

General Information for Underground Electric Residential Service

1. The Customer must request and receive locates from Ontario One Call before trenching if trenching is to be completed by Customer. If any part is completed by PUC, PUC Contractor will obtain all locates for their own work.
2. All trenching, conduit and cable installations to be performed by PUC will be completed between **May 1st and November 15th**. Installation requested outside of the regular timeframe will be considered by PUC with all additional costs to be paid by the Customer prior to installation. All additional costs incurred outside of the stated timeframe due to weather conditions will be the responsibility of the Customer.
3. Prior to any PUC trench work commencing, PUC must obtain City Municipal Consent (fee of \$360.00 (HST included) on Meter Locate to be paid to PUC). Only City approved contractors can complete work on municipal property as per The Corporation of the City of Sault Ste. Marie By-Law 2020-70. Where point of supply (poles, or other) is not within customer's property, PUC's contractor will complete this portion of the work and work instructions will be outlined on the meter location.
4. Customer to supply and install trench and all conduit work as specified on PUC-10-500-A for 200A services up to 94m in length or PUC-10-500-D for 400A services or 200A services greater than 94m in length, both of which are attached, PUC meter location and PUC Conditions of Service: <https://www.puc.ca/about-puc/conditions-of-service/>
5. At the time of providing a meter locate to the Customer; PUC Meter Location Author will identify a trench end point (ex. Pole, handbox, etc.) inclusive of quadrant of pole that the trench/conduit shall extend to. If the utility pole or handbox has not been installed yet, the Customer should wait for PUC to complete the installation prior to finalizing trenching to avoid potentially costly revisions.
6. A rope or string such as ¼" polypropylene rope, polypropylene baler twine or similar and accepted by PUC prior to installation shall be installed through the conduit when ending at a pole to verify conduit is clear of obstructions and facilitate PUC in pulling cable. When end point is at a handbox, string is not required, but it remains the conduit installer's responsibility that the conduit is clear of obstructions.
7. A trench inspection shall be completed, along with an inspection of all components identified on PUC-10-500-A or PUC-10-500-D, by PUC. **Trench must remain open until inspected.** To arrange for an inspection please contact PUC Engineering 705-759-6576 **minimum 48 hours in advance.**
8. Cables will be supplied and installed by PUC in all circumstances. Customer purchased or installed cables will not be accepted. The Customer shall not install cables for other purposes in the same conduit with PUC owned cables.
9. The following must be received **before PUC will commence with any work:**
 - Payment for all charges specified on meter location
 - Payment of any security deposit charges (if applicable)
 - Setup for new accounts
10. Customer is responsible for all site restoration.

New Construction

- PUC will install and energize cable upon receipt of a signed contract, paid deposits, and ESA approval (Electrical Safety Authority) from the Customer and all PUC inspections completed. ESA sends all approvals directly to PUC.

Converting House from Overhead to Underground Service

- Once all charges have been paid, PUC will install underground cable(s) and leave disconnected prior to disconnection of existing overhead service.
- Customer to contact PUC Customer Experience to schedule a disconnect.
- Re-connect will be completed after approval of ESA is received by PUC and upon completion of all PUC inspections.

The following steps should be completed in order to allow for the smoothest experience:

1. Setup an Electric Service Contract (New Services Only):

Please choose the option below that best suits you to effectively set up an electric account:

- A. Call our Customer Experience Team.
- B. Fill out and submit form online: <https://forms.puc.ca/Customer-Services/New-Customer-Account-Setup>
- “Effective Date for Service to Start”, can be selected as early as two days after you submit the form. Although this will not be the date which service will be energized or billing commences.

2. Security Deposits (New Services Only):

Call our Customer Experience Team and they will determine whether or not the security deposit will be waived.

For more information: <https://www.puc.ca/accounts-billing/moving/#SecurityDepositPolicy>

3. Paying a Deposit for Work:

PUC is currently accepting deposit payments made by cheque, bank draft or money order. Please include the following information to ensure accelerated processing of the deposit.

