



CUSTOMER INFORMATION GUIDE

Saskatoon Light & Power

2026

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Customer Information Guide

2026



City of
Saskatoon



SASKATOON
LIGHT & POWER

Reliable . Responsive .

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Preface

Mission

Saskatoon Light & Power (SL&P) aims to be relentless in the pursuit of improvements to our programs and services to meet the changing needs of our customers. We achieve this by seeking opportunities to improve environmental sustainability, maintain our financial sustainability, and build and maintain a robust grid that meets the needs of the future.

The information in this guide is intended to help existing and future customers to connect with our system in a safe, responsible, and professional manner when planning upgrades or new construction.

Values

Service and system design standards used by SL&P are intended to provide a high level of service to customers, minimizing the number and duration of power outages. Consideration needs to be made for an electrical installation to not only serve the load in a safe, efficient, and convenient manner now, but to provide capacity for future load growth. Installations with adequate capacity and convenient arrangement are essential to secure the full benefits of electrical service. This is important for commercial and industrial customers where an inadequate installation could result in production limitations, power losses and excessive maintenance costs.

Every effort will be made to comply with a customer's service request, but SL&P reserves the right to determine the supply voltage and load limitation, depending on available system capacity. Each request for service is reviewed with a view of the whole system. On behalf of the utility and its customers, SL&P will not make uneconomical investments for connecting customers.

Customers should apply for service early in their planning stages to help ensure that SL&P can meet the customer's project time schedule and to ensure that installation will be satisfactory.

Disclaimer

The information in this manual provides guidelines necessary to expedite the connection of electric service. Where details are shown, they are provided to assure the safety of individuals in the immediate vicinity of the electrical service entrance. It is the responsibility of the customer, their engineers, and their contractors to ensure that the installation meets all applicable codes. Saskatoon Light & Power does not assume this responsibility.

Saskatoon Light & Power may refuse to provide or continue with electrical service if the customer fails to adhere to this manual.

Contact Information

You can contact Saskatoon Light & Power in the following ways:

1. Via internet at Saskatoon.ca/SLP
2. Via email at Saskatoon.Light.Power@Saskatoon.ca
3. Via phone at (306) 975-2414

Saskatoon Light & Power – Outages/Emergencies (24/7 Line)

For reporting power outages or other electrical emergencies.

(306) 975-2414 option 1

Saskatoon Light & Power – Accounts

For information about power bills, new accounts, or changes to an existing account.

(306) 975-2414 option 2

Saskatoon Light & Power – Customer Connections

For inquiries about upgrading an existing service or installing a new service.

(306) 975-2414 option 3

Saskatoon Light & Power – Meter Shop

For inquiries about metering or to schedule a cut/reconnect.

(306) 975-2414 option 4

Saskatoon Light & Power – Operations Scheduling

For scheduling construction after receiving a Work Order number from Saskatoon Light & Power.

(306) 975-2414 option 5

Saskatoon Light & Power – General Inquiries

For all other inquiries.

(306) 975-2414 option 0

Powerline Locates

Contact Sask 1st Call to schedule underground powerline locates when you plan to dig or excavate.

1-866-828-4888

Sask1stCall.com

Customer Self-Generation Programs

For more information on customer self-generation programs and applications.

(306) 975-2414, option 0

SelfGenerationProgram@Saskatoon.ca

Schedule witness test of self-generation systems.

(306) 975-2414 option 4

Electrical Inspections and Permits

Schedule inspections and obtain permits from the *Technical Safety Authority of Saskatchewan* (TSASK) before any electrical work is performed by the electrical contractor.

1-866-530-8599

TSASK.ca

Definitions

Building: A structure that stands alone or that is cut off from adjoining structures by firewalls, unpierced or with openings, protected by approved fire doors.

Cold metering: Metering equipment installed on the load side of the service box.

Consumer service: Electrical conductors between a demarcation point and a service box.

Demarcation point: A point where a supply service and a customer service connect.

Dwelling, multiple unit: A structure or a portion thereof designed for or occupied as two or more dwelling units.

Dwelling unit: A suite operated as a housekeeping unit, used or intended to be used by one or more persons and usually containing cooking, eating, living, sleeping and sanitary facilities.

Frost sleeve: Any channel which surrounds conduit or tubing for the purpose of protection against movement due to settlement or frost.

Garage suite: A building containing both a garden suite and an area used as a private garage that is accessory to and located in the rear yard of a one-unit dwelling, two-unit dwelling or semi-detached dwelling.

Garden suite: A self-contained, ground-oriented dwelling unit that is accessory to and located in the rear yard of a one-unit dwelling, two-unit dwelling or semi-detached dwelling.

Hot metering: Metering equipment installed on the line side of the service box.

Instrument-rated: Metering equipment which includes potential-transformers (PTs) and current-transformers (CTs).

Network service: A supply service from a network system.

Overhead area: An area primarily served with overhead electrical infrastructure.

Overhead service: A supply service that primarily travels above ground.

Point of attachment: The point where an overhead service connects to a structural member near a weatherhead.

Service box: An assembly consisting of an enclosure that can be locked or sealed, containing either fuses and a switch, or a circuit breaker, and of such design that it is possible to operate either the switch or circuit breaker to the open position by manual means when the box is closed.

Site: An area of land which is under one ownership considered as a unit, having its principal frontage on a public street, and is not divided by a public street.

Supply service: Electrical conductors between a demarcation point and a supply authority's electrical grid.

Transformer-rated: See *Instrument-rated*.

Underground area: An area primarily served with underground electrical infrastructure which is outside downtown Saskatoon.

Underground service: A supply service that primarily travels below ground and which is not from a network system.

Section 1 — Core Services

1.1 — Power

Saskatoon Light & Power (SL&P) provides electrical service to customers within its franchise area, defined roughly by the 1958 City of Saskatoon (City) limits. See Figure 1 for details on SL&P service boundaries. Power is purchased in bulk from SaskPower and distributed through a system of transmission lines, substations, and distribution lines. Power is delivered to our customers at a variety of voltage levels and configurations. Metering of the power is provided by our Measurement Canada accredited Meter Shop.

1.2 — Street Lighting

The City illuminates all roadways (except back alleys) and has approximately 35,000 lights. The principal purpose of street lighting is to allow accurate and comfortable visibility at night of possible hazards in sufficient time to allow for appropriate action. For a pedestrian this can mean better visibility of their surroundings and sidewalk, while for the driver of a motor vehicle it will mean having time to stop or maneuver around an obstacle. Good lighting has been shown to significantly reduce the number of accidents at night, especially on urban freeways and on major streets. For most streets and sidewalks, good lighting has been reported to increase the feeling of personal security of pedestrians.

Two service providers own and maintain streetlights in Saskatoon: SaskPower with approximately 6,000 lights, and SL&P with approximately 29,000 lights. The *SL&P Lighting Boundary Map*, available online at Saskatoon.ca/SLP, indicates the areas that are served by the two providers.

The designs for roadway lighting systems in Saskatoon are based on the latest edition of Illuminating Engineering Society of North America's Guidelines for Roadway Lighting (RP-8). These guidelines establish appropriate lighting levels, visibility levels and uniformity of lighting levels for a given class and operational characteristics of a roadway. Characteristics that are considered are traffic volume, speed, and pedestrian usage.

The City's Parks Department determines if lighting is warranted in parks and on pathways. SL&P designs, installs, and maintains the lighting systems in all parks and on pathways. Requests for additional lighting are to be directed to the City's Parks Department at (306) 975-3300.

1.3 — Telecommunication

SL&P is not a public telecommunications provider. Telecommunication companies may lease space on SL&P's facilities provided an agreement is reached prior to installation of any equipment. Ongoing rental and lease payments will be charged for the use of SL&P infrastructure.

1.3.1 — Shared Overhead Installations

Qualified telecommunication companies can install and maintain their overhead systems and equipment on SL&P poles. Installation of antenna structures will be considered on a case-by-case basis.

1.3.2 — Shared Underground Installations

The installation of telecommunications equipment in SL&P underground facilities must be performed by SL&P staff.

1.3.3 — Communication Infrastructure

SL&P owns and operates various communication systems for the operation and control of its power systems as well as for other City departments.

Section 2 — Safety Information

For a complete list of separations required by SL&P, see Table 2.

2.1 — Overhead Lines

When working in proximity to SL&P overhead lines, one must:

- Comply with the *Saskatchewan Employment Act & Occupational Health and Safety Regulations* to ensure worker safety.
- Consult with SL&P prior to any beginning any work.
- Cover all costs of either de-energizing SL&P's overhead line or installing cover-ups on the line if required for any installation or maintenance of structures.
- Accept all responsibility and liability should any mishap occur related to the presence of their structures.

See Table 1 for the minimum separations to overhead lines that must be maintained by persons, equipment, and permanent structures.

See Table 2 for the minimum separations that must be maintained between overhead service conductors and various surfaces, such as a driveway, a peaked roof, etc.

2.2 — Underground Lines

When working in proximity to SL&P underground lines, one must:

- Contact Sask 1st Call to request cable locates.
 - Be advised that there may be customer owned underground cables on the property which SL&P will not locate.
- Once located, if excavating within 1.0 m of markings, hand expose or hydro-vac cables and duct banks.
- If conductors need to be de-energized, contact SL&P. A minimum notice of three (3) working days is required.
- Before backfilling, contact SL&P to allow for inspection of cables and duct banks.

See Table 2 for the minimum separations that must be maintained between underground service conductors and various objects, such as a gas line, a pool, etc.

2.3 — Power Poles

Before excavating within 3 metres of a power pole, one must contact SL&P and provide details of the excavation to occur.

2.4 — Customer Recommendations

Customers must ensure that their electrical infrastructure is in good condition prior to service changes, installations, and/or upgrades. For fire safety, efficiency, and reliability, it is recommended that all customers have adequate surge protection and proper grounding. It is also recommended that commercial and industrial customers consider including power factor correction and phase loss protection schemes.

Consult your electrical contractor and/or engineering consultant for more information on load side reliability and/or protection schemes.



DANGER

NEVER HANDLE CONDUCTORS UNDER ANY CIRCUMSTANCES!

If accidental contact occurs, immediately report the incident to SL&P
Outages/Emergencies at (306) 975-2414 option 1.

If emergency services are required, call 911.

Section 3 — Electrical Service Requests

The below secondary service voltages are available. For information on primary service, please contact SL&P Customer Connections. Note that applications for new or upgraded 240 V 3-phase 3-wire service are no longer available.

- 120/240 V 1-phase 3-wire
- 120/208 V 2-phase 3-wire
- 120/208 V 3-phase 4-wire
- 347/600 V 3-phase 4-wire

All consumer services must satisfy the requirements of CSA C22.1 (Canadian Electrical Code) and the Technical Safety Authority of Saskatchewan (TSASK).

Saskatoon Light & Power has the right to refuse service.

3.1 — Process

For any electrical service request, the following process applies. Note that the entire process may take 4 to 8 weeks, with complex projects requiring more time.

Contact

1. **The customer** submits an electrical service request form to Saskatoon.Light.Power@Saskatoon.ca along with all relevant project drawings (e.g., site plan, single-line diagram). This form can be obtained online at Saskatoon.ca/SLPElectricalService.
2. **SL&P** responds to the inquiry within five to seven (5 to 7) business days to gather more information. Note that SL&P may require a site plan and/or single-line diagram.

Design

3. **SL&P Engineering** typically completes a preliminary design within five (5) business days based on the information gathered.
4. **The customer** and **SL&P Engineering** work on the design details until a design is mutually agreed upon, listing the responsibilities of each party.

To help prevent the need for expensive, inconvenient, and inferior designs, **the customer** must consult **SL&P Engineering** on the placement of the demarcation point, meter location, cable routing, and transformer location (if applicable) prior to construction.

Quote

5. **SL&P Engineering** estimates costs associated with the work. A one (1) year revenue investment may be included for new customers.
6. **SL&P Engineering** sends a cost acceptance and pre-payment form and the final design plan to **the customer** for approval.

- Note that cost acceptance and pre-payment forms and other quotes issued by SL&P are valid for a maximum of one year.
7. **The customer** signs and returns the cost acceptance and pre-payment form and the final design to **SL&P Engineering**.

Saskatoon Light & Power will provide design estimates but will not order equipment without a signed cost acceptance agreement.

Work Order

8. **SL&P Engineering** initiates a work order and informs **the customer** of the work order number.
9. **SL&P** sends an invoice to **the customer** for the pre-payment amount as outlined in the cost acceptance and pre-payment form.
10. **The customer** pays the invoice.
11. **SL&P Operations** prepares for the job and adds the work order to the preliminary schedule.
 - Note: If any changes are made at this stage by the customer, SL&P will return the project file to the design stage and the process is repeated.

Construction

12. **The customer** completes their responsibilities listed on the design.
 - To avoid extra costs or delays, **the customer** must not backfill excavations before receiving approval from **SL&P Engineering**.
13. **SL&P Engineering** inspects the work and informs **SL&P Operations** and **the customer** if they can proceed with scheduling.
 - Any customer completed trenching, conduit selection and/or placement is subject to inspection and approval by SL&P for infrastructure compatibility and adherence to design requirements prior to backfilling. This will be in the form of site visit(s) with written approval. At the discretion of SL&P Engineering, digital submission with photos of the trench and the conduit layout including clear depth measurements may be accepted.
14. **The customer** contacts **SL&P Operations** for scheduling, providing the address and/or work order number for reference.
 - **SL&P Operations** does not schedule a project until **the customer** is ready for service and the project has been inspected for conformance with SL&P requirements.
15. **SL&P Operations** completes the job within four to six (4 to 6) weeks, depending on the nature of the work.

Energization and Closing

16. **The customer** ensures they have an account for each utility meter required. An account can be set up in the following ways:
 - *In person* at City Hall at 222 3rd Avenue North,
 - *Over the phone* at (306) 975-2400 or 1-800-667-9944, or
 - *Via email* at Revenue@Saskatoon.ca

17. A licensed electrical contractor contacts the **SL&P Meter Shop** and provides the TSASK Electrical Permit number. An energization sticker must be attached to the meter socket prior to meter installation.
18. The **SL&P Meter Shop** installs the meter.
19. **SL&P** sends the final invoice, as applicable.

