Authority
Class C \$			Description of Expansion:		
Comments:					

Section 3 – To be Completed by Hydro One Dx Planning (System Impact Assessment for OGCC Controlled Assets)

Feeder Protection Checked?	Comments:	
Customer Primary Fuse Checked?	Comments:	
Additional Load Acceptable?	Comments:	
System Impact Assessment Completed by: (DX Planner's Name)		

Section 4 – To Be Completed by Hydro One Subdivision Group

Note: if there are motors please ensure relevant Motor information fields in Section 1 are completed

Subdivision Name:						
Type of Heat:	Electric Baseboard	Electric Central Heat	Gas	Oil	Propane	Other
	If "Other" has been selected please specify: _____					
Electric Water Heaters:	Yes	No	Tankless Water Heater:	Yes	No	
Subdivision:	O/H	UG	Number of Lots for this Phase:		Estate Lots:	Yes No
Is 3-phase Service Required:	Yes	No	Type of Load:			
Total Number of Phases for this Development:			Number of Lots for Overall Development:			
Proposed In Service Date:	Additional information regarding 3-phase service:					