CUSTOMER DEPOSIT FOR PUC WORK

Purpose of work (Ex. New Underground Electrical Service)

Name/Contractor Name

Address of work (Ex. 123 East Street)

**It is best to include a copy of the Meter Locate.

Please choose the option below that best suits you to deliver your deposit to PUC:

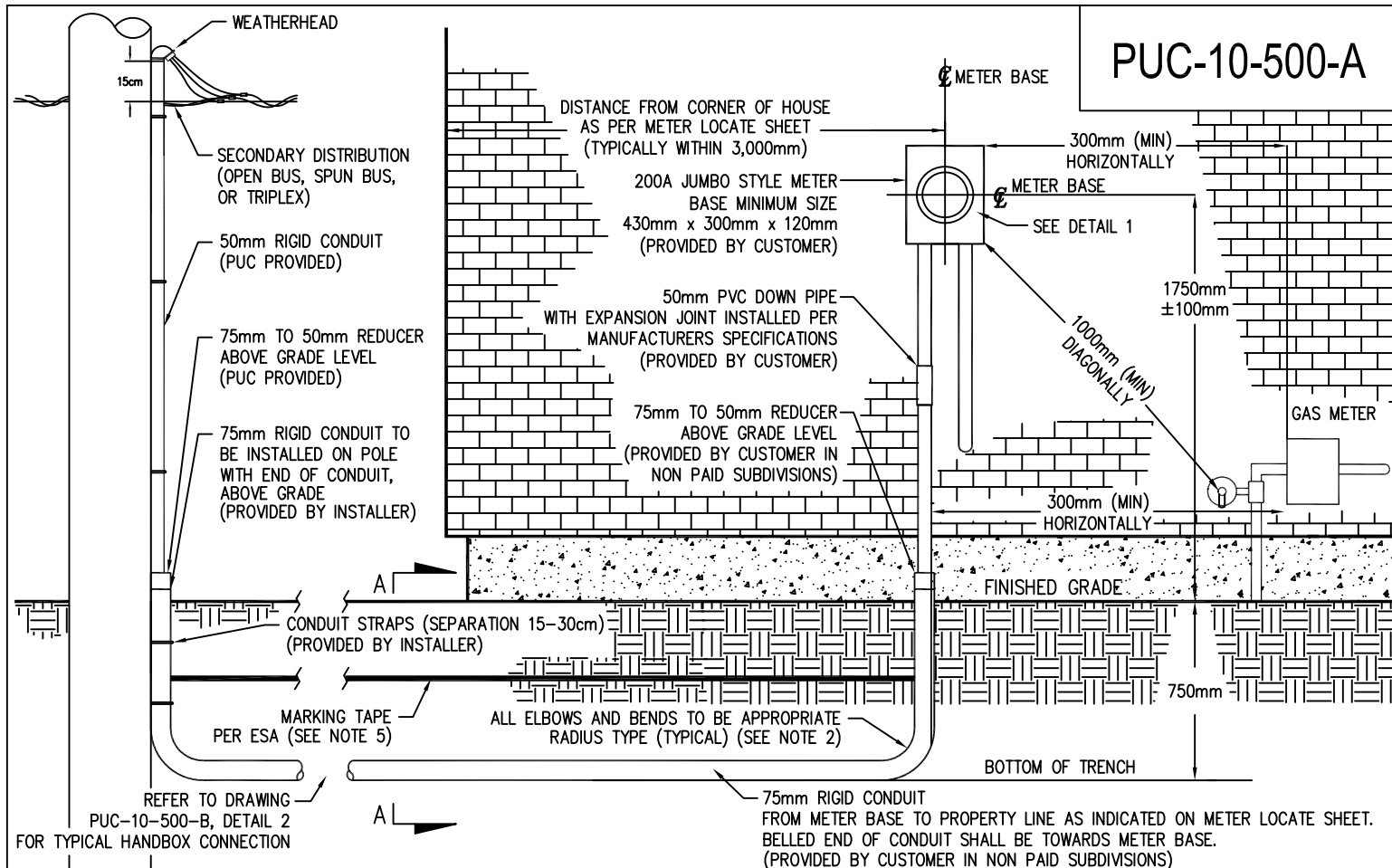
1. Drop off cheque in mailbox in front of PUC building at 500 Second Line East.

