

## Contractor Call-in Instructions

The purpose of this document is to outline the various call-in numbers and issue resolution paths for electrical contractors. The following is a general list of items with instructions and call-in numbers based on the desired path forward for an electrical contractor. This list is not exhaustive and does not cover all issues a customer or contractor may face when interacting with SaskPower. The main call-in number is 1-888-757-6937 or 1-888-SKPOWER, and many of the options below involve calling the main call-in number and selecting the appropriate option.

- 1. Locate Underground Powerlines** – prior to digging, for any reason, contact Sask 1<sup>st</sup> Call. SaskPower owned underground power lines will be marked within two days. Sask 1<sup>st</sup> Call can be contacted online (<https://www.sask1stcall.com/>), by phone (1-866-828-4888), or by fax (1-306-525-2356).
- 2. Report an Outage (No Power/Bad Power)** – anytime a customer or contractor has no power or bad power it should be reported through the SaskPower app, the SaskPower website (<https://outagemap.saskpower.com/>), or by calling the outage center (310-2220). Outage center calls are toll-free, and the phones are staffed continuously (24/7).
- 3. Request Tree Trimming** – anytime a customer or contractor identifies vegetation touching or close to a power line it should be reported through the SaskPower app, the SaskPower website (<https://www.saskpower.com/accounts-and-services/service-requests/report-trouble/request-tree-trimming>), or by calling the customer service line 1-888-757-6937 *Option 2* then *Option 3*. If a tree is leaning on a power line or there is sparking or burning, call the outage center at 310-2220.
- 4. Permits (SaskPower Inspections)** – any questions for SaskPower Gas or Electrical Inspections can be directed to their customer service line option located in the SaskPower call-in menu at 1-888-757-6937 *Option 5*. Information on electrical permits is located at <https://www.saskpower.com/accounts-and-services/permits-and-inspections/electrical-permits/electrical-permits-and-applications>. Requirements for electrical permits, inspections, and plans review are described in the Canadian Electrical Code, Saskatchewan Interpretations 2-012, and Saskatchewan Interpretations 2-014. Permit applications may be submitted online through the SaskPower Electrical Inspections online permitting system or dropped off in person at the SaskPower Electrical Inspections office in Saskatoon or Regina. Payment must be submitted with the permit. All inquiries about an open permit are to be directed to the assigned Electrical Inspector provided on the permit.
- 5. New Connect Application** – new connect applications are taken online or by phone.

- a. Online – online applications are found by visiting [www.saskpower.com](http://www.saskpower.com) and selecting the type of service from the ‘Accounts and Services’ tab. There is an ‘Apply Now’ button in each service type. Online applications must be received in the name of the party who will be taking responsibility for the construction charge, and who will be placed into billing after the service is installed.
  - b. Phone – call-in applications can be made through 1-888-757-6937 *Option 4*. The new connect application desk is staffed Monday to Friday, 8:00am to 4:30pm. The customer service representative will request several details regarding the installation, put the application in the queue to be reviewed by SaskPower technical staff, and provide a notification reference number. Phone applications must be received by the party who will be taking responsibility for the construction charge, and who will be placed into billing after the service is installed.
6. **In-process New Connect Application** – there are several steps in the new connect application process as described after selecting the type of service from the ‘Accounts and Services’ tab on [www.saskpower.com](http://www.saskpower.com). To enquire about the status of in-process applications it is beneficial for contractors to have the notification reference number provided to the contractor or customer during the application process. This will aid SaskPower staff when investigating the status of the application. To protect the privacy of our customers, the only information from a new connect application that is available to a 3<sup>rd</sup> party are the status of a notification, service installation timelines, and meter install timelines. Due to SaskPower’s privacy policy, we are unable to provide information regarding the amount of the quote letter, the name in which an application was submitted, and/or any other personal names or contact numbers listed in the service request. Information about in-process new connect applications can be obtained in three ways:
  - a. Phone Customer Service – call the new connect application desk 1-888-757-6937 *Option 4* with the notification reference number. A Customer Service Representative will investigate the status of the application. The Customer Service Representative may have to contact the SaskPower department currently responsible for the application for a status update. In some situations, contact information for the SaskPower department responsible for the notification at that time may be released to the person who is inquiring.
  - b. Phone SaskPower Department – SaskPower proactively communicates with customers are various stages in the new connect process. At those stages the customer or contractor should record the contact details of the SaskPower individual requesting information and can directly call the last contact at any point the process.
  - c. Phone SaskPower Business Manager (see point 10) – at any time in the new connect process, contractors and customers may ask to speak to a SaskPower Business Manager. Business Managers are assigned by geographical area to oversee the new connect

process and can address customer and contractor issues. Intake email and call numbers are provided in the included map.

7. **Capacity Increase Application** – requests for capacity increases are routed through the new connect application desk and can be made online or by phone.
  - a. Online – online applications are found by visiting [www.saskpower.com](http://www.saskpower.com) and selecting the type of service from the ‘Accounts and Services’ tab. There is an ‘Apply Now’ button in each service type. Online applications must be received in the name of the party who will be taking responsibility for the construction charge, and who will be placed into billing after the service is installed or altered.
  - b. Phone – call-in applications can be made through 1-888-757-6937 *Option 4*. The new connect application desk is staffed Monday to Friday, 8:00am to 4:30pm. Phone applications must be received by the party who is currently in billing at the property. This person is required to potentially accept a cost for the capacity increase and agree to the possibility of the service being altered. The customer service representative will request several details regarding the installation, put the application in the queue to be reviewed by SaskPower technical staff, and provide a notification reference number.
  
8. **Request a Meter Install/Exchange** – requests for status updates on meter installs/exchanges for new service requests are routed through the new connect application desk and can be made by phone by calling 1-888-757-6937 *Option 4*. SaskPower can only accept a meter exchange/install from an electrical contractor for a new connect related service (requires a notification number for the new service). Requests for installs/exchanges on existing services without meters must be done through the customer who is responsible for the energy billing.
  
9. **Request a Disconnect/Reconnect** – requests for a temporary disconnect/reconnect are routed through the new connect application desk and can be made phone by calling 1-888-757-6937 *Option 4*. The new connect application desk is staffed Monday to Friday, 8:00am – 4:30 pm. Contractors making a request must have the address or meter number to submit the request. SaskPower requires 48 hours notice from the time the request is made, to the time the contractor is to receive a call, confirming the date and time of the service request. SaskPower will accept a last minute request but cannot guarantee accommodation of date and time. If the SaskPower service requires an upgrade, the customer will have to request a capacity increase.
  
10. **Electrical Plans Review (SaskPower Inspections)** – requirements for electrical permits, inspections, and plans review are described in the Canadian Electrical Code Section 2, Saskatchewan Interpretations 2-012, and Saskatchewan Interpretations 2-014. Plans review submittals can be made by email ([electricalplansreview@saskpower.com](mailto:electricalplansreview@saskpower.com)) or mailed to the

SaskPower Electrical Inspections office at #177-1621 Albert Street, Regina, Saskatchewan, S4P 0S1. Inquires on open plans reviews can be made by email ([electricalplansreview@saskpower.com](mailto:electricalplansreview@saskpower.com)) or by phone through the customer service line option located in the SaskPower call-in menu at 1-888-757-6937 *Option 5*.

11. **Speak to a SaskPower Business Manager** – at any time in the new connect process, contractors and customers may ask to speak to a SaskPower Business Manager. Business Managers are assigned by geographical area to oversee the new connect process and are able to address customer and contractor issues. Intake email and call numbers are provided in the included map.