3.2 — Requirements

The following requirements are applicable to all electrical service requests.

- The customer is responsible to ensure the separations listed in Table 2 are maintained. **SL&P may refuse service if the required separations are not provided.**
- SL&P will provide only one supply service per building. Sites with garden suites, garage suites, or other detached dwellings which are accessory to a main dwelling will be provided with only one supply service.
- SL&P will provide underground service to all sites except those in downtown Saskatoon, in which case a network service will be provided, or overhead areas where a building (e.g., a garage) or other suitable structure is available near the property line, in which case an overhead service will be provided. SL&P reserves the right to determine the method of service delivery.

The following requirements are applicable only to residential electrical service requests.

- Note that, including certain duplexes and condominiums, any non-detached dwellings where the units and associated lands are individually titled are typically serviced individually (i.e., multiple supply services to multiple consumer services). However, SL&P may require that these sites be serviced together (i.e., a single supply service to multiple consumer services) if individual servicing is impractical.
- The demarcation point shall be chosen according to the preferences shown in Figure 5. If none of the preferred options are feasible, contact SL&P Customer Connections. SL&P may allow the installation of a free-standing demarcation point.

3.2.1 — Underground Service

The following underground service options are available.

- If the supply service is less than or equal to 200 A:
 - loop box and meter socket.
 - See Figure 3 for more information on this service option.
- If the supply service is less than or equal to 400 A:
 - loop box and multiple-position meter socket with a blank lockable compartment.
 - See Figure 3 and Figure 15 for more information on this service option.
- If the supply service is less than or equal to 800 A:
 - external splitter and multiple-position meter socket(s).
 - See Figure 9, Figure 12, and Figure 15 for more information on this service option.
- For any supply service amperage:
 - external splitter, switchboard, and meter socket(s).
 - See Figure 9 and Figure 12 for more information on this service option.

The following requirements are applicable for underground services. Note that all services within downtown Saskatoon must adhere to the requirements of network services.

- The customer is responsible for excavation on customer property.

- The customer is responsible to supply and install rigid PVC conduit of the size and quantity specified in Table 3 from the demarcation point to the property line per the SL&P design.
- Excluding the bend necessary for exiting the ground at the loop box or external splitter, a maximum of 90-degrees of bending is allowed in the conduit route on customer property.
- The customer is responsible to supply and install telecom conduit per the SL&P design. Note that:
 - telecom conduits may be installed in the same trench as power conduits,
 - telecom conduits must not terminate or have any openings in facilities specified for power/electrical distribution use,
 - to request SaskTel conduit, see <https://www.sasktel.com/wps/wcm/connect/content/home/for-business/forms/request+for+fibre+materials/request-for-cat5e-wire> or contact Communication.DistributionDesign@sasktel.com, and
 - to request Rogers conduit, email warehousesas@rci.rogers.com and MbxProjectManagerSaskatchewan@rci.rogers.com and include “Infill conduit request - <address>” in the subject line of the email.
- The customer is responsible to cap stubbed conduit.
- The customer is responsible to contact SL&P Customer Connections prior to installing a concrete pad over electrical service cables.
 - A concrete pad may be installed over electrical service cables but may not be installed over other electrical cables. To facilitate future repairs and upgrades, SL&P requires rigid PVC to be installed under and 300 mm beyond the concrete pad if the service cable is not already installed in conduit.
- The customer is responsible to obtain approval from SL&P before backfilling.

Failing to obtain approval before backfilling may result in SL&P refusing service.

- Any conduit, meter socket, box, cabinet, or fitting designed to accommodate the supply service must be fastened securely in place.
 - Note that a typical approach to satisfying this rule for residential services involves fastening the equipment to a 19 mm thick wood backing that is rigidly secured to structural members, such as wooden studs. See Figure 3 for more information on a typical residential underground meter socket installation.
- If a loop box is installed:
 - the loop box must satisfy the size requirements of Table 3, and
 - the loop box must be bonded per CSA C22.1 requirements.
- If a single-position meter socket is installed, the meter socket must have line-side connections compatible with copper conductors ranging in size from #6 AWG to 4/0 AWG.
- If a multiple-position meter socket is installed, the multiple-position meter socket must have line side connections compatible with copper conductors ranging in size from #2 AWG to 4/0 AWG.
- If an external splitter is installed:
 - the splitter must satisfy the size requirements of Table 3,
 - the splitter must be a NEMA Type 3R enclosure,
 - the customer must supply line-side lugs positioned on the left side of the enclosure and away from the door latching mechanism to prevent accidental contact, and

- the neutral connection must be the first point of contact, positioned lowest.
- A frost sleeve and expansion joint must be installed to protect any conduit designed to accommodate the supply service where that conduit exits the ground at the loop box or external splitter.
- Any frost sleeve must:
 - penetrate a minimum distance of 450 mm below final grade,
 - extend a minimum distance of 150 mm above final grade,
 - not be fixed to the conduit it surrounds, and
 - must be made of rigid material.
- Any expansion joint must have 100 mm of travel in both directions.
- If a pad-mounted transformer is required, the customer must provide a 4.0 m x 6.0 m area for its installation per the SL&P design.

3.2.2 — Overhead Service

Overhead electrical services are limited to a supply service of 800 A for 120/240 V or 120/208 V, or 400 A for 347/600 V.

Mid-span tap off is typically not a service option.

The following overhead service options are available:

- If the supply service is less than or equal to 200 A:
 - one attachment point and a meter socket.
- If the supply service is less than or equal to 400 A:
 - one attachment point and a multiple-position meter socket, or
 - one attachment point, a switchboard, and meter socket(s).
- If the supply service is less than or equal to 600 A:
 - two attachment points and multiple-position meter socket(s), or
 - two attachment points, a switchboard, and meter socket(s).

The following requirements are applicable for overhead services:

- Any conduit, meter socket, box, cabinet, or fitting designed to accommodate the supply service must be fastened securely in place.
 - Note that a typical approach to satisfying this rule involves fastening the equipment to a 19 mm thick wood backing that is rigidly secured to structural members, such as wooden studs.
- Service conductors must:
 - not be located directly above a swimming pool, and
 - maintain drip loops immediately before entering the service weatherhead.
- Any service mast must:
 - be supported with guy wire attached to a structural member of the roof if the attachment point exceeds 1.5 m above the roof, and
 - be made of metal and assembled with components suitable for service mast use.
- Any point of attachment must:
 - be on the same side of the building as the service head,
 - include an insulating spool,
 - not have open-loop eyebolts,
 - be accessible via a ladder at a slope of 4:1 (vertical to horizontal), and
 - be within 30 m from the point of attachment at SL&P infrastructure.

To ensure the safety of Power Technicians, any point of attachment must be accessible via a ladder at a slope of 4:1 (vertical to horizontal).

SL&P will refuse overhead service if requirements and/or separations are not met. See Figure 8 and Table 2 for more information.

3.2.3 — Network Service

Downtown Saskatoon is equipped with a 347/600 V underground electrical network system operating within the boundaries of 25th Street, Idylwyld Drive, and the South Saskatchewan River. All new and upgrading customers within downtown Saskatoon are required to transition to network service.

The following network service options are available.

- If the supply service is less than or equal to 200 A:
 - external splitter and meter socket.
- If the supply service is less than or equal to 800 A:
 - external splitter and multiple-position meter socket(s),
 - See Figure 9, Figure 12, and Figure 15 for more information on this service option.
- For any supply service amperage:
 - external splitter, switchboard, and meter socket(s), or
 - pull box, switchboard, and meter socket(s),
 - Per CSA C22.1 Rule 6-300 2) a), this option is only available if installing an external splitter is impracticable.

The following requirements are applicable for network services:

- The customer is responsible for excavation on customer property.
- The customer is responsible to supply and install rigid DB2 PVC of the size and quantity specified in Table 3 encased in minimum 20 MPa concrete from the demarcation point to the property line per the SL&P design.
 - Note: rigid PVC is required above ground.
- Excluding the bend necessary for exiting the ground at the external splitter, a maximum of 90-degrees of bending is allowed in the conduit route on customer property.
- The customer is responsible to supply and install telecom conduit per the SL&P design. Note that:
 - telecom conduits may be installed in the same trench as power conduits,
 - telecom conduits must not terminate or have any openings in facilities specified for power/electrical distribution use,
 - to request SaskTel conduit, see <https://www.sasktel.com/wps/wcm/connect/content/home/for-business/forms/request+for+fibre+materials/request-for-cat5e-wire> or contact Communication.DistributionDesign@sasktel.com, and
 - to request Rogers conduit, email warehousesas@rci.rogers.com and MbxProjectManagerSaskatchewan@rci.rogers.com and include “Infill conduit request - <address>” in the subject line of the email.
- The customer is responsible to cap stubbed conduit.
- The customer is responsible to obtain approval from SL&P before backfilling.

Failing to obtain approval before backfilling may result in SL&P refusing service.

- Any conduit, meter socket, box, cabinet, or fitting designed to accommodate the supply service must be fastened securely in place.
- If a single-position meter socket is installed, the meter socket must have line-side connections compatible with copper conductors ranging in size from #6 AWG to 4/0 AWG.
- If a multiple-position meter socket is installed, the multiple-position meter socket must have line side connections compatible with copper conductors ranging in size from #2 AWG to 4/0 AWG.
- If an external splitter is installed:
 - the splitter must satisfy the size requirements of Table 3,
 - the splitter must be a NEMA Type 3R enclosure,
 - the customer must supply line-side lugs positioned on the left side of the enclosure and away from the door latching mechanism to prevent accidental contact,
 - the neutral connection must be the first point of contact, positioned lowest, and
 - a frost sleeve and expansion joint must be installed to protect any conduit designed to accommodate the supply service where that conduit exits the ground at the external splitter.
- Any frost sleeve must:
 - penetrate a minimum distance of 450 mm below final grade,
 - extend a minimum distance of 150 mm above final grade,
 - not be fixed to the conduit it surrounds, and
 - must be made of rigid material.
- Any expansion joint must have 100 mm of travel in both directions.
- If a pull box is installed:
 - The pull box location must have sufficient space for SL&P to safely install and operate the cable-tugger. SL&P may require the install of anchor points to install the cable-tugger and associated hardware. Contact SL&P Customer Connections for more information.
 - The customer shall submit drawings to SL&P showing the building entry, the pull box design, and the raceway to switchgear for approval.

3.2.4 — Temporary Service

Customers may request temporary service from SL&P while they perform construction work. Rules and requirements for temporary services are the same as overhead/underground/network services, depending on the method of service delivery. For more information, contact SL&P Customer Connections.

3.3 — Other Requests

3.3.1 — Cut and Reconnect

Electrical contractors can request a cut and reconnect to perform electrical work. During a cut and reconnect, the meter is temporarily removed from the meter socket, and the supply service cables are temporarily disconnected from the SL&P electrical grid. A cut and reconnect is typically requested to enable electrical upgrades. This service is requested by contacting the SL&P Meter Shop.

Please note SL&P requires a minimum of 72 hours notice for a cut and reconnect. Unforeseen circumstances, such as severe weather, may delay scheduled cut and reconnects.

3.3.2 — Service Drop

Customers can request a service drop to perform non-electrical work. During a service drop, the supply service cables are temporarily disconnected from the SL&P electrical grid. A service drop is typically requested to enable non-electrical work around the supply service cable, such as tree trimming. Customers do not have to be an electrical contractor to request this service. Customers can request this service by contacting SL&P General Inquiries.

Please note that SL&P requires a minimum of 72 hours notice for a service drop. Unforeseen circumstances, such as severe weather, may delay scheduled service drops.

Customers are not permitted to remove a meter and/or perform a service disconnect under any circumstances.

Report any unsafe conditions to the SL&P Meter Shop.

3.3.3 — Fault Level Information

Customers can request information on the available fault current in a particular area. To request this information, email SL&P Planning at SLP.Planning@Saskatoon.ca and provide the address and any proposed changes to the electrical service.

3.3.4 — Customer Demand/Load Information

Customers can request information on their historical electricity demand. To request this information, contact the City's Revenue Department via one of the following ways:

- over the phone at (306) 975-2400 or 1-800-667-9944, or
- via email at Revenue@Saskatoon.ca

If you are not the property owner, you may be required to submit a letter from the property owner authorizing you to access the information.

3.4 — Customer Charges

SL&P will provide a quotation for costs associated with electrical service requests. Note that some services, such as cut and reconnect, are applicable to fees. See Bylaw 2685 – Electric Light and Power Bylaw, 1940 for more information.

Saskatoon Light & Power has the right to refuse energizing the service if there are concerns regarding safety and may require an inspection to be completed. The customer may or may not be notified of the deficiencies. It is the duty of the customer to call Saskatoon Light & Power to gather all the information.

Section 4 — Metering

4.1 — General Metering Requirements

A single meter shall measure energy consumed by a single customer in any individual site (e.g., one meter for each unit in an apartment building). Bulk metering (a single electrical meter serving multiple dwelling units) applications are no longer being accepted.

4.1.1 — Mandatory Energization Sticker

For new services or reconnections, a TSASK approved Energization Sticker must be affixed to the meter socket prior to energization or installation of meter. Each meter in a multiple-position meter socket (trough) must be affixed with an energization sticker. Affixing this sticker implies that:

- A paid electrical permit has been obtained for the service.
- Wiring on the service (from the demarcation point to the main disconnect) is free from short circuits, grounds, or any other defects that might pose a hazard to life or property.
- The main disconnect is in the open position.
- The service is free of any other source of energization (back feed).
- A pre-energization inspection has been performed and approved by TSASK (where required). Services requiring inspection are outlined in the latest Saskatchewan Interpretations of the Canadian Electrical Code (CEC).
- The service meets the grounding and separation requirements of the CEC.

