

## A Guide to Understanding your Electricity Supply

In December , 2013, Halton Hills experienced one of the most devastating ice storms we have ever seen. Many of our customers were faced with the challenge of arranging repairs to their equipment before we could reconnect their power. We hope this brochure helps our customers identify the equipment they need to look after repairing and maintaining so that they can be better prepared in the event of future storms.

How electricity gets to our homes isn't something we often think about. However, to be prepared in case of storm damage, there are a few things you should know about your electricity supply. Should your supply be damaged it is important to know your responsibilities. Halton Hills Hydro owns and maintains the electrical equipment up to a point known as the demarcation point. Beyond that, the equipment is the responsibility of the homeowner to maintain and repair. This document describes typical demarcation points within Halton Hills.

### What is a Demarcation Point?

This is the point where Halton Hills Hydro maintained equipment ends and customer owned equipment begins. Halton Hills Hydro is responsible for maintaining and repairing equipment up to the demarcation point. It is the property owner's responsibility to maintain and repair equipment beyond the demarcation point. Halton Hills Hydro cannot perform work beyond the demarcation point.

### Where is your Demarcation Point?

The following diagrams illustrate the typical electrical supply for residential homes. Halton Hills Hydro owns and maintains the meters and transformers but the ownership of lines, poles and connections can vary depending on the type of service you have. Our Conditions of Service document, which can be found on our website or at our office, provides detailed technical information on your electrical supply. This factsheet provides a general overview.

### What to do if your service is damaged.

If the damage is beyond the demarcation point, Halton Hills Hydro cannot restore power until you have had your service repaired by a Licensed Electrical Contractor. Make sure the electrical contractor you hire is licensed. Once the contractor has completed their work, they will arrange to have the Electrical Safety Authority (ESA) inspect the site to ensure it is safe to reconnect. Find a licensed electrician at [www.esasafe.com](http://www.esasafe.com)

Once your repairs are completed and have been inspected, contact us for a reconnection.

#### For More Information:

**Halton Hills Hydro** Phone: 519-853-3701 Web: [www.haltonhillshydro.com](http://www.haltonhillshydro.com)

**Electrical Safety Authority** Phone: 1-877-372-7233 (1-877-ESA-SAFE) Web: [www.esasafe.com](http://www.esasafe.com)



*Providing Halton Hills with  
electricity distribution excellence  
in a safe and reliable manner.*



43 Alice St.  
Acton, ON  
L7J 2A9  
519-853-3701  
M - F 8:30 - 4:30

 Halton Hills Hydro

 @hhhydro

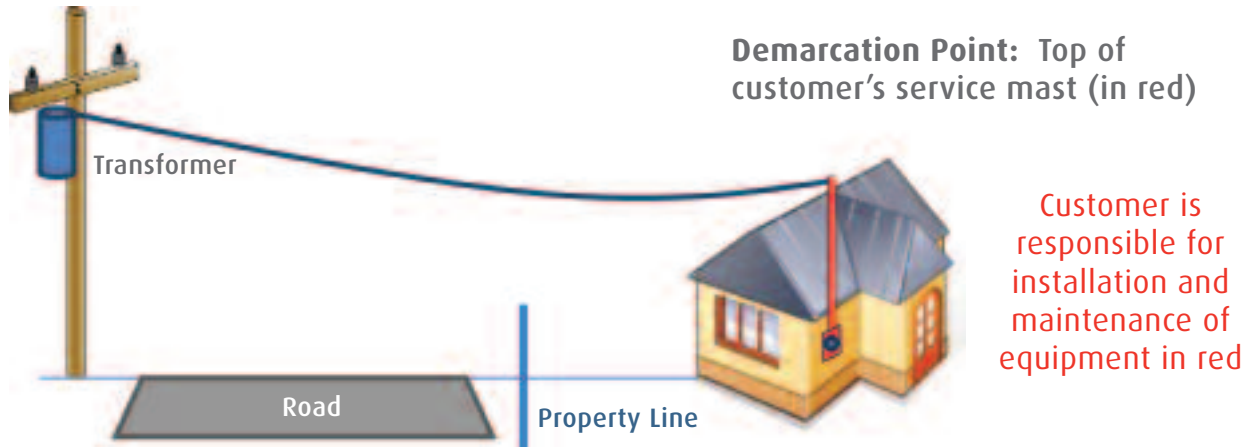
Web | [www.haltonhillshydro.com](http://www.haltonhillshydro.com)

