



Harbourview Subdivision Electrical Infrastructure Upgrade Project

Frequently Asked Questions

➔ **Why did you decide to install poles instead of upgrading the underground electrical system?**

- There is not much room in the back lots for digging, which means we will be digging over existing primary cable and this is unsafe unless the cable is de-energized, in order to prevent lengthy outages we need to move the primary to another location (in the air on poles, or somewhere else underground).
- It is unsafe from a public perspective to have the primary back lot, it has a much more chance of getting dug up or hit by fences, clothes lines and other things.
- Having the transformation (big green boxes) located rear lot makes them very hard to service/maintain, in the event of transformer failure, we need to be able to access the transformers with our trucks to keep outages shorter (increasing reliability, this is especially important during the winter time)
- We need to replace the cable now as it is already starting to fail in certain places. We are trying to get ahead of these failures to prevent any lengthy outages in the future and increase reliability.

➔ **If the design is just a “plan” why is there a stake in my yard that says pole?**

In order to perform an accurate plan, detailers must be able to visually line up stakes in the field to help them design corners and straightaways properly and efficiently. This step in the procedure identifies obstacles in the field that could force an alteration to the design. It also allows the public to have a visual of the plan so that they may ask questions.

➔ **Will I get Fiber Op?**

Saint John Energy is working with Bell Aliant to help facilitate upgrading their system.

➔ **Will the underground lines that connect my house to the main lines change?**

The lines going from each individual house to SJE's secondary or low voltage connection point will remain underground and will not change.

➔ **How do I know if there will be a pole in my backyard?**

You should see a stake in the ground with the word “pole” and a “number” which represents the size of pole that is tentatively designed for that location. It will also be on the plan that will be shared with everyone by the Aug 21st.

➔ **When will the work begin?**

Currently we are optimizing the plan, taking into consideration safety, reliability and the least customer impact which is schedule to be completed by August 21st. Once the final plan design has been drafted, SJE will be going to tender to have the work started mid to late September and anticipated to be completed prior to yearend.

Have a question or concern that is not here? Please feel free to contact Jessica DeLong at: Jessica.Delong@sjenergy.com or 658-5225