

Q&A RECAP

Q1: When you say service, are you speaking of the yolk and meter box set up or street cut to install service at the main?

A: Service installation is speaking to the tap off of the main, which would potentially include a street cut depending on existing service, size of that service if any, and property development needs.

Q2: Does this include splitting meters?

A: Yes, this responsibility includes splitting a service in order to add a secondary meter for a property. Scenarios that would warrant this is a demolition – rebuild for a duplex or single family home with a secondary structure/dwelling unit that would require a secondary meter.

Q3: Will the process for new/large subdivisions stay the same?

A: Yes, large scale subdivisions will continue to follow the Utility plan requirements under the Commercial Site Plan process. This is also true for the application submittal to the Taps Office as well as meter installation process.

Q4: Under this new process will we be able to move taps away from trees?

A: Yes, just as is currently allowed, you will be able to abandon a tap and install a new tap in order to prevent current or future tree and critical root zone issues. This work would be called out in the tap plan to be completed.