4.1.2 — Access to Metering Equipment

Where access to metering equipment is restricted due to locked doors or other obstructions, the customer may be requested to provide a key, access, or pathway clearance upon request.

Failure to resolve restrictions in a timely manner may result in disconnection of service or delays to construction.

The customer can contact the SL&P Meter Shop at (306) 975-2414 option 4 to arrange for access to locked metering equipment.

4.1.3 — Socket Energization Safety

For public safety, services with **cold metering** must be energized with the disconnect locked off and have the meter socket glassed off and sealed with a tie wrap prior to installation of the meter.

Similarly, services with **hot metering** must have the meter socket glassed off and sealed with a tie wrap prior to installation of the meter.

4.1.4 — Instrument Rated Metering Cabinet, Conduit Sizing, and Distance

For instrument rated meters, a suitable instrument enclosure requires **3-point latching** on the doors and a **padlockable** handle.

The minimum size of conduit from instrument transformer cabinet to base of plywood backboard for meter and test block is 31.75 mm. If any access points are used, they must be sealable and clearly visible. The maximum length of conduit is limited to 7.5 m.

For instrument transformer cabinets or switchgear with busbars, a minimum physical separation of 50 mm must be maintained between instrument transformers and between instrument transformer and the surrounding enclosure.

4.1.5 — Meter Location

In situations where the meter is installed inside a building, it is preferred that metering equipment is installed on an exterior wall. For concrete or metal clad buildings SL&P may require a separate 25.4 mm (1") conduit for the exclusive use of aiding meter communication. This conduit must extend to the exterior of the building and terminate into an outdoor rated lockable junction box with minimum dimensions of 250 mm x 250 mm x 100 mm. The junction box must be installed at a height of 1.6 m to 1.8 m above grade.

Saskatoon Light & Power reserves the right to determine the meter location.

4.1.6 — Care of Metering Equipment

The customer is required to exercise reasonable care for the protection of SL&P metering equipment installed on the customer's premises. Should any damage occur or if the meter is lost or stolen after installation, the customer will be liable for the cost of repair or replacement.

4.1.7 — Service Inspection

Services that are presently inactive (vacant or without an account holder) for a period of greater than one (1) year shall require a service inspection performed by a licensed electrical contractor. The contractor will be required to provide an electrical permit number and have an Energization Sticker prior to reconnection.

4.1.8 — Multiple Meters

When multiple meters are installed, all meters must be grouped together. Where the supply service exceeds 800 A, the metering equipment must be in an electrical room or outdoor electrical closet and cold metered. A separate house meter may be required for common loads.

All meter sockets must have the associated unit number clearly identified via a lamacoid style or equivalent weather and UV resistant tag and are to be arranged in sequential order either vertically or horizontally. The contractor/owner bear all responsibility to ensure the correct labelling is applied. SL&P may require proof of connectivity to ensure correct labels are applied before installing meters.

Electrical contractors are not permitted to remove a meter and/or perform a service disconnect under any circumstances. Any unsafe conditions must be reported to the SL&P Meter Shop at (306) 975-2414 option 4.

4.2 — Self-Contained Metering

A self-contained meter is rated to carry the current and voltage of the circuit to be metered. The maximum load for a self-contained meter is 200 A per phase. The maximum voltage limit for a self-contained meter is 600 V phase to phase.

4.2.1 — Single-Phase Self-Contained Metering

Service Voltages

- 120/240 V 3-wire self-contained
 - Services rated up to 200 A.
 - Meter must be outside and be hot metered unless permission is granted from the SL&P Meter Shop.

4.2.2 — Three-Phase Self-Contained Metering

Service Voltages

- Network 120/208 V 3-wire self-contained
 - Services rated up to 200 A.
 - Meter must be installed inside and cold metered unless permission is granted from the SL&P Meter Shop.
- 120/208 V 4-wire self-contained
 - Services rated up to 200 A.
 - Meter must be outside and be hot metered unless permission is granted from the SL&P Meter Shop.
- 347/600 V 4-wire self-contained
 - Services rated up to 200 A.
 - Meter must be inside and cold metered unless permission is granted from the SL&P Meter Shop.
- 240 V 3-wire self-contained
 - Services rated up to 200 A.
 - Meter must be outside and be hot metered unless permission is granted from the SL&P Meter Shop.

4.2.3 — Self-Contained Meter Enclosure

Meter enclosure specifications are shown in Table 4.

4.2.4 — Supply of Self-Contained Metering Responsibilities

The following responsibilities apply to the customer:

- Supply and install an approved meter socket.
- Make load side connections within the meter socket.

The following responsibilities apply to SL&P:

- Supply and install the meter in the socket.
- Make line side connections.

4.3 — Instrument Transformer Metering

Instrument transformer type metering is required on all services exceeding 200 A per phase.

4.3.1 — Single-Phase Instrument Transformer Metering

Service Voltages

- 120/240 V 3-wire transformer rated
 - Services rated over 200 A.
 - Meter must be inside and cold metered.

4.3.2 — Three-Phase Instrument Transformer Metering

Service Voltages

- 120/208 V 4-wire transformer rated
 - Services rated over 200 A.
 - Meter must be inside and cold metered.
- 347/600 V 4-wire transformer rated
 - Services rated over 200 A.
 - Meter must be inside and cold metered.
- 240 V 3-wire transformer rated
 - Services rated over 200 A.
 - Meter must be inside and cold metered.

4.3.3 — Demand Meters

All demand meters must be inside a building or in a suitable outdoor rated meter enclosure. Meter must be cold metered for all voltages. If the meter is in an outdoor enclosure the splitter must be located outside this enclosure.

4.3.4 — Instrument Transformer Meter Enclosure

Separate meter and transformer enclosures are required for each instrument transformer service. The meter enclosure must have a 13-jaw meter socket (for 3-phase services) or 5-jaw meter socket (for single phase services), have space for a test switch, and wiring from the test switch to the socket. Meter enclosure specifications are shown in Table 5. See Table 3 for instrument transformer enclosure dimensions. See Figure 19 for general arrangement of equipment.

4.3.5 — Instrument Transformer Metering Equipment Location

For SL&P owned distribution transformer installations, meter and metering equipment installation shall be connected on the load side of the distribution transformer.

For customer owned distribution transformer installations, meter and metering equipment shall be connected on the line side of the distribution transformer.

Customer equipment is not allowed within the instrument transformer enclosure. The instrument transformer cabinet cannot be used as a splitter box.

In certain situations, the metering equipment and wiring arrangements can be made in the customer switchgear instead of the customer supplied instrument transformer cabinet. Please contact the SL&P Meter Shop at (306) 975-2414 option 4 for more information and approval.

4.3.6 — Supply of Instrument Transformer Metering Responsibilities

The following responsibilities apply to the customer:

- Supply and install a meter enclosure according to the specifications shown in Table 5.
- Install instrument transformers.
- Supply and install a 31.75 mm conduit (for three-phase installations) or 25.4 mm conduit (for single-phase installations) between the instrument transformer enclosure and the meter enclosure.
- Supply and install all hardware, buswork, terminations, and/or cable required for primary connects to the current transformers.
- Supply and install a 19 mm plywood sheet behind all enclosures.

The following responsibilities apply to SL&P:

- Supply instrument transformers.
- Supply and install the meter and test switch.
- Supply and install the secondary wiring.

Instrument transformers are available to the customer for installation upon request by calling the SL&P Meter Shop at (306) 975-2414 option 4. All instruments will need to be signed for and the contractor will be responsible for lost or stolen equipment. The customer must provide the service address and electrical permit number when placing a request for instrument transformers.

4.4 — Primary Metering

Primary metering at distribution system voltage will be instrument rated and must be inside a building or suitable padlock enclosure. **A minimum of four (4) months notice is required to provide primary metering services.**

4.5 — Clarifications

Please contact the SL&P Meter Shop at (306) 975-2414 option 4 for more information.

Section 5 — Power Quality

Power quality is defined as the quality of the voltage which is delivered to the customer. SL&P is committed to delivering the best quality of power to its customers. However, there are factors which are beyond the utility's control and contribute to poor power quality. Some of the common disturbances seen are:

- Flickering lights: This can be caused by periodic fluctuations of voltage. This is mainly due to fluctuating loads on the system such as hoists, arc furnaces, etc.
- Voltage unbalance: This issue occurs for three-phase customers where the voltage measurements of the individual line voltages are not the same.
- Low voltage: This occurs when voltage levels at customer equipment are lower than the standard voltage levels. See Table 6 for information on acceptable voltage levels.
- Voltage dip: This is seen mainly by customers in industrial areas. Typically, a motor start further down the line, causing a momentary reduction of the voltage levels.

In all the cases listed in Table 6, please call SL&P. Based on the type of power quality issue observed by the customer, SL&P will work to rectify the problem.

Section 6 — Customer Owned Generation

Customers may generate electricity at their home or business to offset their electricity purchases.

Customers interested in generating and selling excess energy to the SL&P electrical grid can participate in the Net Metering, Small Power Producer, or Behind-The-Meter programs as per the City's Power Producer's Policy A07-022.

Customers interested in behind-the-meter generation must ensure there is no back feed of excess energy to the SL&P electrical grid.

Customers are required to apply for the available programs and contact SL&P prior to installing any equipment.

Customers will require a bi-directional meter to keep track of the electricity to and from the grid for billing or monitoring purposes. Customers are required to sign an interconnection agreement prior to energization of their system.

There are some program restrictions in the downtown area. There may be technology and system size restrictions in certain applications. Please visit saskatoon.ca/slpselfgeneration for more information, rules, requirements, and to download the application form.

Section 7 — Access to SL&P Equipment

7.1 — Access to Customer Facilities

Customers are required to provide access to any facility where SL&P equipment is installed. The customer is also responsible to provide keys where necessary to gain access.

7.2 — Access to SL&P Equipment

Removal or tampering of the SL&P seal or lock on equipment is strictly forbidden. Where there is evidence of tampering, the person(s) responsible shall be liable for prosecution and immediate disconnection of service. Customers may contact the SL&P Meter Shop at (306) 975-2414 option 4 to arrange for access.

7.3 — Easements

An easement or utility right of way is used for the protection, safety, and service of the utility's infrastructure in the designated area. The Certificate of Title for the property will list the easement and the name of the company holding the easement if there is any utility infrastructure on the property.

In the event of a power outage, access to the cables may be required to restore electricity. For this reason, customers are not to change the grade of an easement, build garages or sheds, or plant trees in an easement. Customers may plant a lawn, flowerbeds, vegetable gardens, and low shrubs in an easement.

A minimum of 1.0 m of separation is required around all sides of SL&P infrastructure. For more information, call SL&P Customer Connections.

Section 8 — Deviations

The customer is required to obtain written approval from SL&P for any deviation from requirements contained in this manual. Failure to do so may result in refusal and/or delays in providing service.

Any approval of customer deviation is only applicable to the service being considered and does not imply acceptance of deviation at other locations.

