

Common Customer Questions

How much will it cost to get a new connection?

The cost varies greatly depending on a number of factors, including how much power you need and how far the line has to come to reach your home or business. A Yukon Energy representative will provide you with an estimate based on your particular situation.

The Yukon government has a program (the Rural Electrification and Telecommunications Program) that offers financial assistance to rural Yukoners (outside municipal limits) who do not currently have access to electricity. The program may provide funding for up to 25 per cent of the assessed property value. For more information, call (867) 667-8277 or toll free within the Yukon 1-800-661-0408.

How long will it take to get power?

Again, this varies depending on where your home or business is located. Once Yukon Energy has had a chance to review your application we can provide you with an estimate of how long the job will take to complete.

Can I decide where the power pole is installed on my property?

We are certainly open to your suggestions, but a number of factors must be taken into consideration when installing poles or other infrastructure, and it is not always possible to grant your request. A Yukon Energy representative will advise you of our construction requirements.

Why am I being asked to pay more for my power hook-up than my neighbor was charged?

Every case is different, and costs vary depending on how much power you need and how far the line has to come to reach your home or business. Fluctuating material costs might also be a factor.

Can I supply my own poles?

For safety reasons, this is not possible. All our materials have safety ratings and standards and, because of this, our crews can only use Yukon Energy materials.

What is a demand meter and why do I need one?

A demand meter is needed for all commercial/industrial hook-ups. It provides information to Yukon Energy about the maximum amount of electricity your business needs at any given time. This is essential in helping us ensure we can provide enough power for peak loads.

Still have questions? Don't hesitate to contact your local Yukon Energy office or phone 1-877-712-3375.

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Yukon Energy provides reliable and cost-effective energy services for customers throughout the Yukon. For more information visit www.yukonenergy.ca

How to Power Up



A Consumers'
Guide to Getting
Connected



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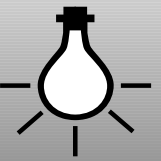
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Need power hooked up to your home or business? Yukon Energy is here to help. This brochure is designed to help you through the hook-up process. Please be aware new connections can take several weeks or even months, so it's important to make your request in the early stages of project planning.

Seven Steps to Getting Hooked Up

- 1 Customer Inquiry**
Customer inquires as to approximate cost for a service connection.
Yukon Energy provides a rough estimate, based on mapping information and average working conditions. At this point there has not been a site visit.
- 2 Customer Service Request**
If the customer wants to proceed, he or she provides information for a customer information and field check sheet and provides a non-refundable deposit.

- 3 Customer Acceptance**
Customer reviews and approves the cost estimate, and makes payment for the estimate less the deposit amount.
If the customer declines the estimate, then the company closes the service request.
- 4 Design**
The customer is required to sign an easement agreement with Yukon Energy, which gives us and our contractors permission to go on the customer's property to install the line and, on an as-needed basis, to maintain or repair it in future.
Yukon Energy completes design and orders materials.

Key to time lines:

-  black = customer
-  white = Yukon Energy
-  grey = external approval

- 5 External Permits and Approvals**
Depending on the location of the line, permits or approvals may be needed from third parties such as municipalities, Yukon or Federal governments, or First Nations.
Land use permits or highway permits may also be required.
Yukon Energy will undertake to obtain the required permits on behalf of the customer.
- 6 Construction**
Materials are picked from our warehouse, a crew is scheduled for construction and the work is completed.
- 7 Meter Installation**
Customer provides a copy of their Electrical Connection Permit to Yukon Energy. (We cannot energize the customer facilities until this permit is obtained.)
A billing account is set up with the customer. The customer is invoiced for final construction costs.
Service meter is installed and the customer is now electrically connected.