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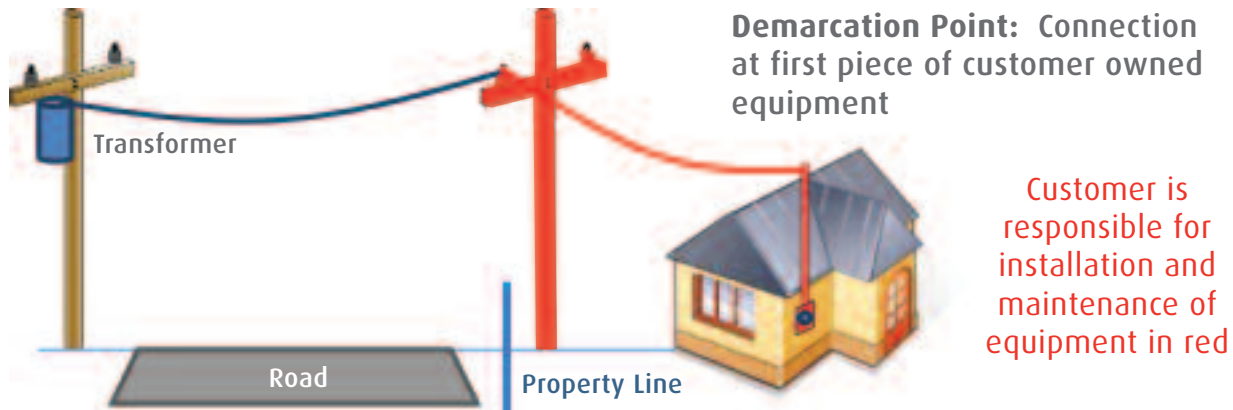
**Halton Hills Hydro**

# RESIDENTIAL DEMARCATION POINTS IN HALTON HILLS

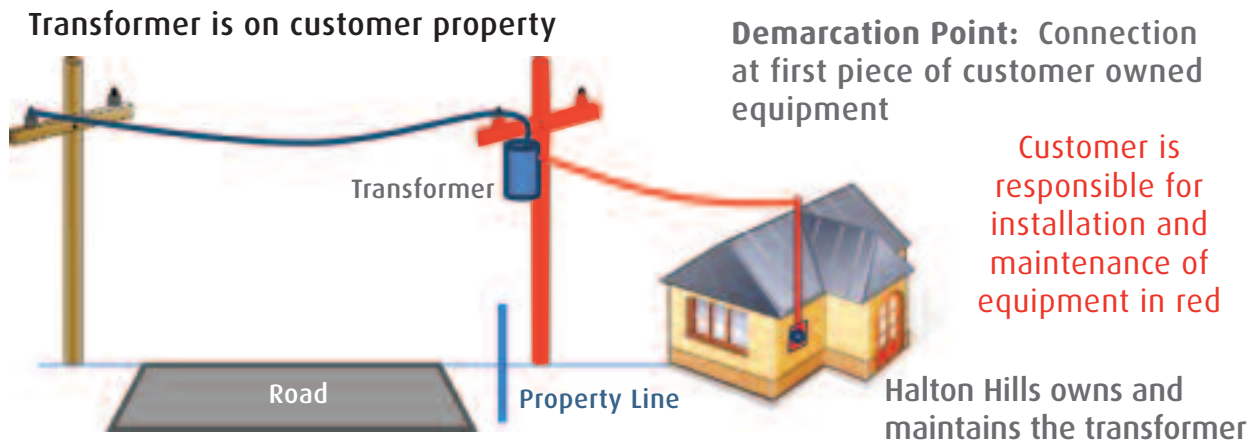
## 1. Overhead secondary service supplied by Halton Hills Hydro overhead lines



