

Advisory Bulletin

July 26, 2019

Electrical Service Changes/Upgrades

Background:

In an ongoing effort to ensure a high level of contractor expectations and customer service, Safety Codes Services works closely with the City of Medicine Hat Electrical Distribution Utility during work involving service upgrades to electrical services that involve the disconnections and reconnection of customer services. To reduce the possibility that may include delays in the inspections and reconnection of electrical services to all customers, the following Advisory is being issued.

Advisory:

The Electrical contractor is responsible to ensure the following procedures are in place to minimize any delay in the project:

1. Ensure the required Rough-in inspection is scheduled through Planning & Development Services Administrative staff by calling the automated inspection line at 403.529.8208 before you call Electric Utility to book a disconnect. Electric Utility requires a minimum of two working days' notice to book a disconnect/reconnect and will not disconnect a service if the Rough-in inspection has not been booked. Please remember, if you have signed up for email notifications, you will receive an email confirming your inspection has been scheduled. If you do not receive this email, please follow up with Administrative staff directly at 403.529.8374.
2. Once the inspection is scheduled, contact Electric Utility at 403.529.8262 to arrange a time for the disconnection of electrical service.
3. Once the Rough-in inspection has been completed and approved, our Safety Codes Officers will contact Electric Utility by email approving the installation and giving them approval to reconnect the service. Without this approval, Electric Utility will not perform the reconnection. **Contractors will still be required to call Electric Utility after the inspection has passed to have the service reconnected.**
4. Once the project is completed, be sure to arrange the Final inspection. Remember, the Contractor must ensure access is provided for Single Family Dwellings and must arrange that with the owner. If the Final inspection cannot be completed because of "no access", a re-inspection fee will be charged to the permit applicant.

It is important to remember that all service conductors, grounding, and bonding must be completed (do not wait until home runs are tied in) before you call the Safety Codes Officers to do the Rough-in inspection. If work is not completed or not ready, the inspection result will be set to "Fail" and Electric Utility will not reconnect the services. A "Failed" inspection will delay the reconnection until the Safety Codes Officer can re-inspect the work and depending on the current workload, this may result in a customer being without power for an extended period of time. Although Safety Codes Services prioritizes this type of work to reduce any interruption of services, we cannot guarantee that a re-inspection can be completed the same day.

Electrical Inspections – City of Medicine Hat Safety Codes Services