



Residential Service Disconnect/Reconnect Procedure

Disconnect/Reconnect during regular business hours (Monday-Friday 8:00 a.m. - 4:00 p.m.):

- Contractor to obtain a permit before any work is performed.
- Contractor to book an inspection for the date work will be performed. Failing to book an inspection may result in the service not being reenergized.
- When booking an inspection, the contractor is required to enter when Enmax is scheduled to do the disconnect/reconnect in the inspection comments and ensure that the site contact information is the person that will be on site doing the work.
- The City of Calgary, Safety Codes Officer (SCO) will do their best to be at the inspection during the time that the service is disconnected.
 - o If the SCO is unable to attend the site prior to the request of reconnection of the service to Enmax, the contractor must take pictures of the entire installation and have them available for the SCO upon request. They can be emailed or texted to the SCO. The SCO will review the pictures and if they feel that the installation is acceptable, they will send an email to Enmax allowing the reconnection of the service. The SCO will attend the site to review the finished installation to ensure the work was completed as per the pictures.
 - o If the SCO attends the site prior to the work being started or completed, the SCO will go through the job with the onsite contractor and if the explanation is deemed acceptable the SCO will apply the Green sticker to the meter base. The contractor is required to take pictures of the completed installation and send them to the SCO by email or text. At that point, the SCO will complete the inspection.

Disconnect/Reconnect not during regular business hours:

- Contractor to obtain a permit before any work is performed.
- An email is required to be sent to electrical.tac@calgary.ca with the following information:
 - o Permit number
 - o Address
 - o Date work is to be completed
 - o Description of work to be completed
 - o Contact information of the person completing the work
- This email will then be forwarded to Enmax and the Electrical contractor will be included on the email.
- The Electrical contractor will book an inspection for the next available business day.

- Pictures of the entire installation will need to be available upon request of the SCO attending the site (they can be emailed or texted to the attending SCO). The SCO will attend the site to review the work completed and apply a green sticker to the meter base.