

Service Requests

Connecting you to safe and reliable electricity

Planning on building a new home, barn or shop? Need to change, upgrade or relocate your service? Call us at 1-800-668-2248 or visit your local office to apply for new power services or make changes to an existing service. Step by step, we'll work with you to meet your electrical needs in a safe and timely manner.

Please note: To reconnect or disconnect an existing service, call your electricity retailer.

1 Apply

Apply by phone or in person. To get started, we'll need:

- Contact information
- Legal land description
- Requested in service date
- Operating load (ask your electrician or use the guide found [here](#))

Once we receive your request, a Customer Connection Expeditor may contact you for more details.

2 Design & Proposal

The Expeditor will design your service and prepare your proposal. They will contact you to discuss the proposal and next steps and answer any questions you have and may schedule a site visit. They may inquire about:

- Service entry location
- Site plan
- Future plans/growth

3 External Approvals

If you decide to proceed, we will notify necessary third parties, such as municipalities and other utilities, and obtain any approvals required for work on land or facilities not owned by you.

Work with your electrician to plan your secondary service and obtain your electrical permit.

4 Construction

Once we have all the required approvals in hand, we're ready to get to work. The Construction Lead will coordinate materials, schedule the crew, notify other customers of possible outages and complete the construction.

5 Connection

We will install an electrical meter and begin delivering power. Before we can energize your site, you will need to:

- Work with your electrician to ensure your meter base is installed and ready for connection (if required). More information will be provided in your proposal.
- Call your chosen retailer to enroll and request energization. For a list of registered retailers, visit ucahelps.gov.ab.ca or call 310-4455 (toll free).
- Work with your electrician to obtain an electrical permit and provide us with a copy.

NOTE: We can connect your site immediately after construction if you have already provided your permit and we have an energize request from your retailer.