

Customer Owned High Voltage Letter

Distribution Company Awareness

The ESA approached the Utility Advisory Council to seek guidance on how a Distributor can identify property owners who owns high voltage substations and provide the information to ESA for the purpose of informing the customers of their legal maintenance obligations. Since there are concerns of releasing customer information to ESA, recommendation is for the Distributors to provide a common message to their customers who has existing high voltage equipment. The message informs the customer of their regulatory obligation under the Ontario Electrical Safety Code (OESC) to conduct regular maintenance and repairs of all operating equipment as per Rule 2-300.

The message aligns with the Distributors Conditions of Service which requires their customers who owns high voltage substations to maintain the electrical equipment to avoid affecting the distribution system.

The [attached](#) document will allow the Distributor to add their logo onto the document and to insert the customer information in order to send to the customer.

Recommendation

- inform staff who are responsible to work with customers who owns high voltage substations
- inform external staff of the letter when they observe customer owned high voltage stations requiring maintenance.



customer electrical
equipment letter 20.