

## Festival Hydro Inc. Service Request Form

### 1. Instructions

This online form should be filled out by the customer if they'd like to request any of the following:

- Upgrade to your existing Electrical Service
- Service Change Request (e.g. overhead to underground, or relocate meter)
- New Service Request (e.g. new building, EV chargers, etc.)
- Temporary Service for construction

This form allows Festival Hydro to complete an assessment on the impact of the proposed to our electrical distribution system, to allow our Engineering department to prepare the information required to complete the request, and to ensure timely completion of the request.

Once complete, please email form, along with all required attachments to [services@festivalhydro.com](mailto:services@festivalhydro.com)

Note: This form is not used to set up billing information and details. To set up an account for the service, including billing information, please contact Festival Hydro's customer service department at 519-271-4700 or [customerservice@festivalhydro.com](mailto:customerservice@festivalhydro.com)."

### 2. Customer Information

#### 2.01 Contact Information

A. Customer Name	-		
B. Customer Address	-		
C. Customer City & Postal Code	-		
D. Customer Phone	-		
E. Customer Email	-		
F. Service Request Address (if different from above)	-		
G. Service Request City & Postal Code (if different)			

### 3. Electrical Contractor Information (if applicable)

#### 3.01 Application Information

A. Contractor Company	-		
B. Contact Name	-		
C. Contractor Address			
D. Contractor City & Postal Code			
E. Contractor Phone	-		
F. Contractor Email	-		

### 4. Service Information

#### 4.00 Existing Service Information

A. Does this site have an existing service?			
If yes, please enter the following information			
B. Type of Service			
C. Existing Voltage Level			
D. Existing Service Size			

#### 4.01 New Service Information

A. Service Request Type		
B. Project Type		
C. Proposed Type of Service		
D. Proposed Voltage Level		
E. Proposed Service Size		
F. Number of meters required		
G. Site Meet Request		
H. Proposed In Service Date		(e.g. YYYY-MM-DD)
I. EV Installation		
J. Disconnect/Reconnect Required (if yes please complete form here)		
K. Temporary Service Required		

#### 5. Other Information

##### 5.01 Other Information

A. In the comment box below, please provide any additional information related to the project that wasn't covered in the previous sections. This might include details such as anticipated demand profile (in kW), specifics around type of load to be connected.. Such supplementary details, beyond the required information outlined above, may assist Festival Hydro by offering insights into potential connection impacts.

B. Please see below for additional attachments required for certain requests. Check each box that an attachment has been included for.

- Load calculations (kVA and kW)
- Location of property bars, building footprint, proposed pole or duct bank location
- Proposed transformer location
- Proposed location of service entrance with respect to lot lines and other proposed services
- Details of high electrical consumption equipment
- Drawings (site plan, single line diagram, grading plan, electrical room, etc.)
- Pictures of existing meter and service connection (e.g. overhead mast)