

# Pole Line Tagging

## Your Questions Answered

For safety reasons, electrical utilities in Ontario tag unsafe pole lines.

Your private pole line is a critical link that enables GrandBridge Energy to supply safe, reliable power to your premises. Responsible tree clearing along your pole line will reduce your risk of an extended power outage, and extra costs to restore your power.

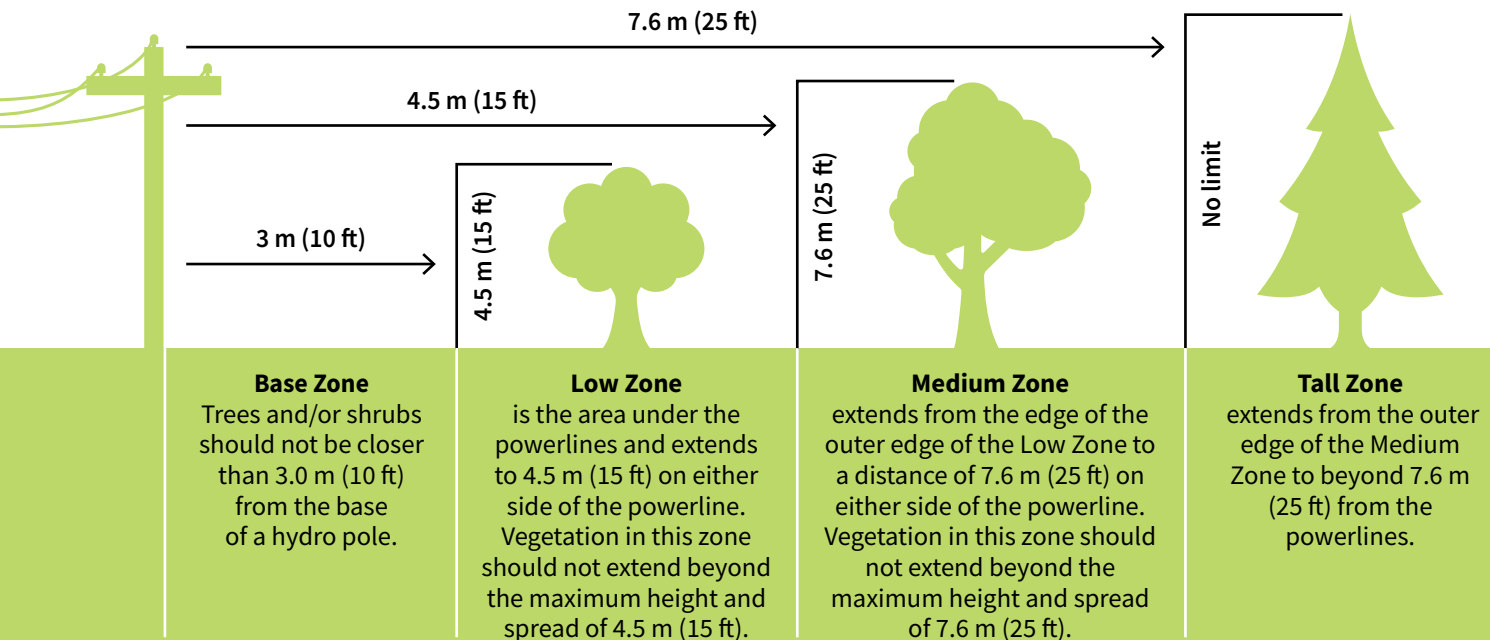


### Q Why tag my pole line?

**A** GrandBridge Energy physically tags your pole line, 30 days after sending you a letter advising you of the need for vegetation trimming along your pole line. The yellow tag physically identifies your pole line to both the utility and the Electrical Safety Authority (ESA). The ESA is an independent body that inspects and approves all systems and wiring prior to

the power being turned on. If your pole line has been yellow tagged and your power goes out as a result of the vegetation along your powerline, GrandBridge Energy will be unable to restore your power until you have the vegetation removed, the ESA has inspected the pole line and approved that the power can be restored.

### Tree Size Zones Near Overhead Powerlines





**Q Why doesn't GrandBridge Energy send out their forestry crew to clear the pole line?**

**A** The pole line is owned by you and located on your private property. Our forestry contractor only works on GrandBridge Energy owned pole lines.



**Q Can I hire GrandBridge Energy to trim the trees on my pole line?**

**A** No. Our forestry contractor only works on GrandBridge Energy powerlines.



**Q Where can I find a qualified contractor to perform tree trimming work for me?**

**A** Look online or in the Yellow Pages of your phone book under "Tree Services". Make sure the contractor you hire has prior experience, is fully insured and contacts GrandBridge Energy for the standards specified by the Ontario Electrical Safety Code.

For more information about finding a licensed contractor, visit the ESA website [www.esasafe.com](http://www.esasafe.com)



**Q Why is the vegetation along my pole line classified as a "hazardous condition"?**

**A** Your pole line is a high-voltage powerline, capable of causing serious injury or death. The close proximity of vegetation along your pole line could interfere with the safe and reliable delivery of electricity.



**Q Why should I hire a professional when I own a chainsaw and can do it myself?**

**A** It's a matter of safety. The pole line holds a number of high-voltage lines. Damage to these powerlines can be expensive to repair and you are responsible for any damage. Professionals with experience will ensure your tree clearing is done safely and in accordance with the Ontario Electricity Safety Code.



**Q How much do you charge me to disconnect the power and then reconnect it after the trimming is done?**

**A** There is no charge to disconnect and reconnect the power, Monday to Friday, 8:30 a.m. to 2:30 p.m. For after hours and weekends, there will be a charge.

## What steps should I take to proceed with the pole line clearing?

1. Hire a qualified contractor. Make sure the contractor is fully insured and experienced.
2. Ask the contractor to contact us at 519-621-3530 ext. 2417 or 1 (877) 871-2215 ext. 2417 to obtain the tree clearing standards, as set out in the Ontario Electrical Safety Code.
3. Contact our Customer Care Department 519-621-3530 (Ext. 4), or 1 (877) 871-2215 (Ext. 4) to arrange to have the power on your pole line isolated. Give us at least two business days to make arrangements.
4. Once your qualified contractor has completed the tree clearing of the pole line, please contact the ESA for approval to re-connect the power.
5. Once ESA approval has been received, contact our Customer Care Department. GrandBridge Energy will return to your property, inspect the pole line, then reconnect the power.



### Contact Us



#### CUSTOMER SERVICE

(519)-621-3530  
1-(877)-871-2215



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