Figures

Figure 1: Franchise Area Map

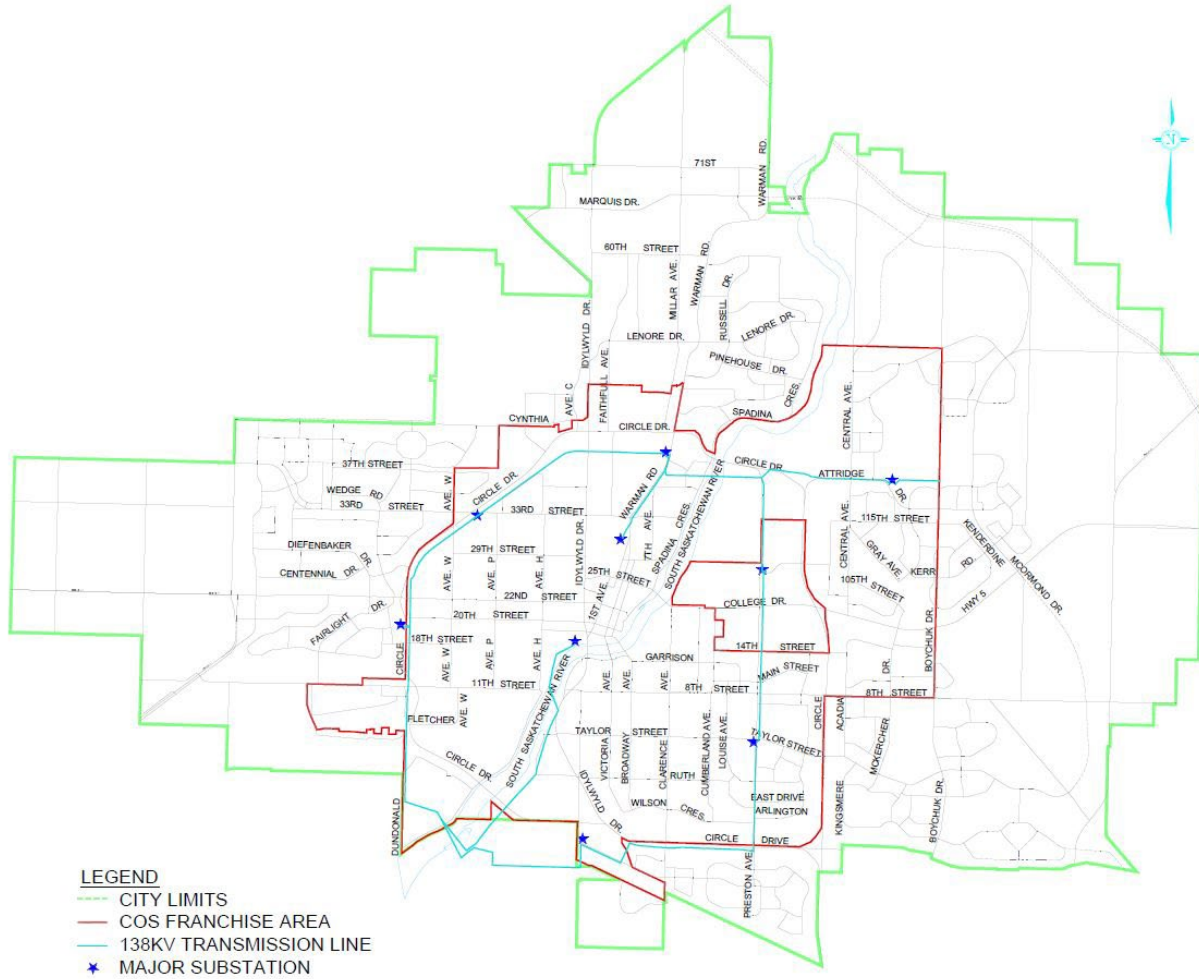


Figure 2: Typical Trench Route for Residential Services

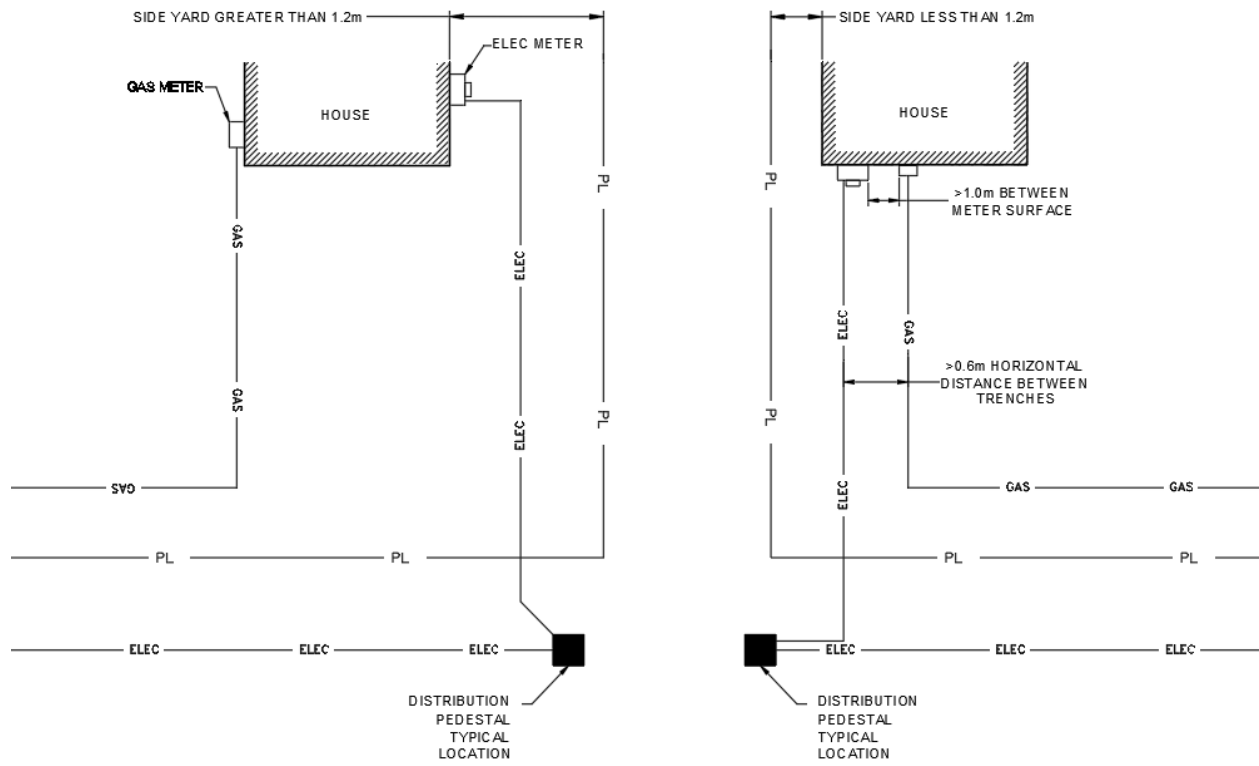
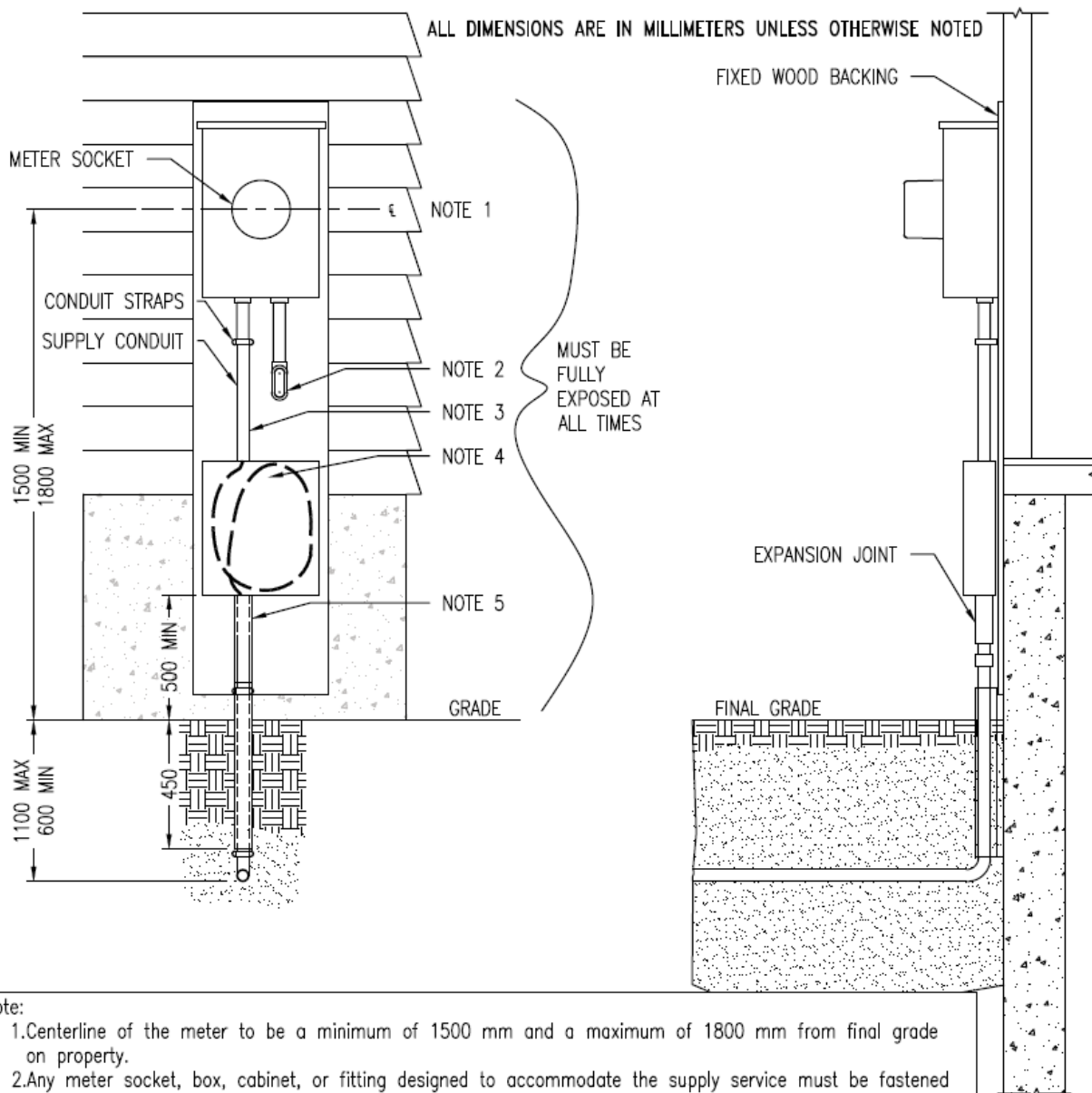


Figure 3: Typical Residential Underground Service



Note:

- 1.Centerline of the meter to be a minimum of 1500 mm and a maximum of 1800 mm from final grade on property.
- 2.Any meter socket, box, cabinet, or fitting designed to accommodate the supply service must be fastened securely in place. SL&P recommends fastening the equipment to a 19 mm thick wood backing that is rigidly secured to structural members, such as wooden studs.
- 3.The supply conduit shall be sized per Table 3.
- 4.The loop box shall be sized per Table 3.
- 5.The loop box must have frost heaving mitigation methods (both PVC expansion joint and frost sleeve) to allow for ground movement due to frost. Do not fix frost sleeve to ground or structure to allow vertical expansion.
- 6.The Installation must follow the Canadian Electrical Code.

Figure 4: Typical Layout for Garages/Concrete Pads Over Underground Services

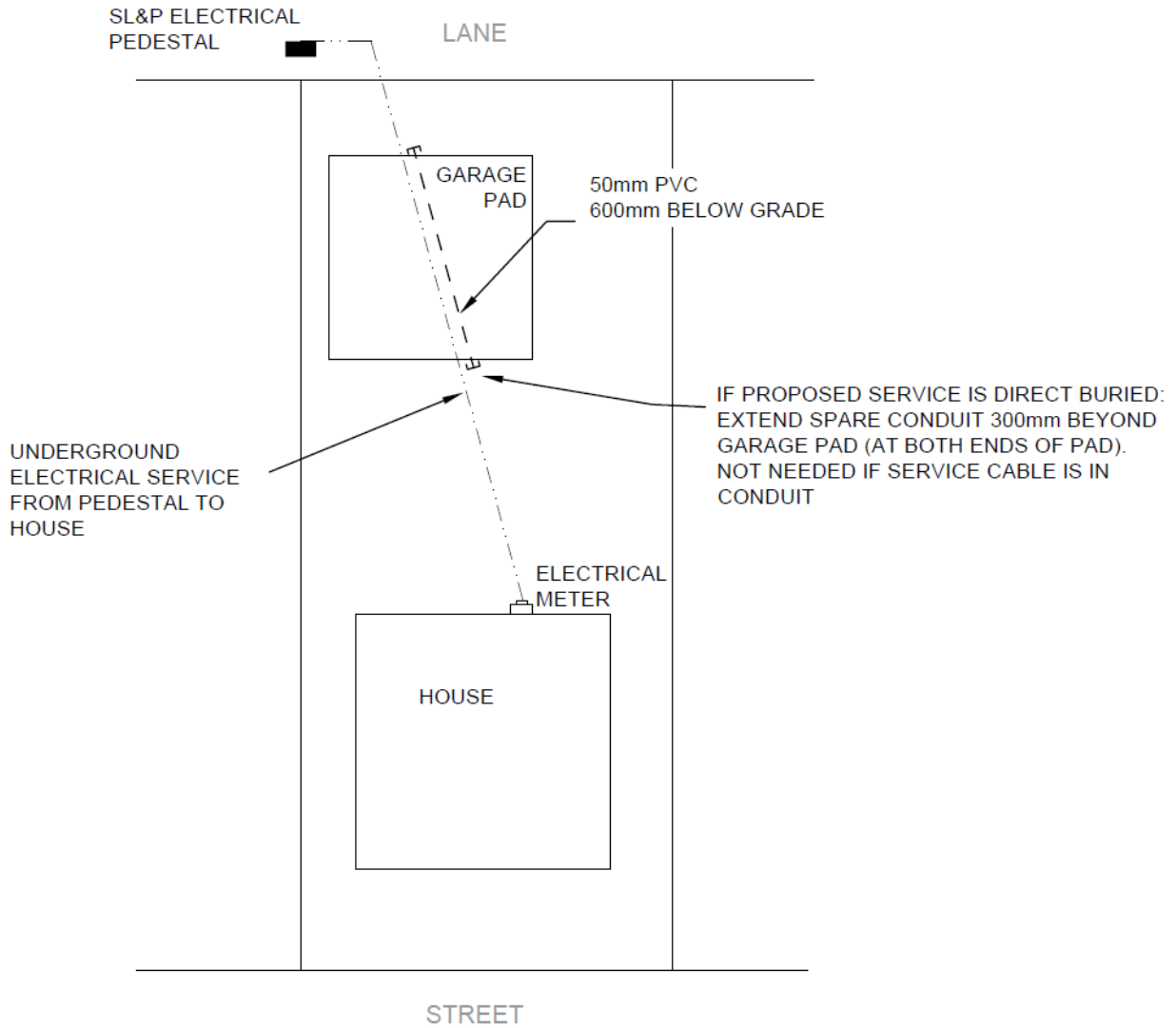


Figure 5: Preferred Meter Socket Locations

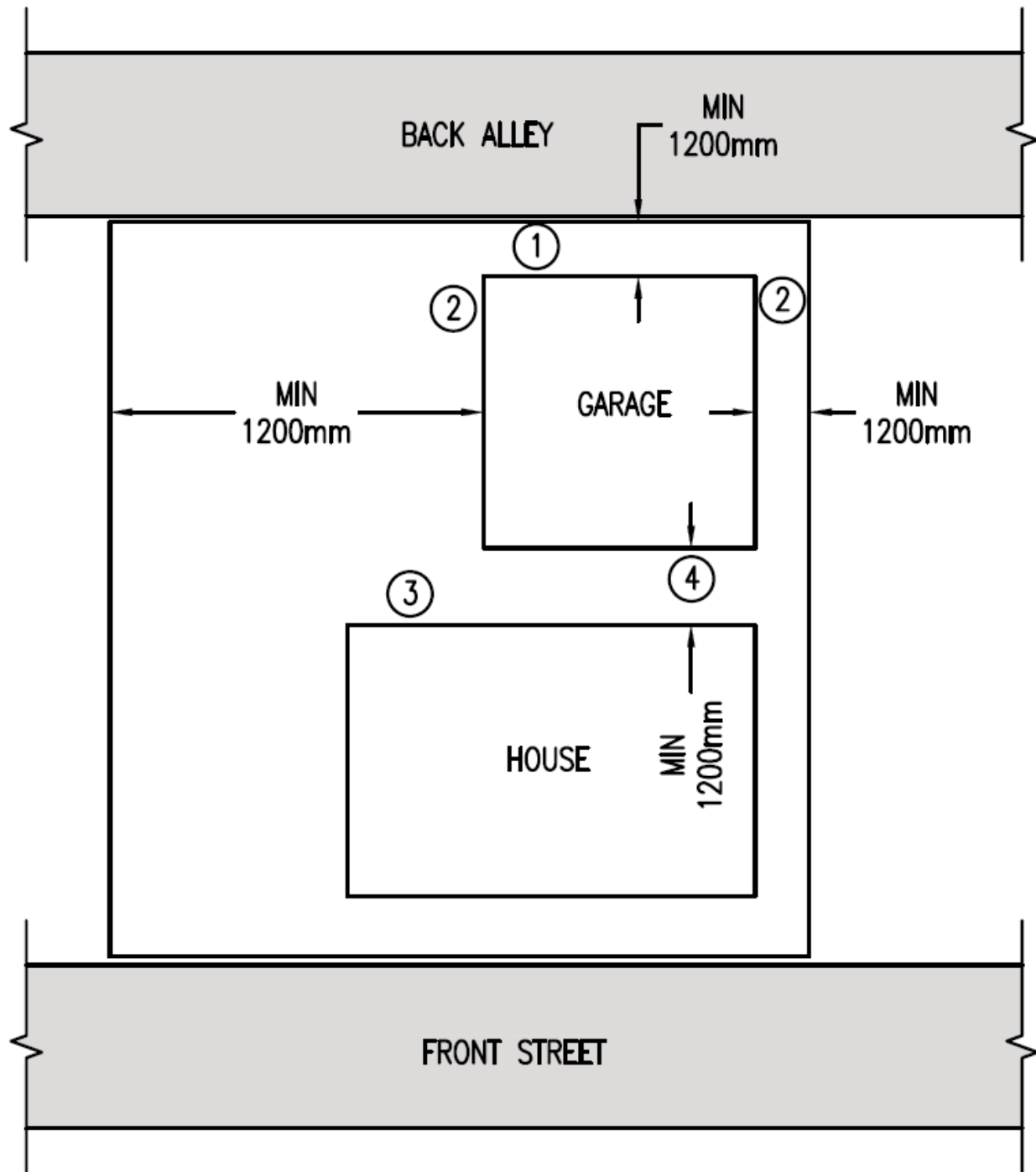


Figure 6: Typical Residential Overhead Service

NOTES:

1. ALL ATTACHMENT POINTS MUST INCLUDE AN INSULATOR.
2. SEE TABLE 2 FOR REQUIRED CLEARANCES
3. NOT TO SCALE

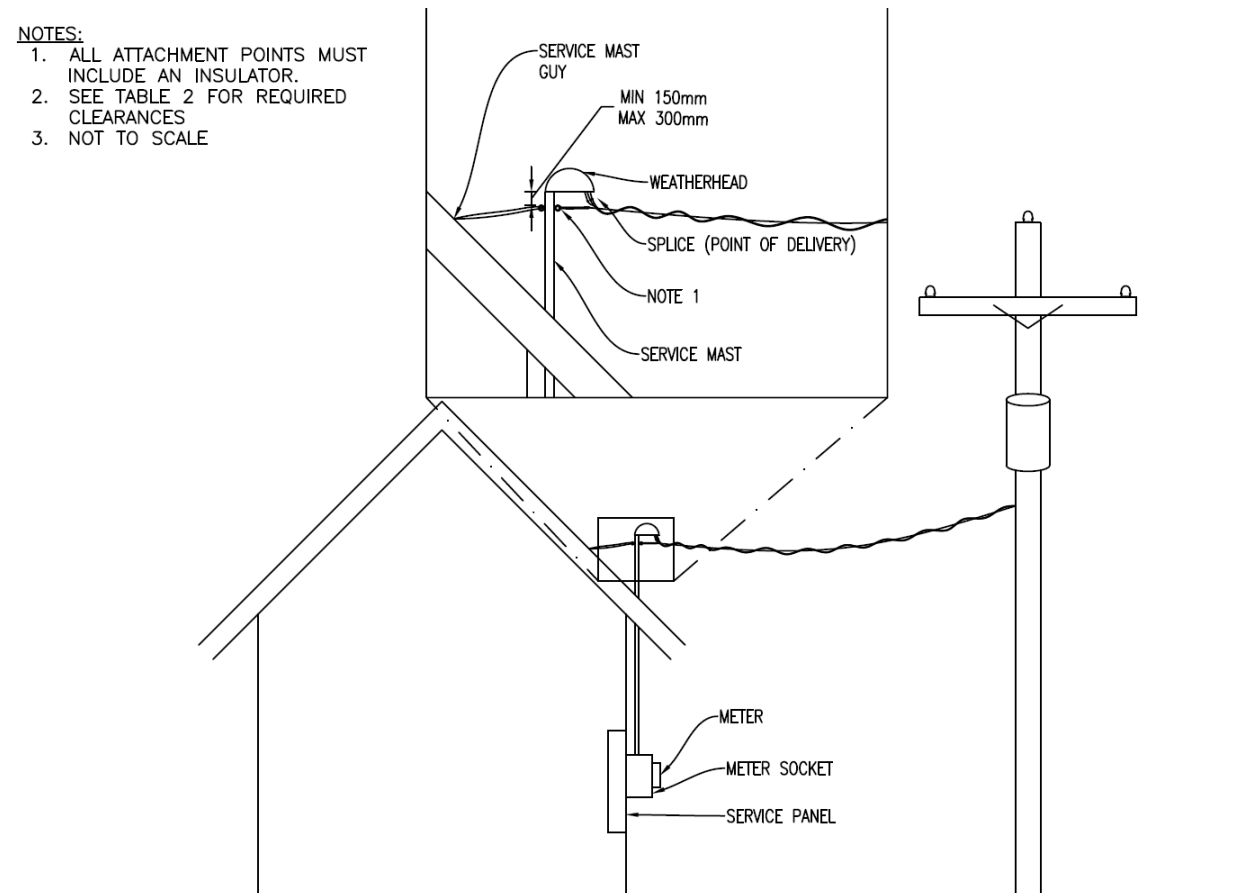


Figure 7: Pool Separations

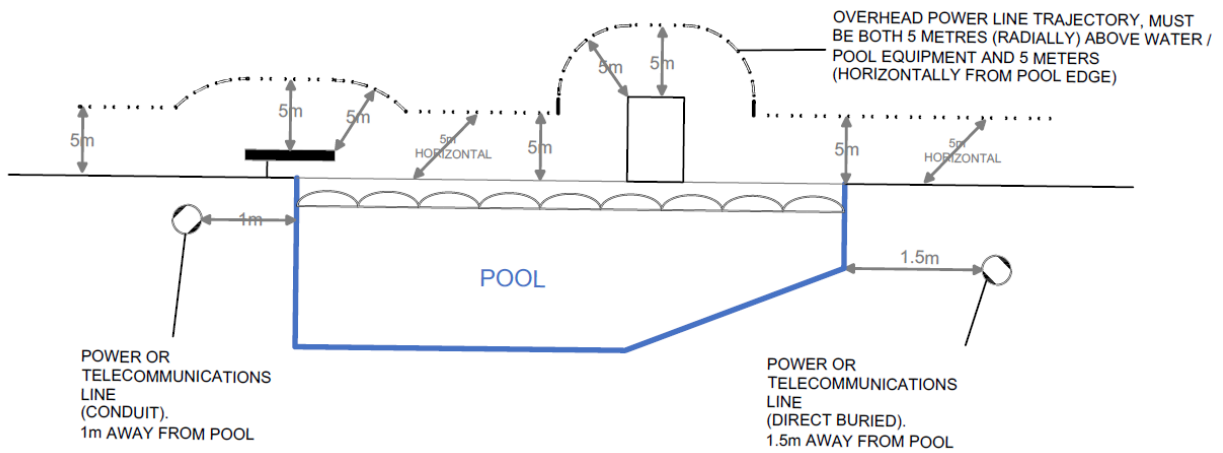
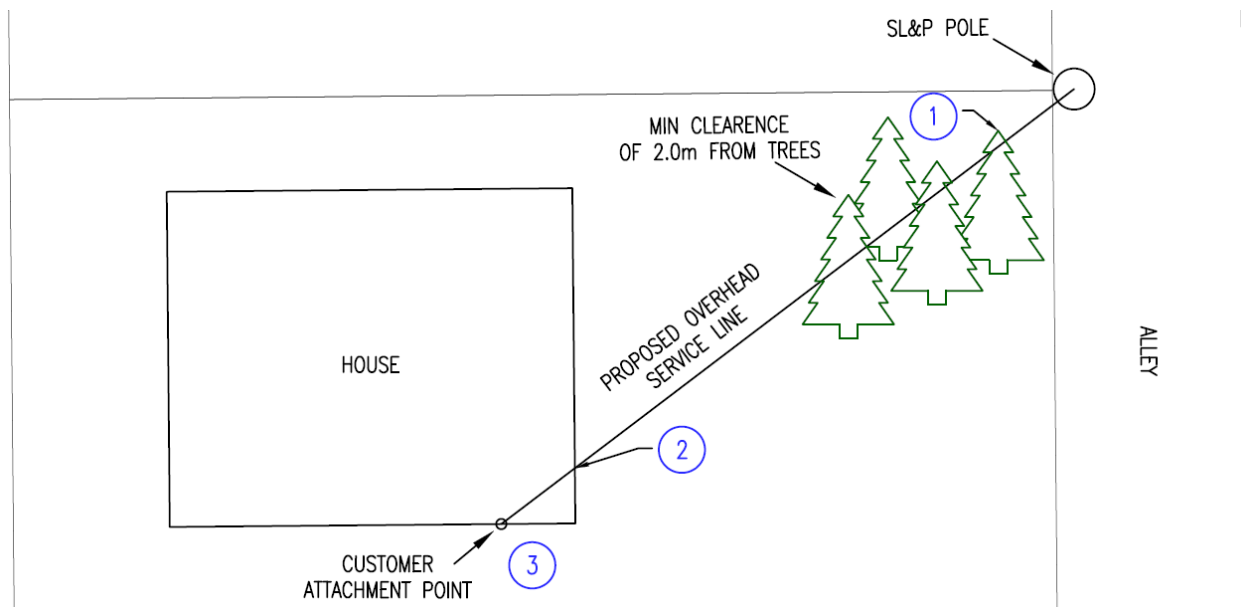


Figure 8: Overhead Service Refusals**NOTES:**

1. TREES OBSTRUCTING PROPOSED OVERHEAD LINE ROUTE
2. SIDE INSTALLATION CAUSING SERVICE WIRE TO CONTACT THE SIDE OF THE HOUSE, COMPROMISING INSTALLATION
3. ATTACHMENT POINT
 - 3.1. HEIGHT OF ATTACHMENT POINT IS GREATER THAN 5.5m
 - 3.2. LADDER SLOPE RATION OF 4:1 CANNOT BE ACHIEVED
 - 3.3. METER BASE TOO CLOSE TO PROPERTY LINES (LESS THAN 1.2m)
 - 3.4. SECURE FOOTING IS NOT PROVIDED OR MAINTAINED AROUND ELECTRICAL EQUIPMENT

Figure 9: Underground Commercial and Industrial Connections (Greater than 200 A)

NOTES:

1. FOR SPLITTERS UP TO 1200mm x 1200mm THE MAXIMUM ENCLOSURE HEIGHT IS 2100mm. 2400mm SHALL ONLY BE USED FOR 1500mm x 1500mm SPLITTERS.
2. STACKED CONDUIT INSIDE THE SPLITTER ENCLOSURE ARE ALLOWABLE BUT NOT PREFERRED
3. THE MINIMUM HEIGHT FOR ENCLOSURE BOTTOMS SHALL BE 850mm FOR ALL INSTALLATIONS.
4. ANY EXPANSION JOINT MUST HAVE 100mm OF TRAVEL IN BOTH DIRECTIONS.
5. ANY FROST SLEEVE MUST MEASURE 600mm IN LENGTH, HAVE A DIAMETER OF 25mm LARGER THAN THE CONDUIT IT SURROUNDS, AND NOT BE FIXED TO GROUND OR STRUCTURE PREVENTING VERTICAL EXPANSION.