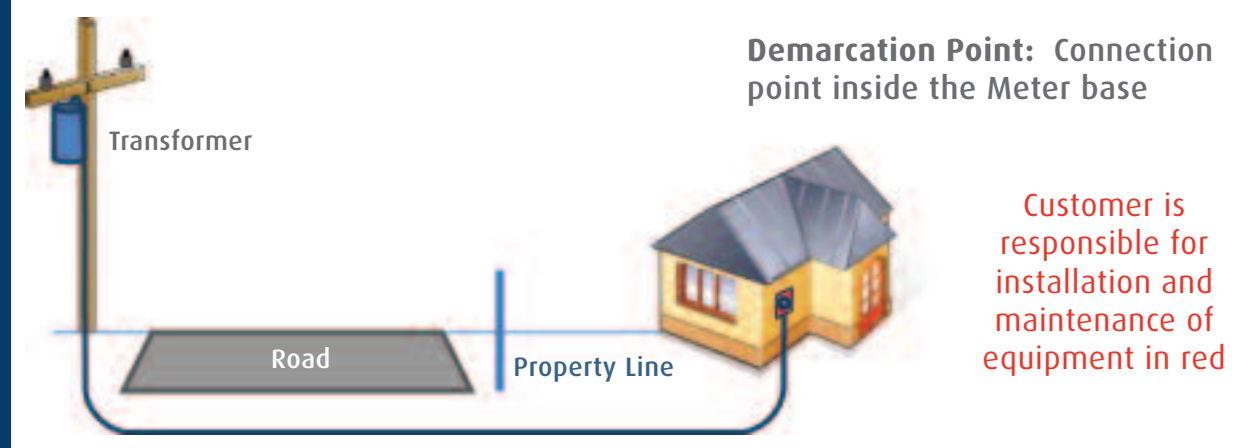
## 2. Overhead secondary service where the customer requires a private pole line



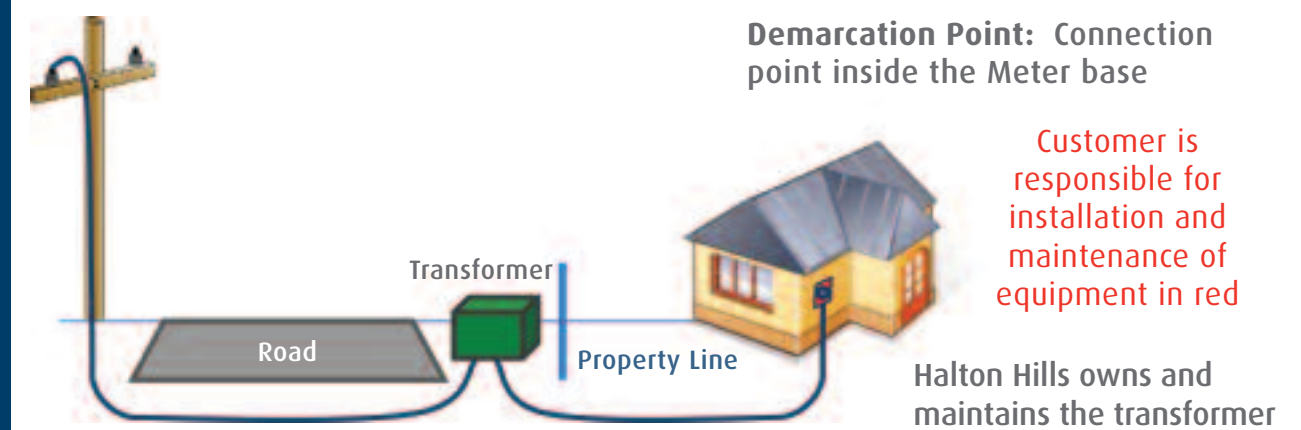
## 3. Overhead primary service where the customer requires a private pole line



## 4. Underground secondary service supplied by Halton Hills Hydro overhead lines



## 5. Underground secondary service supplied by Halton Hills Hydro underground lines



## 6. Underground primary service supplied by Halton Hills Hydro overhead lines

