

### Re: Storm Management: After-Hours Connections & Repairs

Extreme weather and winter storms in Ontario can damage overhead lines and customer-owned equipment, leading to outages and urgent repairs. As a Licensed Electrical Contractor (LEC), you may be called after hours to restore service or temporarily power a site (e.g., using a generator). **No service or temporary supply may be energized without ESA authorization.** Follow the steps below when responding after hours.

#### Step 1: Call ESA to Begin the After-Hours Process

Start by contacting ESA's after-hours line at **1-877-ESA-SAFE**. The Customer Service Centre (CSC) will gather the details needed to dispatch an **On-Call Inspector (OCI)**, including:

- LEC company name and on-site representative
- Work status and equipment involved
- Site address and Local Distribution Company (LDC)
- Repair or temporary power details (generator sizes, connections, etc.)

#### Step 2: OCI Determines the Inspection Method

Each ESA region has an OCI available after hours. Based on risk factors (Risk-Based Oversight data, work type, public exposure), the OCI will determine the appropriate inspection method: in-person site visit, virtual inspection (video call) or photo review.

No repair or generator may be energized until the OCI approves the inspection method and associated fees.

#### Step 3: Inspection and Authorization to Energize

If a site visit is required, the LEC and OCI will confirm a meeting time. If a physical visit is not required, the OCI may schedule a virtual inspection and/or accept photos of the completed repair. Once compliance is confirmed, the OCI will contact the LDC or generator operator to authorize energization.

#### Step 4: Next Business Day Follow-Up

The ESA's CSC will contact the LEC on the next business day to file a formal Notification of Work (NOW), including applicable fees. The OCI's notes will also be added to the NOW. A local wiring inspector may later require a follow-up visit to close the NOW.

#### Field Examples:

Damaged Overhead Service Conduit



Repaired Overhead Service Conduit