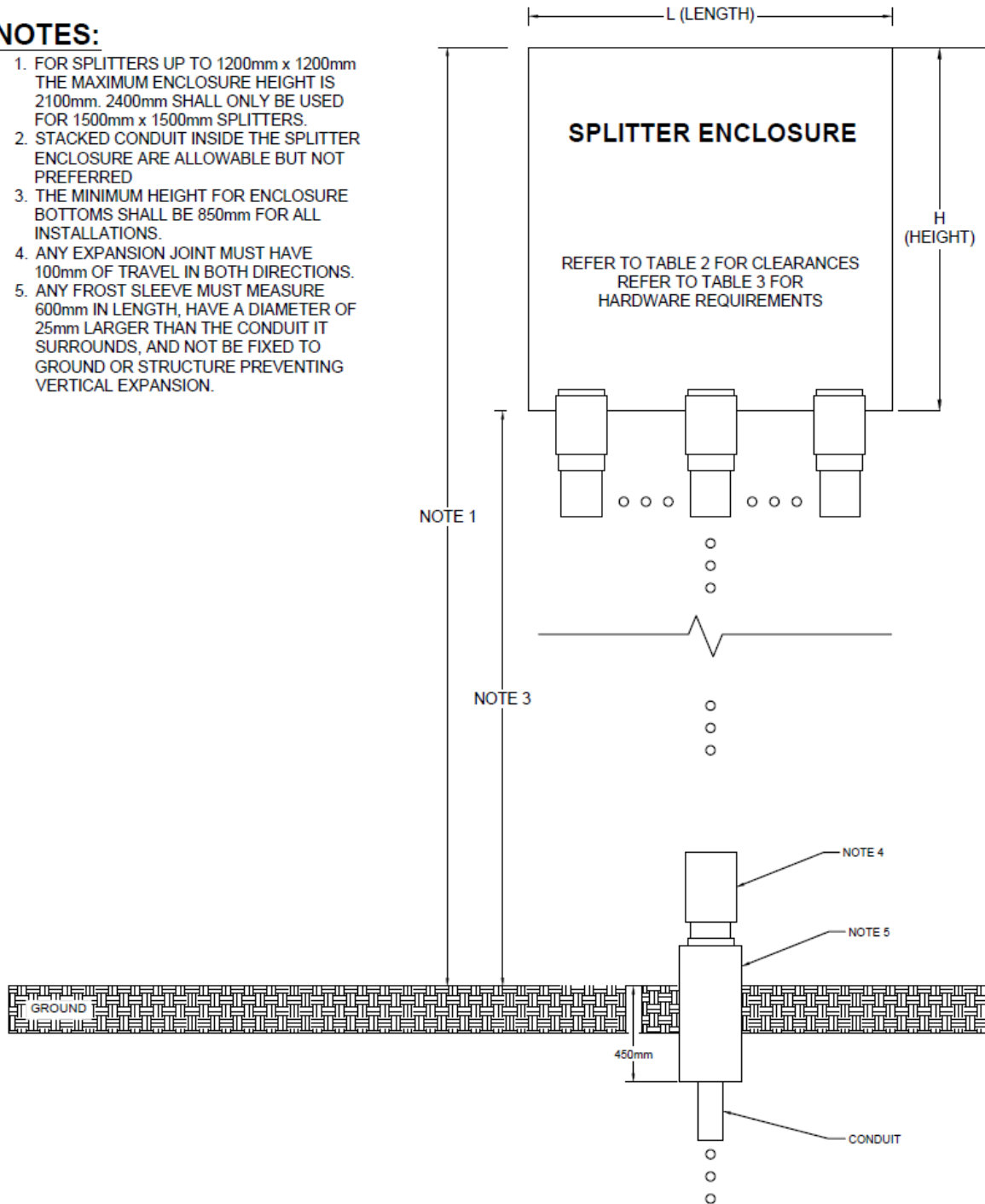
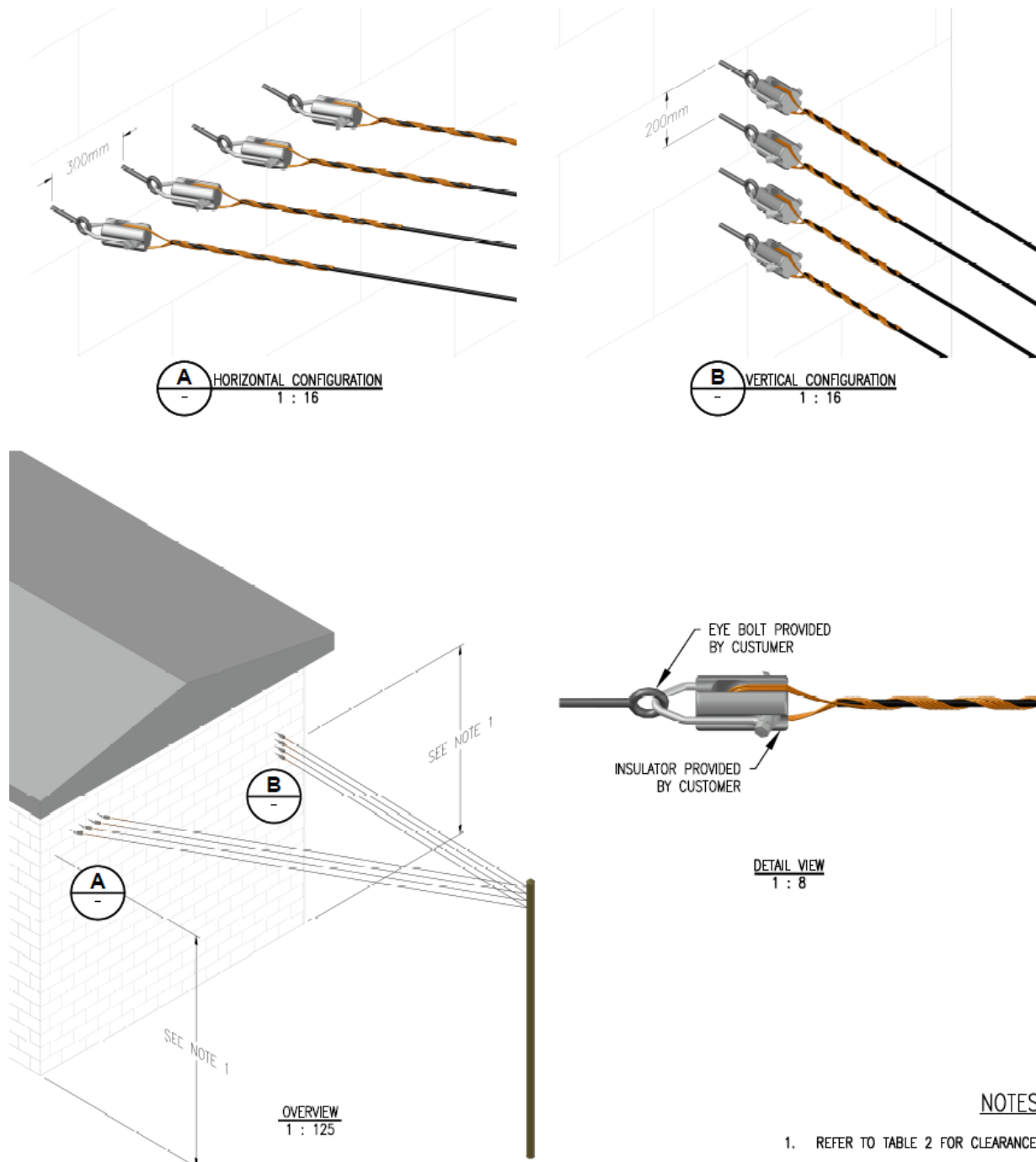


Figure 10: Multiple Attachment Points



NOTES:

1. REFER TO TABLE 2 FOR CLEARANCES

Figure 11: Typical Transformer Installation

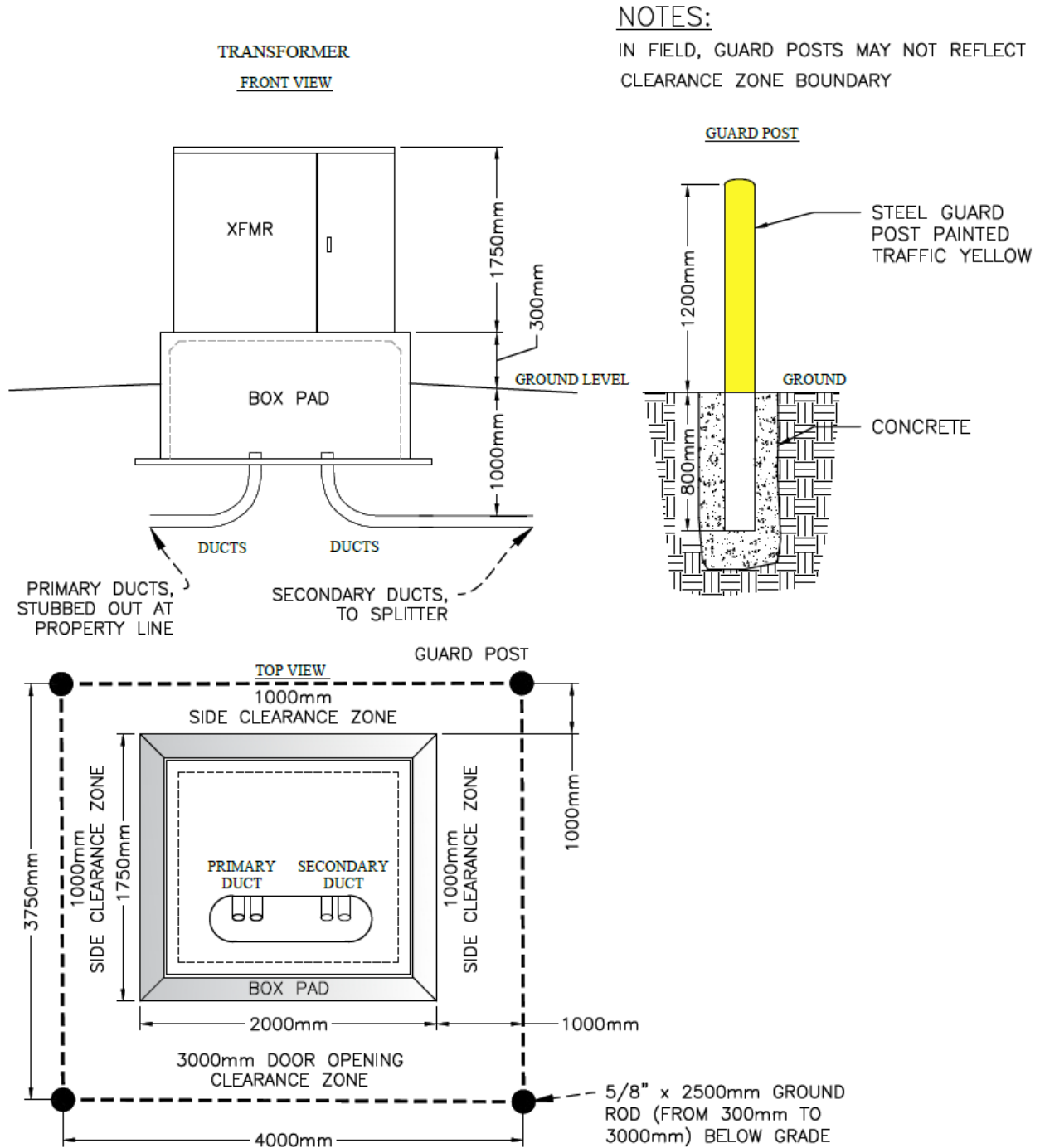
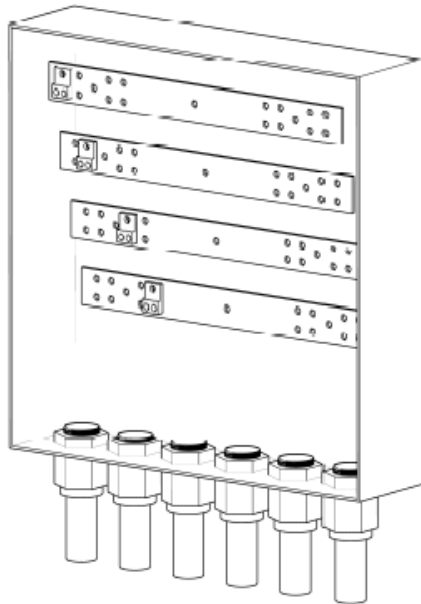


Figure 12: Typical Splitter Layout



NOTES:

- REFER TO TABLE 3 FOR SPLITTER DIMENSIONS IN GIVEN SERVICE SIZE
- ENCLOSURE TYPE NEMA 3R
- ALL 120/240V, 120/208V & 347/600V SERVICE GREATER THAN 200A
- TYPICAL FAULT CURRENT RATING IS 50,000A CONTACT SL&P FOR AVAILABLE FAULT LEVELS AT A GIVEN LOCATION
- MOUNTED 600mm ABOVE FINISHED GRADE
- DUAL DOORS: PADLOCKABLE WITH 3-POINT LATCH
- POWDER COATED, ANSI 61 GREY
- TO SAVE SPACE INSIDE THE SPLITTER, STACKING CONDUITS IS ACCEPTABLE BUT NOT PREFERRED