2. Mail a cheque to: 500 Second Line East
PO Box 9000
Sault Ste. Marie, On
P6A 6P2

4. Picking Up Materials from PUC Stores:

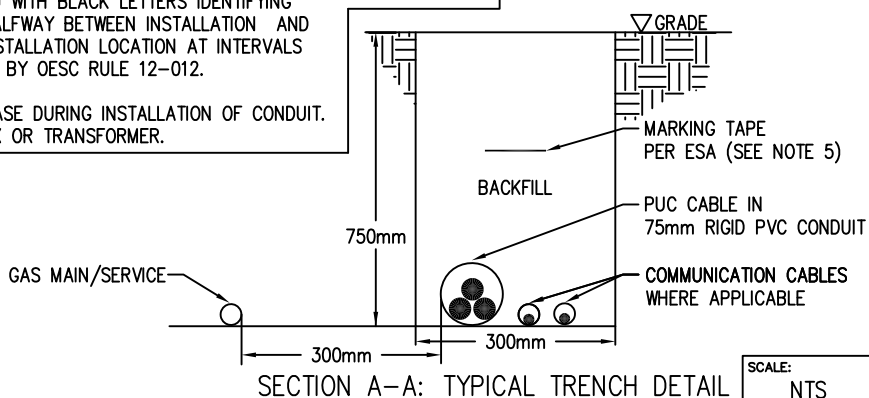
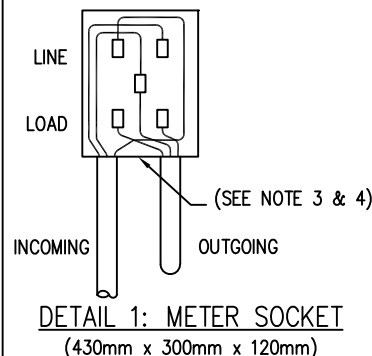
If you have been notified by a PUC employee that your job requires materials and that they have been issued for your pickup, please contact PUC Stores Department directly to arrange a time for pickup at 705-759-6551.

PUC Customer Experience 705-759-6500 (General PUC Concerns) www.puc.ca
Ontario One Call 1-800-400-2255 (All Locates) www.ontarioonecall.ca
ESA (Electrical Safety Authority) 1-877-ESA-SAFE (1-877-372-7233) www.esasafe.com



NOTES:

1. CONDUIT AND COMPONENT SIZES ARE SHOWN FOR 200A SERVICE AND MAXIMUM CABLE RUN OF 94 METERS (INCLUDING UP POLE AND UP TO METER BASE). FOR 400A SERVICE OR CABLE RUNS GREATER THAN 94 METERS REFER TO DRAWING PUC-10-500-D. IF ADDITIONAL MATERIAL IS REQUIRED, COST OF MATERIAL WILL BE THE RESPONSIBILITY OF THE CUSTOMER.
2. CONDUIT BENDS SHALL BE KEPT TO A MINIMUM FROM POINT OF SUPPLY TO METER BASE. SERVICE SHALL HAVE NO MORE THAN 270° OF BENDS INCLUSIVE OF 90° BEND AT RISER FOR OVERHEAD POINT OF SUPPLY. ALL BENDS SHALL HAVE A MINIMUM RADIUS OF 305mm (12"). ACCEPTANCE OF BENDS AND RADIUSES SHALL BE AT THE DISCRETION OF PUC.
3. ALL CONDUITS SHALL BE SURFACE MOUNTED AND VISIBLE ON THE EXTERIOR OF THE STRUCTURE. CONDUITS SHALL NOT PENETRATE EXTERIOR WALLS OR BE ENCASED. IF RECESSED, CONDUIT MUST HAVE MINIMUM 100mm SPACES ON EITHER SIDE TO FACILITATE REPAIR OR REPLACEMENT. ALL METER BASES SHALL BE INSTALLED SUCH THAT THE CENTRE KNOCKOUT OF METER BASE IS NOT USED BY CONDUIT AND IS ACCESSIBLE FOR TEMPORARY POWER. MINIMUM DISTANCE OF 30cm OF FREE SPACE BELOW KNOCKOUT.
4. LOAD SIDE CABLES SHALL STAY BELOW LOAD SIDE LUGS. NO GROUND OR BONDING CONDUCTORS SHALL PASS THROUGH THE METER BASE TO GROUND PLATE.
5. ALL WARNING TAPE SHALL BE CONTINUOUS RED PLASTIC MARKER TAPE(S) WITH BLACK LETTERS IDENTIFYING POWER LINES UNDERGROUND INSTALLATION, INSTALLED APPROXIMATELY HALFWAY BETWEEN INSTALLATION AND GRADE LEVEL OR PERMANENT ABOVE GRADE MARKERS INDICATING THE INSTALLATION LOCATION AT INTERVALS OF NOT MORE THAN 15M OR AT ANY CHANGE IN DIRECTION AS REQUIRED BY OESC RULE 12-012.
6. A PULLSTRING SHALL BE INSTALLED IN CONDUIT FROM POLE TO METER BASE DURING INSTALLATION OF CONDUIT. NO PULLSTRING REQUIRED TO ENERGIZED EQUIPMENT, SUCH AS HANDBOX OR TRANSFORMER.



CERTIFICATE OF APPROVAL

The installation work covered by this document meets the safety requirements of Section 4 of Regulation 22/04

Mitchell Paradis 2025-07-04

Name *M. Paradis* Date

Signature & Professional Designation



SAULT STE. MARIE, ONTARIO

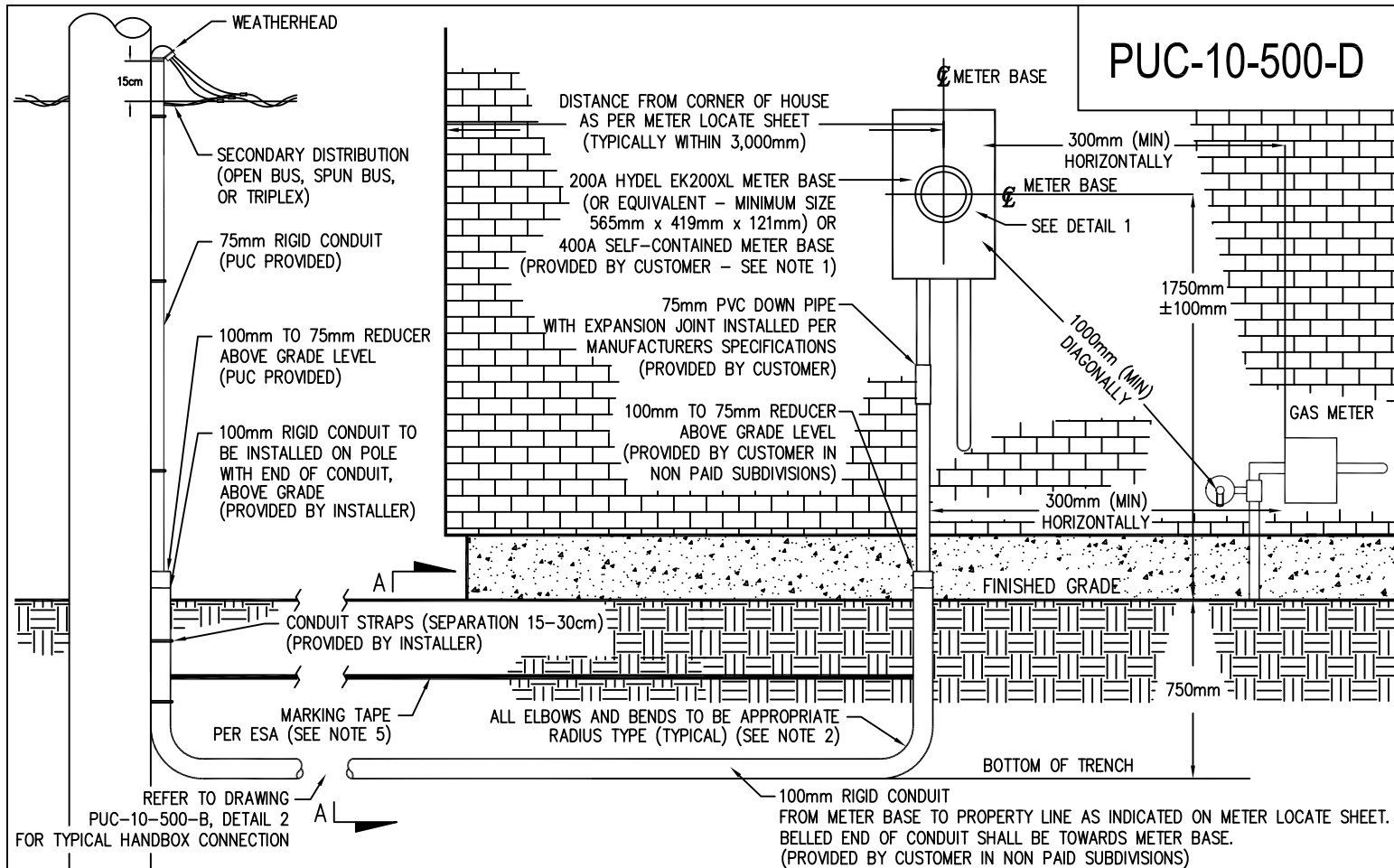
6	NOTES & MEAS. TO GAS METER	03/20/25	M.C.
5	CONDUIT STRAPS & GAS MAIN	01/16/17	M.C.
4	MEASUREMENTS TO GAS METER	01/21/16	M.C.

