



COMMERCIAL OR INDUSTRIAL ELECTRICAL SERVICE UPGRADE PROCESS

HOW TO UPGRADE AN ELECTRICAL SERVICE IN AN EXISTING BUSINESS

Customer contacts an electrical contractor with the scope of work to be completed within the building or property. Customer also contacts the city electrical department by providing information regarding the requested service size, voltage, and location. Information can be sent to electricdesign@lethbridge.ca

City electric design department creates a work order and completes a study to determine the requirements to connect the service and provides a cost estimate to the customer

Customer pays fees and signs a Distribution Service Agreement (DSA)* with the city if necessary

Electric design department issues construction drawings to electric operations

Electric operations performs any necessary system upgrades

Electrical contractor provides estimate for work in building or on property.

Contractor obtains electrical permit

Contractor requests the existing panel be de-energized

Contractor upgrades service

Electric department de-energizes panel

If necessary, contractor pulls in new main service wires to transformer with supervision of the electric department

Service passes final electrical inspection

Panel is energized

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A Distribution Service Agreement (DSA) is an agreement between the customer and the electrical department to bill the customer at an anticipated demand level for loads at or above 150 kVA. This allows the electric department to more accurately anticipate the infrastructure requirements to service the site and determine proper investment levels. If a DSA is not signed, the customer contributes the full portion of the service cost and power is billed on a 12 month ratcheting rate. More information can be obtained from the electric department.

Notes:

It is the customers responsibility to ensure all of these steps are complete before their panel is energized.

This process requires communication between the electrical contractor and the electrical department as shown by double arrows.

If the customer intends to increase load but the main panel is still adequate in size, this process still holds true. This is due to the fact that distribution transformers are sized to load, not to the panel size, and a transformer may still need to be upgraded even though the main panel does not change.



- Electrical contractor actions



- Customer actions



- City actions