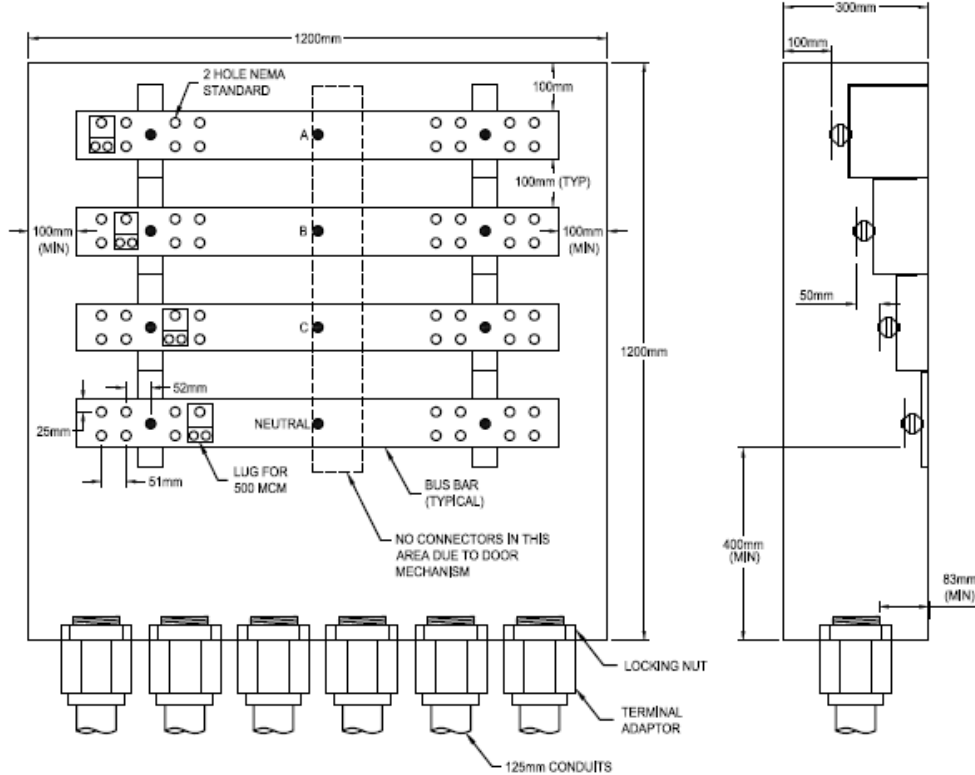


Figure 13: Cable Entry Cabinet

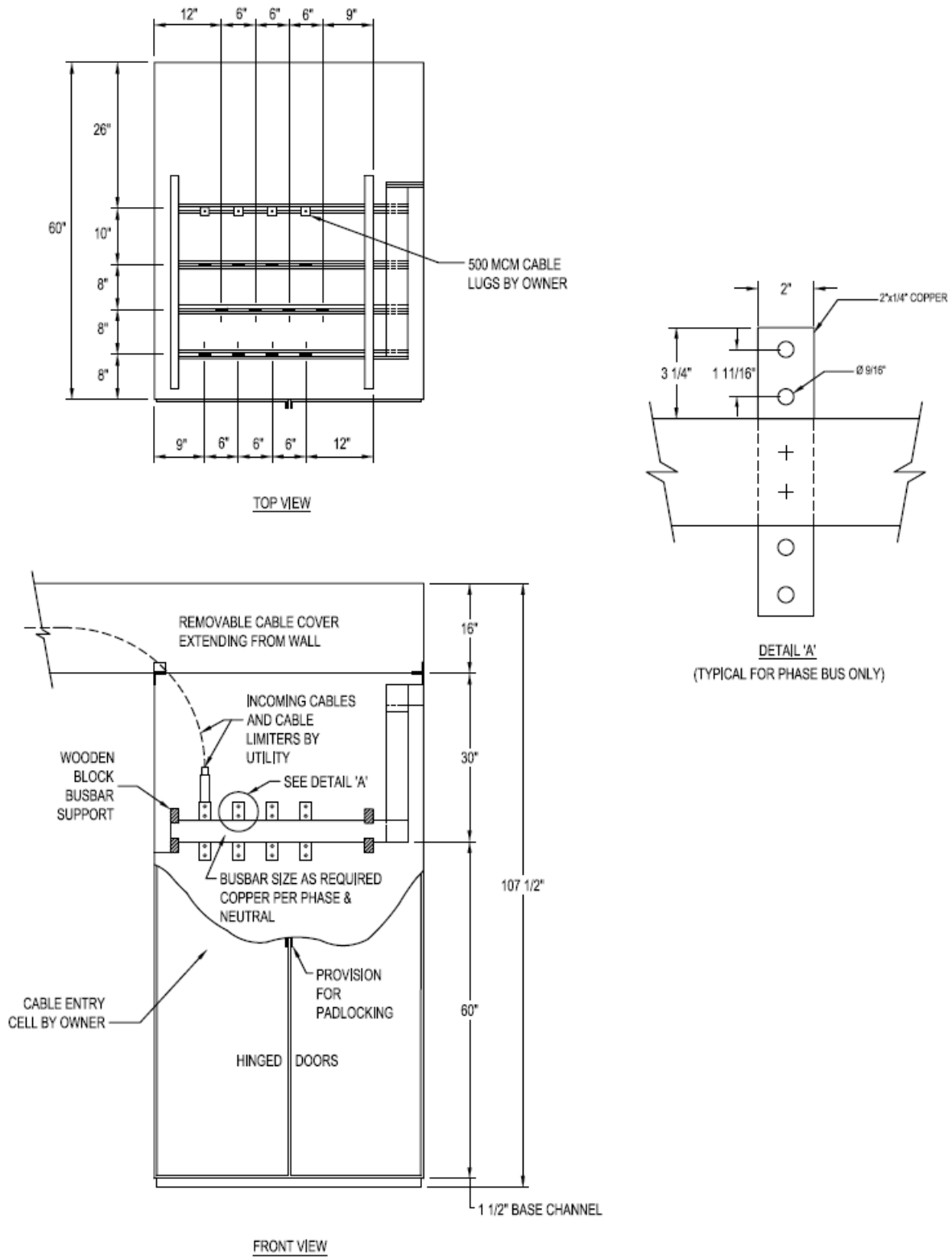


Figure 14: Revenue Meter Separation Instrument Rated Meters

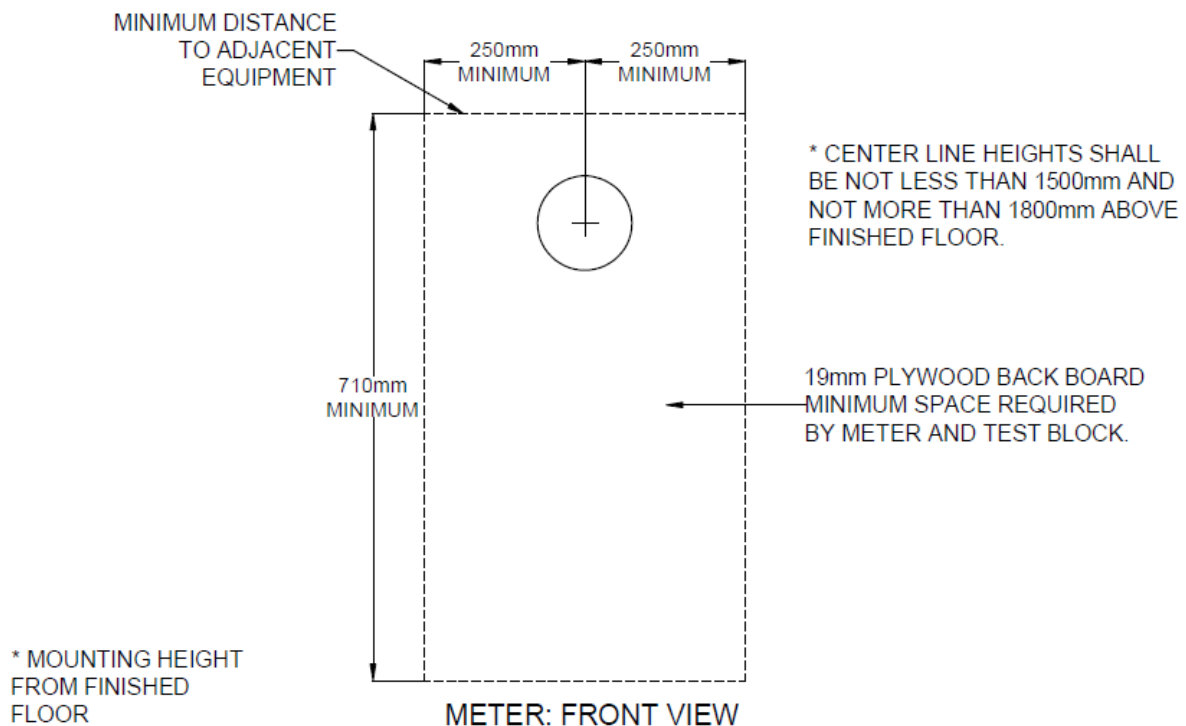
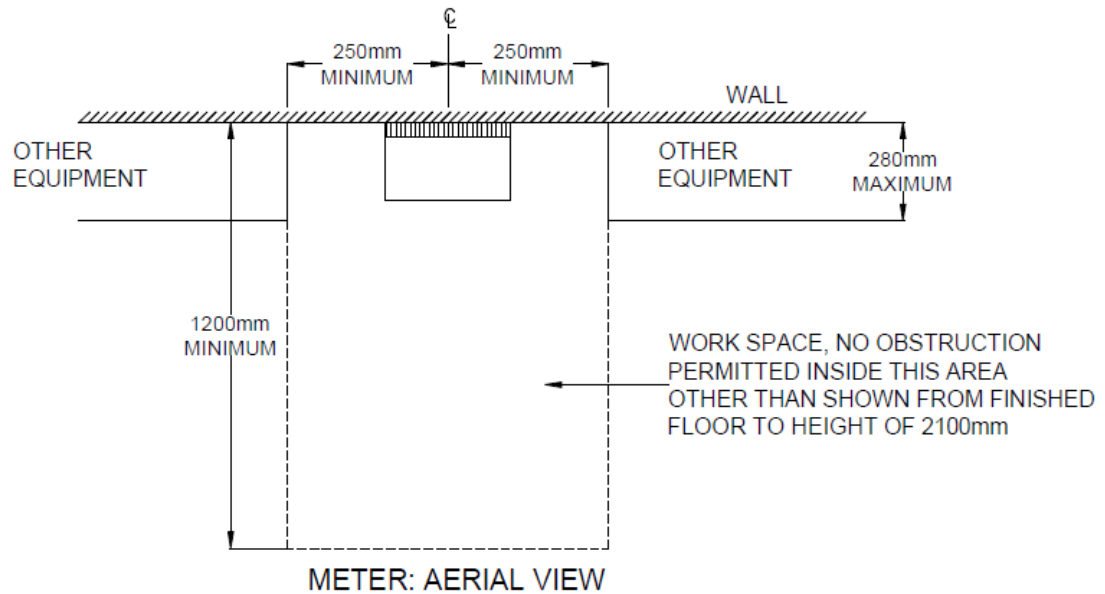


Figure 15: Residential Multiple Dwelling

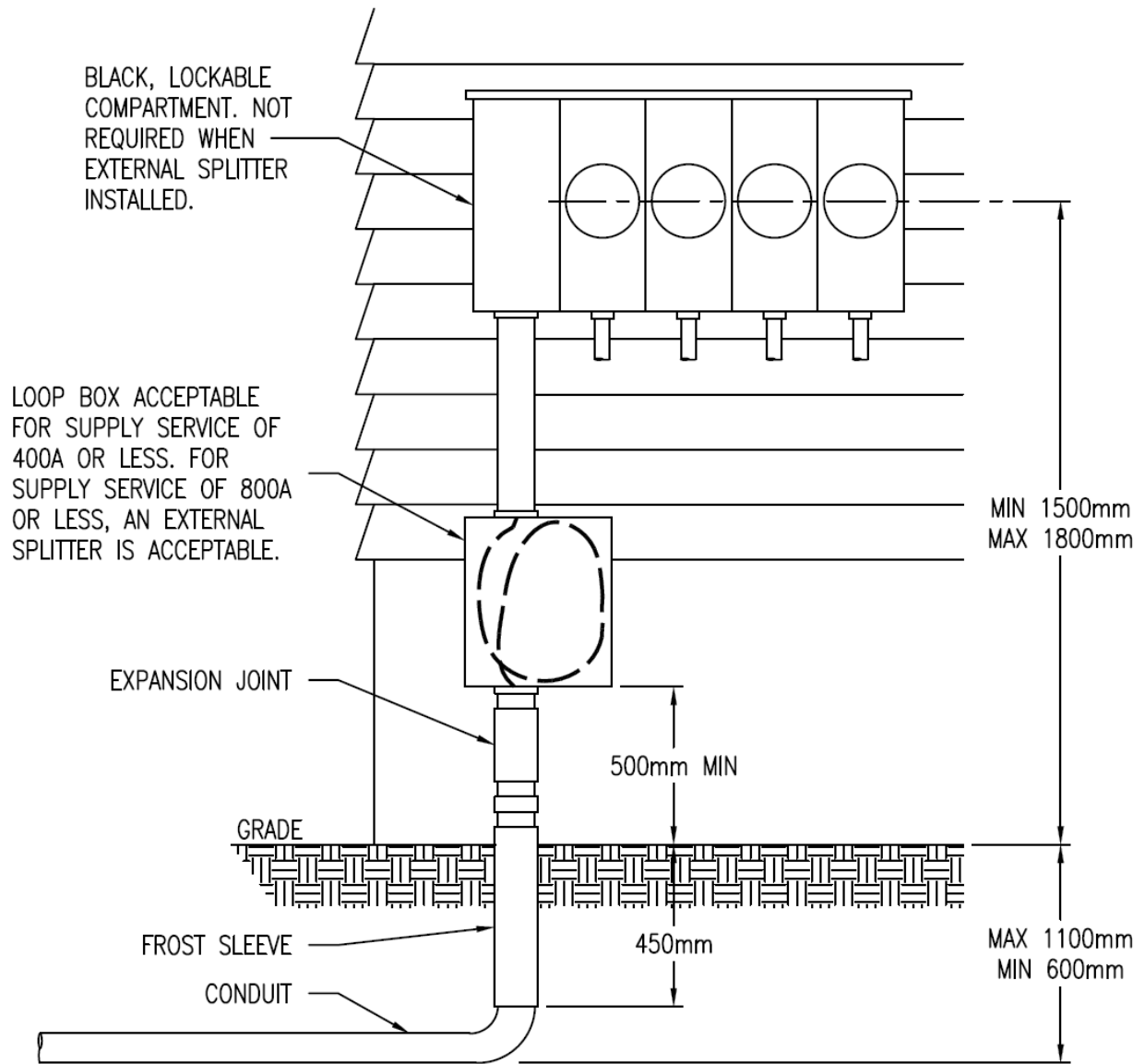
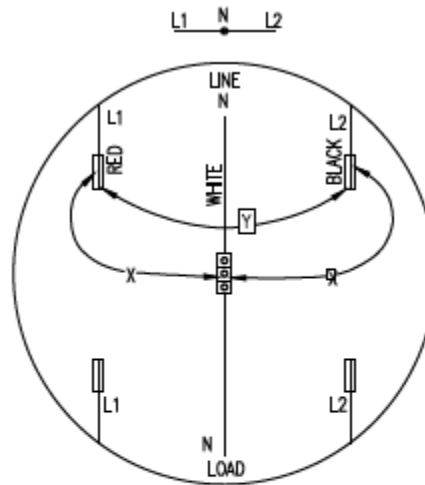
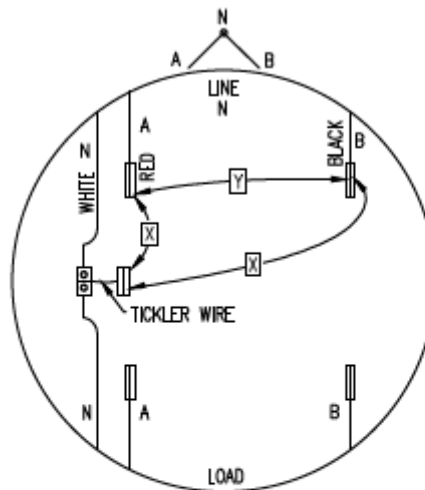