No.	Revision	Date	Initial
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STANDARD INSTALLATION DRAWING

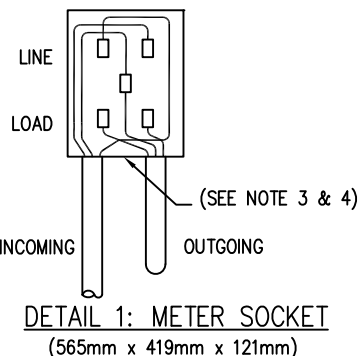
U/G RESIDENTIAL SERVICE UP TO 200A WITH CABLE LENGTHS UP TO 94M TYPICAL METER BASE INSTALLATION

DRAWN BY: J. TEVC	DATE: MAR 3/09
CHECKED BY: J. ROBINSON	DATE: MAR 18/09
APPROVED BY:	DATE:
Drawing Number: PUC-10-500-A	Rev. 6

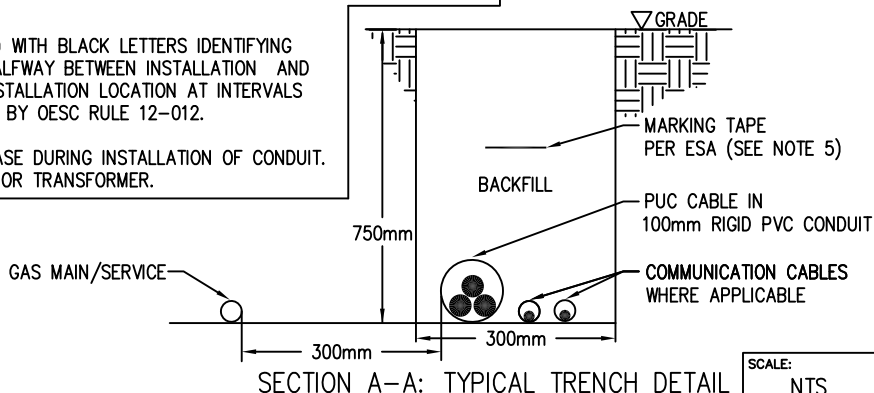


NOTES:

