

Algoma Power Inc.

A FORTIS ONTARIO
Company

After the Site Visit

From this point forward, all communication regarding your new service or service upgrade will be with our Customer Service department.

The completed service layout will be sent to you via the method requested on the Service Layout Application form. The service layout package may include the following documentation required for connection.

- Service Layout
- Estimate
- Service Contract
- Other applicable forms that may be required for connection

Before work can proceed, all applicable forms must be signed and returned to API Customer Service accompanied by payment of the Estimate in full (if required).

Payment must be made in Canadian funds by Certified Cheque or Money Order only.

Before your service can be connected, Algoma Power must receive a **Connection Authorization** from the Electrical Safety Authority (ESA).

ESA website www.pluginsafely.ca
Phone 1-877-372-7233

Some processes that may affect how long it takes to get connected are:

- Underground locates
- Joint-Use Work (ie Bell)
- Land Acquisition (ie Easements)
- Planned Outages

Please Note: Planned outages may take up to 3 weeks to plan depending on the number of customers affected.

API Customer Service
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