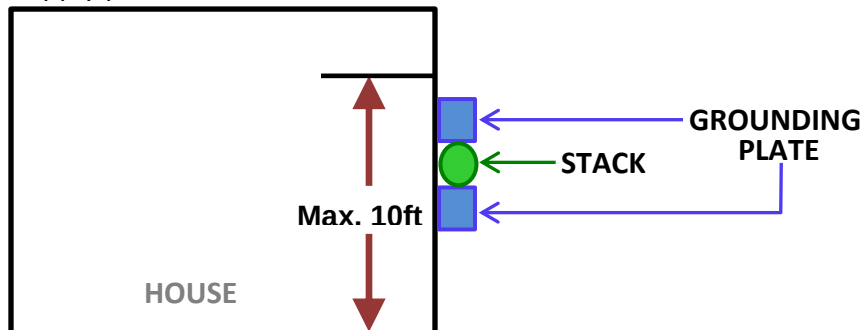




Underground Service Installation Requirements

Sign up for The London Hydro Builders Portal - Once Signed In - Please Read and Complete the Following Steps

- **Confirm Building Permit details are accurate** - If you have any issue with viewing or updating the builders portal permit status please reach out to the Ops Admin Department at 519-661-4749 or opsadmin@londonhydro.com
- **Select status bar** associated with which permit or building lot you would like to access - You can assign a site contact at this point to the permit address.
- **Select Estimated Site Readiness Date** - This is the projected date you think you site will be ready for trenching.
- **Site contact will receive a request to confirm site readiness date** - This confirms that your lot is clear of and obstructions and the foundation is marked with a Red "H" or has the Meter Stack and Meterbase mounted
- **Once Site readiness is confirmed** London Hydro will dispatch a team within 2-5 working Days pending work load request
- **Once Trenching is completed you can view you meter installation status**
- **Expectations for site readiness** - Site is clear of any obstructions or building materials and has enough space to dig and operate safely - Foundation is marked with a red "H" or has Meterbase and Stack Installed.
- **Meterbase mounting guideline** - The Customer must provide 50 mm (2 inch) rigid polyvinyl chloride (PVC) conduit from the base of the meter socket to at least 0.75 meters (30 inches) below finished grade. The 2" stack should be fastened to the wall using the appropriate 2" brackets. The service entrance and meter location must be located not further than 3m (10ft.) from the corner of the building closest to London Hydro's supply point.



- Non-standard service fees (applicable when trenching to opposite side of building):
- **\$83.17 per meter** (including HST).

London Hydro will attempt to phone the Site Contact before noon on the day prior to servicing to confirm that the site is ready and that there are no obstructions in the London Hydro work zone. If upon arrival London Hydro finds that the site is not ready, the Site Contact will be notified and the builder will have to update the Builders Portal with a new Estimated Site Readiness Date.

For further information, please visit our website at www.londonhydro.com for Conditions of Service.