Figure 16: 4-Jaw Meter Socket



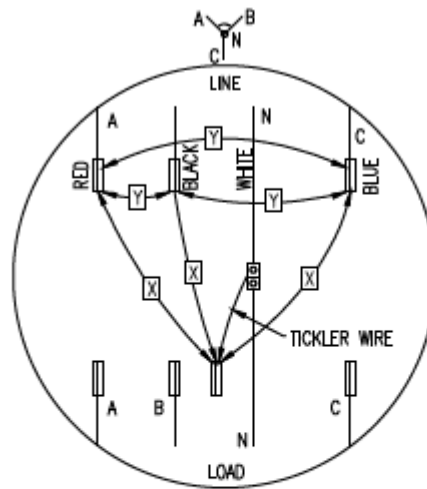
LINE VOLTAGE	MEASURED VOLTAGE	
	X	Y
120/240	120	240

Figure 17: 5-Jaw Meter Socket



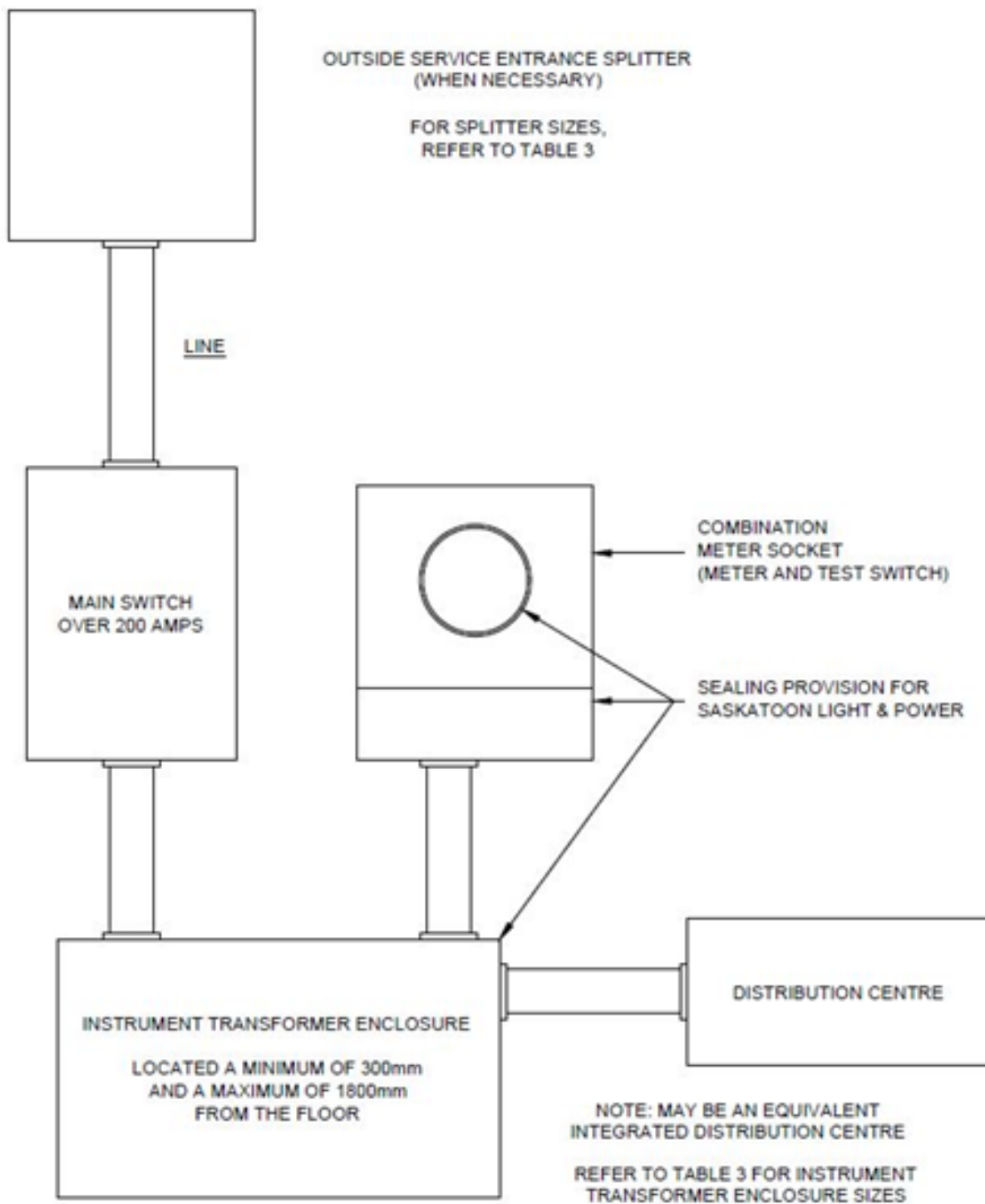
LINE VOLTAGE	MEASURED VOLTAGE	
	X	Y
120/208	120	208

Figure 18: 7-Jaw Meter Socket



LINE VOLTAGE	MEASURED VOLTAGE	
	X	Y
120/208	120	208
347/600	347	600

Figure 19: Instrument Transformer Meter Enclosure Layout



Tables

Table 1: Safe Limits of Approach

Phase-to-phase voltage of overhead power lines, kV	Safe limit of approach distance, m	
	For persons and equipment	Permanent structures
0.75 and below	3.0	1.0
4.16	3.0	2.0
15	3.0	2.0
25	3.0	2.0
138	4.6	6.1

Table 2: Separations of Electrical Equipment

Equipment	Description	Vertical separation, m	Horizontal separation, m
Overhead conductor	To public roadway or lane	5.5 (min)	N/A
	To residential driveway	4.0 (min)	N/A
	To ground normally accessible only by pedestrians	3.5 (min)	N/A
	To flat roof	2.5 (min)	N/A
	To peaked roof	1.0 (min)	N/A
	To windows, doors, or porches*	1.0 (min) (radially)	
	To pool equipment**	5.0 (min) (radially)	
	To trees	2.0 (min) (radially)	
Point of attachment of overhead conductor	To final grade	5.5 (max)	N/A
	To point of emergence of conductors from weatherhead**	0.15–0.30	0.6 (max)
	Between multiple points of attachment arranged horizontally	N/A	0.3 (min)
	Between multiple points of attachment arranged vertically	0.2 (min)	N/A
	To surface of roof (if attached above roof)	0.9 (min)	N/A
Conduit	To final grade, 50 mm conduit	0.6–1.0	N/A
	To final grade, 100 mm or 125 mm conduit, without boxpad	0.6–1.0	N/A
	To final grade, 100 mm or 125 mm conduit, with boxpad	1.0	N/A
	To gas line	N/A	0.6 (min)†
	To gas line crossing	0.3 (min)†	N/A
	To in-ground pool††	1.5 (min) (radially)	
Meter socket	Exterior surface to gas meter	1.0 (min) (radially)	
	Centreline to ground	1.5–1.8	N/A
	Front surface to nearest obstacle (working space length)	N/A	1.2 (min)
	Centreline to nearest obstacle at side (working space width)	N/A	0.25 (min)
	Ground to nearest obstacle above (working space height)	2.1 (min)	N/A
Loop box	Bottom surface to final grade	0.5 (min)	N/A
Frost sleeve	Bottom surface to final grade	0.45 (min)	N/A
	Top surface to final grade	0.15 (min)	N/A
Transformer	To gas meter	1.0 (min) (radially)	
	Front surface to nearest obstacle	N/A	3.0 (min)
	Side or rear surface to nearest obstacle	N/A	1.0 (min)
External splitter	To gas meter	1.0 (min) (radially)	
	Front surface to nearest obstacle	N/A	3.0 (min)
	Bottom surface to final grade	0.9 (max)	N/A
Instrument transformer	To nearest obstacle	0.005 (min) (radially)	
Junction box for meter comms‡	To final grade	1.6–1.8	N/A

* Only applicable when service conductors are not higher than windows, doors, or porches.

** See Figure 7.

† Contact SL&P for advice when these limits may be approached. Electrical conduit and gas lines may be buried in the same trench if separated by no less than 0.3 m of well-tamped backfill.

†† For conductors in conduit, the minimum separation is reduced to 1.0 m. See Figure 7.

‡ See Subsection 4.1.5.

Table 3: Underground/Network Service Hardware Requirements

Supply service voltage	Supply service amperage	Conduit quantity and size, mm	Minimum loop box size, height x width x depth, mm	Minimum splitter size, height x width x depth, mm	Minimum instrument transformer cabinet size, height x width x depth, mm
120/240	200	1 – 50	300 x 300 x 150	N/A	N/A
	300	1 – 100	400 x 400 x 200	N/A	N/A
	400	1 – 100	450 x 450 x 250*	750 x 750 x 250**	750 x 750 x 250**
	600	1 – 125	N/A	900 x 900 x 300	900 x 900 x 300
	800	2 – 125	N/A	1200 x 1200 x 300	900 x 900 x 300
120/208	200	2 – 100 [†]	550 x 450 x 300	N/A	N/A
	400-600	2 – 125 [†]	N/A	900 x 900 x 300	900 x 900 x 300
	800-1000	3 – 125 [†]	N/A	1200 x 1200 x 300	900 x 900 x 300
	1200-1400	4 – 125 [†]	N/A	1200 x 1200 x 300	900 x 900 x 300
	1600-1800	5 – 125 [†]	N/A	1500 x 1500 x 400	900 x 900 x 300
	2000	6 – 125 [†]	N/A	1500 x 1500 x 400	900 x 900 x 300
347/600	200	2 – 100 [†]	550 x 450 x 300	N/A	N/A
	400-600	2 – 125 [†]	N/A	900 x 900 x 300	900 x 900 x 300
	800-1000	3 – 125 [†]	N/A	1200 x 1200 x 300 [‡]	900 x 900 x 300
	1200-1400	4 – 125 [†]	N/A	1200 x 1200 x 300 [‡]	900 x 900 x 300
	1600-1800	5 – 125 [†]	N/A	1500 x 1500 x 400 [‡]	900 x 900 x 300
	2000	6 – 125 [†]	N/A	1500 x 1500 x 400 [‡]	900 x 900 x 300

* Applicable for multi-unit residential installs where all meters are 200 A rated.

** Applicable for installs with only one consumer service.

[†] Includes a spare conduit.

[‡] Network supply services of this amperage require a splitter with a minimum depth of 400 mm, do not require line-side lugs to be provided, and require drilled holes.

Table 4: Self-Contained Meters

Voltage	Phase	Wire	Connection	Socket	Figure
120/240	1	3		4 Jaw	Figure 16
120/208	2	3	Network	5 Jaw	Figure 17
120/208	3	4	Star (Y)	7 Jaw	Figure 18
347/600	3	4	Star (Y)	7 Jaw	Figure 18

Table 5: Instrument Transformer Meters

Voltage	Phase	Wire	Connection	Socket	Figure
120/240	1	3		5 Jaw	Figure 17
120/208	3	4	Star (Y)	13 Jaw	

Table 6: Voltage Variation Limits (For Supply Services ≤ 1000V)

Nominal system voltage, V	Service entrance voltage variation limits, V			
	Abnormal operation low limit	Normal operation range	Abnormal operation high limit	
Single-phase				
120	106	110	125	127
240	212	220	250	254
Three-phase 4-wire				
120	110	112	125	127
208	190	194	216	220
347	306	318	360	367
600	530	550	625	635
Three-phase 3-wire				
240	212	220	250	254

Revisions

Date	Version	Description
May 2015	4	Major revision – Renamed Customer Information Guide and revised format.
June 2015	5	Swimming Pools – Minimum separation of overhead and underground lines by a swimming pool.
January 2016	6	Note – Customers are not permitted to perform their own service disconnects. Commercial Connections – Customer must provide SL&P with shop drawings of the switchgear (if applicable) prior to servicing. Typical Service Installation Chart
March 2017	7	
January 2019	8	Major Revision – Format, clarification around service requirements, and special section for Infill Developments.
October 2019	9	Mast installation revisions.
February 2023	10	Major Revision – Format and clarifications throughout.
March 2024	11	Major Revision – Format and clarifications throughout. <ul style="list-style-type: none"> • Revised numerous clearances • Revised numerous administrative and/or operational procedures and descriptions • Revised Typical Underground Service Diagram • Added Pool Clearance Diagram in Overhead Residential Services • Added Underground Commercial & Industrial Connections > 200 A (Splitter General) Diagram • Revised Transformer Diagram and added SL&P pad mount equipment grounding rings/grid standard with related operational clearances • Added Temporary Service Diagram for Temporary Overhead Construction Service • Added Construction Standard Drawing for Residential Meter – Multiple Single Family Dwelling as Figure 14.
April 2025	12	Major Revisions <ul style="list-style-type: none"> • Added Table of Figures and Table of Tables. • Added Section 2 Definitions. • Rewrote service requirements to improve consistency, flexibility, and provide distinction between requirements of single-dwelling residential services, multiple-dwelling residential services, and non-residential services. • Moved all clearance requirements to Table 2. • Created Table 3, listing all hardware requirements (conduit size and quantity, minimum sizes of loop box/splitter/instrument transformer cabinet) for different services. • Moved all figures and tables to end of document. • Rules regarding multiple-position meter sockets (AKA meter troughs) were revised and clarified.
March 2026	13	Major Revisions: <ul style="list-style-type: none"> • Section 6 (Power) renamed to “Electrical Service Requests” • Section 6.1 (Connections) header removed. All associated content moved to Section 6. Content was rewritten to remove redundant statements, reduce number of paragraphs.

		<ul style="list-style-type: none"> • Section 6.2 (Service Request Process) renamed to "Process". Content updated. Step 3 of the process removed with content moved to Step 1. • Section 6.3 (Infill Development) header removed. Content providing background info on infills removed. • Section 6.4 (Single Dwelling Residential Services), Section 6.5 (Multiple Dwelling Residential Services), and Section 6.6 (General Services) merged into one section. • Moved Section 1 General Information to new Preface section. • Removed number from Contact Information section and from Definitions section, leaving Core Services as Section 1. • Removed Service Area section. • Removed Figure 13 (Overhead Temporary Construction Service) until a new design is created that meets code requirements. • Removed references to sections/figures/tables/page numbers. • Updated Table 2 with additional separations for different conduit sizes and whether a boxpad is involved.
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