



Best Practices for Connection/Reconnection of Power

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- ESA has been made aware of a few incidents with more than one Distributor where the energization of power has created potential shock, fire hazards and damage to equipment
- Inconsistency amongst Distributors when energizing services

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- Example 1
 - ESA issued a pre-authorized connection authorization for a panel board replacement;
 - Licensed Electrical Contractor (LEC) did not call the Distributor nor ESA inspector to inform they were ready as they were still tying in some circuits in the distribution panel
 - Main breaker closed and bond conductors were hanging.
 - Distributor crew arrived on site energized service without communicating to the LEC who was still on site and energized the service
 - No injuries. Distribution panel was damaged beyond repair and needed to be replaced

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- Example 2
 - Distributor energized a service that was disconnected for non-payment-prior to 6 months requiring a connection authorization
 - No one was living at the home at the time
 - Caused a fire to the home
 - Electrical in nature-stove was not switched off prior to being disconnected

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- O. Reg 22/04
Safety standards
- 4. (1) *All distribution systems and the electrical installations and electrical equipment forming part of such systems shall meet the primary safety standard set out in subsection (2) by meeting the safety standards set out in subsections (3), (4), (5) and (6). O. Reg. 22/04, s. 4 (1).*
- (2) *All distribution systems and the electrical installations and electrical equipment forming part of such systems shall be designed, constructed, installed, protected, used, maintained, repaired, extended, connected and disconnected so as to reduce the probability of exposure to electrical safety hazards. O. Reg. 22/04, s. 4 (2).*

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- OEB' DSC

- *4.2 Disconnection and Reconnection 4.2.1 A distributor shall establish a process for disconnection and reconnection that specifies timing and means of notification consistent with the Electricity Act and this Code. In developing physical and business processes for reconnection, a distributor shall consider safety and reliability as a primary requirement. A distributor shall document its business process for disconnection in the distributor's Conditions of Service. Looking for the Council's recommendation on a best practice guide to benefit the industry*

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- Example of a requirement in a Distributor's Conditions of Service
 - *The Customer or responsible designate must attend at the premises when service is restored. If no responsible Customer representative is at the premises, the reconnection will not occur even if the applicable reconnection fees have been paid and conditions met.*

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- Looking for the Council's recommendation on a best practice guide to benefit the industry
 - Potential risk of injury to Distributor workers
 - Potential law suits