1. CONDUIT AND COMPONENT SIZES ARE SHOWN FOR 200A SERVICE WITH CABLE LENGTHS FROM 94m TO 200m OR 400A SERVICE WITH CABLE LENGTHS UP TO 100m (INCLUDING UP POLE AND UP TO METER BASE). FOR A 200A SERVICE, A 200A HYDEL EK200XL METER BASE OR EQUIVALENT IS REQUIRED. FOR A 400A SERVICE, A 400A SELF-CONTAINED METER BASE, COMPLETE WITH 400A CT's IS REQUIRED. METER BASES MUST ACCEPT 350MCM CABLE. IF ADDITIONAL MATERIAL IS REQUIRED, COSTS WILL BE THE RESPONSIBILITY OF THE CUSTOMER.
2. NO CONDUIT SWEEPS OR BENDS SHALL BE ALLOWED FROM POINT OF SUPPLY TO METER BASE, EXCEPT FOR A 90° BEND AT RISER FOR OVERHEAD POINT OF SUPPLY AND 90° AT BASE OF METER BASE. ALL BENDS SHALL HAVE A MINIMUM RADIUS OF 305mm (12"). ACCEPTANCE OF BENDS AND RADIUSES SHALL BE AT THE DISCRETION OF PUC.
3. ALL CONDUITS SHALL BE SURFACE MOUNTED AND VISIBLE ON THE EXTERIOR OF THE STRUCTURE. CONDUITS SHALL NOT PENETRATE EXTERIOR WALLS OR BE ENCASED. IF RECESSED, CONDUIT MUST HAVE MINIMUM 100mm SPACES ON EITHER SIDE TO FACILITATE REPAIR OR REPLACEMENT. ALL METER BASES SHALL BE INSTALLED SUCH THAT THE CENTRE KNOCKOUT OF METER BASE IS NOT USED BY CONDUIT AND IS ACCESSIBLE FOR TEMPORARY POWER. MINIMUM DISTANCE OF 30cm OF FREE SPACE BELOW KNOCKOUT.
4. LOAD SIDE CABLES SHALL STAY BELOW LOAD SIDE LUGS. NO GROUND OR BONDING CONDUCTORS SHALL PASS THROUGH THE METER BASE TO GROUND PLATE.
5. ALL WARNING TAPE SHALL BE CONTINUOUS RED PLASTIC MARKER TAPE(S) WITH BLACK LETTERS IDENTIFYING POWER LINES UNDERGROUND INSTALLATION, INSTALLED APPROXIMATELY HALFWAY BETWEEN INSTALLATION AND GRADE LEVEL OR PERMANENT ABOVE GRADE MARKERS INDICATING THE INSTALLATION LOCATION AT INTERVALS OF NOT MORE THAN 15M OR AT ANY CHANGE IN DIRECTION AS REQUIRED BY OESC RULE 12-012.
6. A PULLSTRING SHALL BE INSTALLED IN CONDUIT FROM POLE TO METER BASE DURING INSTALLATION OF CONDUIT. NO PULLSTRING REQUIRED TO ENERGIZED EQUIPMENT, SUCH AS HANDBOX OR TRANSFORMER.



CERTIFICATE OF APPROVAL The installation work covered by this document meets the safety requirements of Section 4 of Regulation 22/04 Mitchell Paradis 2025-07-04 Name Date Signature & Professional Designation	
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PUC SAULT STE. MARIE, ONTARIO			
No.	Revision	Date	Initial

STANDARD INSTALLATION DRAWING 200A U/G RESIDENTIAL SERVICE WITH CABLE LENGTHS FROM 94m TO 200m AND 400A WITH CABLE LENGTHS UP TO 100m TYPICAL METER BASE INSTALLATION			
DRAWN BY:	M.CLARK	DATE:	MAR 24/25
CHECKED BY:	M.CLARK	DATE:	MAR 24/25
APPROVED BY:		DATE:	
Drawing Number:	PUC-10-500-D	Rev.	0