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. There may be options for a payment plan.

The Yukon government has a program (the Rural Electrification and Telecommunications Program) that offers financial assistance to rural Yukoners who don't currently have access to electricity. The program may provide funding for up to 25 percent 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. Providing new or upgraded hook-ups can take several weeks or months.

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's not always possible to grant your request.

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?

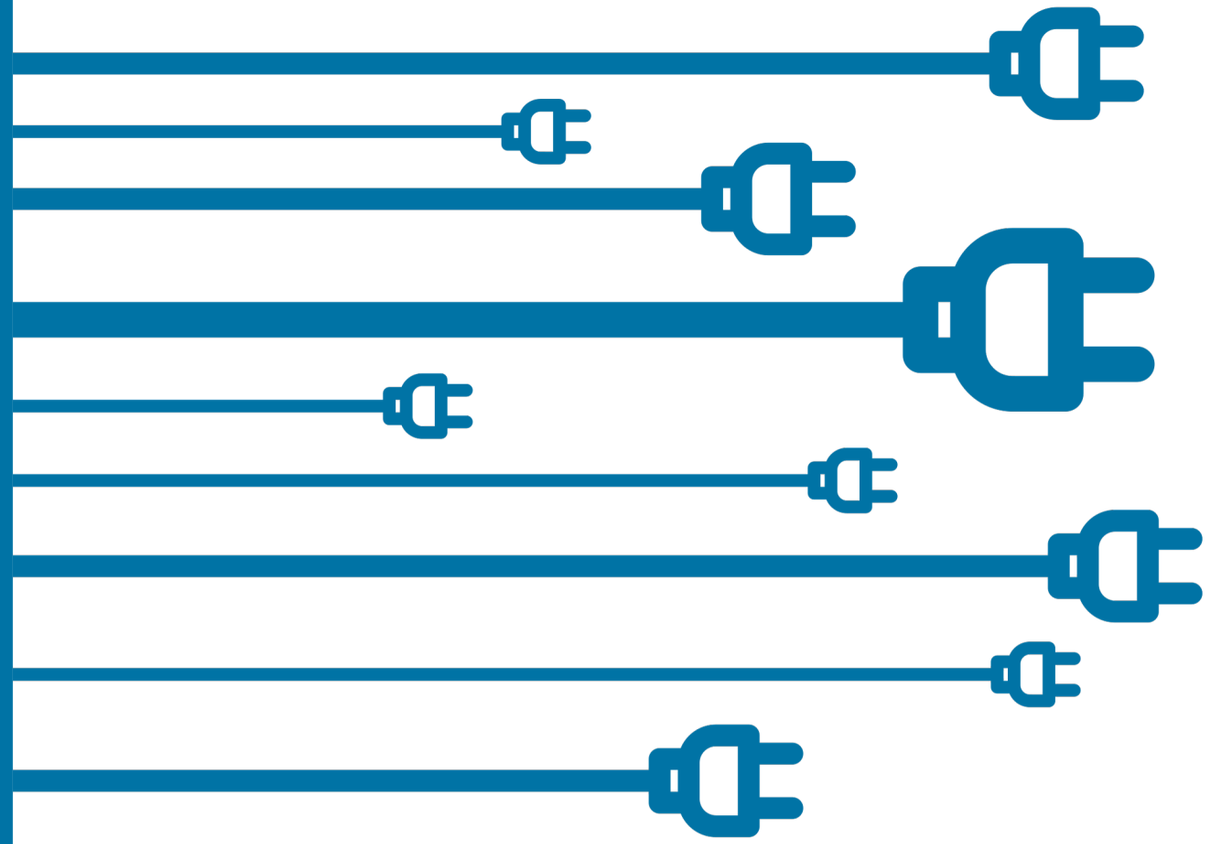
For safety reasons, this is not possible. All our materials have safety ratings and standards, and because of this, our crews can only use Yukon Energy materials.

WHAT IS A DEMAND METER AND WHY DO I NEED ONE?

Yukon Energy bills commercial customers based on your demand load, which is why we need to collect demand data. This information is essential in helping us ensure we can provide enough power for peak loads.

Still have questions?

(867) 393-5304



Yukon Energy Corporation
#2 Miles Canyon Road,
Box 5920, Whitehorse, Yukon Y1A 6S7

(867) 393-5304
yukonenergy.ca

yukon energy

How to power up

A CONSUMERS GUIDE TO GETTING CONNECTED

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.

6 steps to getting hooked up

1 CUSTOMER SERVICE REQUEST

- Inform Yukon Energy that you wish to receive power. You will be asked to fill out some paperwork (we will require your legal and civic address). You must also provide a minimum $1000 non-refundable deposit for residential urban, $1500 for residential rural, and $2000 for commercial.
- Yukon Energy coordinates a field visit to determine the most economical route possible for each site's conditions.
- Yukon Energy prepares a cost estimate and design sketch for you.

2 CUSTOMER ACCEPTANCE

- You review and approve the cost estimate, and make payment for the estimate less the deposit amount. It may be possible to pay in installments.
- If you decline the estimate then Yukon Energy closes the service request.
- If we don't hear back from you within 90 days, we will close the service request.

3 DESIGN

- You will be asked to sign an easement agreement with Yukon Energy, which gives us and our contractors permission to go on your 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.
- The final design is surveyed and pole locations marked in the field.

4 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 for construction of the powerline extension on your behalf.

5 CONSTRUCTION

- Materials are picked from our warehouse, a crew is scheduled for construction and the work is completed.

6 METER INSTALLATION

- You must provide us with a copy of your Electrical Connection Permit (we cannot energize your facilities until the approved permit is supplied).
- Please call **1-877-712-3375** to set up a billing account.
- Service meter is installed and you are now electrically connected.
- Final construction costs are tallied and you pay or are refunded the difference between actual and estimated costs.