## Project Plan for Commercial, Industrial, Multi-Unit Residential and Residential Subdivision Connections

This document outlines the detailed project plan for property owners, developers, and consultants (“Customer”) when coordinating a new or upgrading the electrical service to a property undergoing site plan review process with the City of Windsor. It outlines the critical milestones and associated timelines aiming to ensure a timely and efficient process. It identifies and explains any other requirements or conditions, not included in the project plan or Offer to Connect/Connection Agreement, that the customer must fulfill in for ENWIN to complete the connection.

Please be aware of your responsibilities in the connection process to be able to address them and not delay the connection.

ENWIN requires a minimum of 3-4 months for new overhead services and 3-7 months for underground services. These timeframes are estimates and will depend on the complexity of the connection and resource availability as well as prompt response from the customer on all correspondence.

Please note that timelines may be subject to changes due to external factors or unforeseen circumstances, and any significant changes will be communicated promptly.

## Project Milestones

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| **Milestone** | **Details** |
| 1. **Service Request** | The Customer completes and submits an Application Form for Electrical Service, which can be found at  <https://enwin.com/contractorsvendors/contractors/new-commercialindustrial-service>  The Customer should review ENWIN’s Conditions of Service, particularly for transformation sizes and the voltage levels provided by ENWIN at  <https://enwin.com/sites/enwin/files/2024-05/conditions_of_service_-_final_-_2024_05_16.pdf>  The Customer will need to include all required project information including the site plan, proposed electrical drawings, building permits, load calculations, etc. |
| 1. **Review Project Details** | An ENWIN representative will contact the Customer to review the details of the project within 5 to 10 business days, depending on the type of project. ENWIN might require a design pre-payment that must be paid prior to commencing design work. This pre-payment will be credited toward the financial obligations. |
| 1. **Offer to Connect/Connection Agreement** | Upon receipt of all the necessary project details, ENWIN will complete the design, and provide the Customer with an Offer to Connect/Connection Agreement, which describes the work to be completed by ENWIN and the associated costs payable to ENWIN by the Customer.  The Customer signs and returns the Offer to Connect/Connection Agreement along with the required payment and securities. This officially initiates the project, and project specific plan with target timelines will be created. |
| 1. **Finalize Design** | ENWIN or Customer to finalize the engineering design, as accepted by the other party. |
| 1. **Materials, Approvals, Locates** | ENWIN and/or the Customer will:   * procure all materials necessary for the project * obtain required permits, approvals, and easements (as applicable) from relevant authorities such as Municipal Consent, etc., and * obtain locates. |
| 1. **Construction** | Customer and / or their general contractor completes all civil and electrical construction, making sure the job site is safe for ENWIN’s team to begin work, providing clear access to the property, especially leading to and in front of the meter location.  ENWIN will begin civil and electrical construction where the responsibility resides with ENWIN. |
| 1. **Inspection, Testing** | After the Customer has completed its civil and electrical installation, the Customer coordinates a safety inspection with the Electrical Safety Authority (ESA) and provides notice of that inspection to ENWIN.  Upon ENWIN’s receipt of the ESA Connection Authorization, the Customer coordinates a civil inspection and final site inspection with ENWIN, ensuring it meets our standards and conditions as set out in the agreement. |
| 1. **Connection** | Upon successful completion of the site inspection and receipt of any outstanding project information, ENWIN schedules and completes the service connection within 5 business days for 750V or less, and within 10 business days for services greater than 750V. |

\*Costs and durations vary greatly depending on the location, type of request, amount of construction involved, etc. Projects with complexities, e.g. requiring system expansion / enhancements, should expect longer than typical timelines. A delay in achieving any milestone should be communicated between both parties and may result in a delay of the project connection.