



# Farm Customer Guide

January 2025

The line that connects us all

**FORTIS**  
ALBERTA

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# ABOUT US

FortisAlberta is the owner and operator of more than 60 per cent of Alberta's total electricity distribution network. Our focus is delivering safe and reliable electricity to more than half a million residential, farm and business Customers.

As the **line** that connects us all, FortisAlberta serves more than 240 communities with 131,000 kilometres of distribution power lines across Alberta.

For more information about FortisAlberta, visit [fortisalberta.com](http://fortisalberta.com).

## UNDERSTANDING ALBERTA'S ELECTRICAL INDUSTRY

FortisAlberta delivers power to homes, farms and businesses across rural Alberta, but we don't work alone. We are the first point of contact for you to connect your new electricity service; however, there are many contributors in the overall system who make sure the power is there when you need it. This is how FortisAlberta fits in.

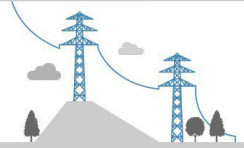


### Generator/power plants

Generators convert thermal, mechanical, chemical, or nuclear energy into electric energy. When energy leaves a power plant, it enters the electricity system at a substation. Since very high electric voltages are required to move electricity long distances, the substation located at the power plant increases the voltage.

### Transmission lines and poles

The energy then travels from the power plant through AltaLink's transmission lines to a substation located in an individual service area, such as your community or neighbourhood.



### Substations

Substations reduce the high transmission voltage to a lower level that is suitable for local distribution lines. The electricity is transferred to FortisAlberta's local distribution lines at this substation.

### Distribution lines and poles

Distribution lines carry the electricity to a transformer, a device located on a power pole, used for reducing voltage to a level that matches the level of your home.



Where We Work



### Power lines and meters

A power line carries electricity, in either underground or overhead lines, into the meter at your home, farm or business. A power line is either a transmission (high voltage) or distribution (low voltage) line.

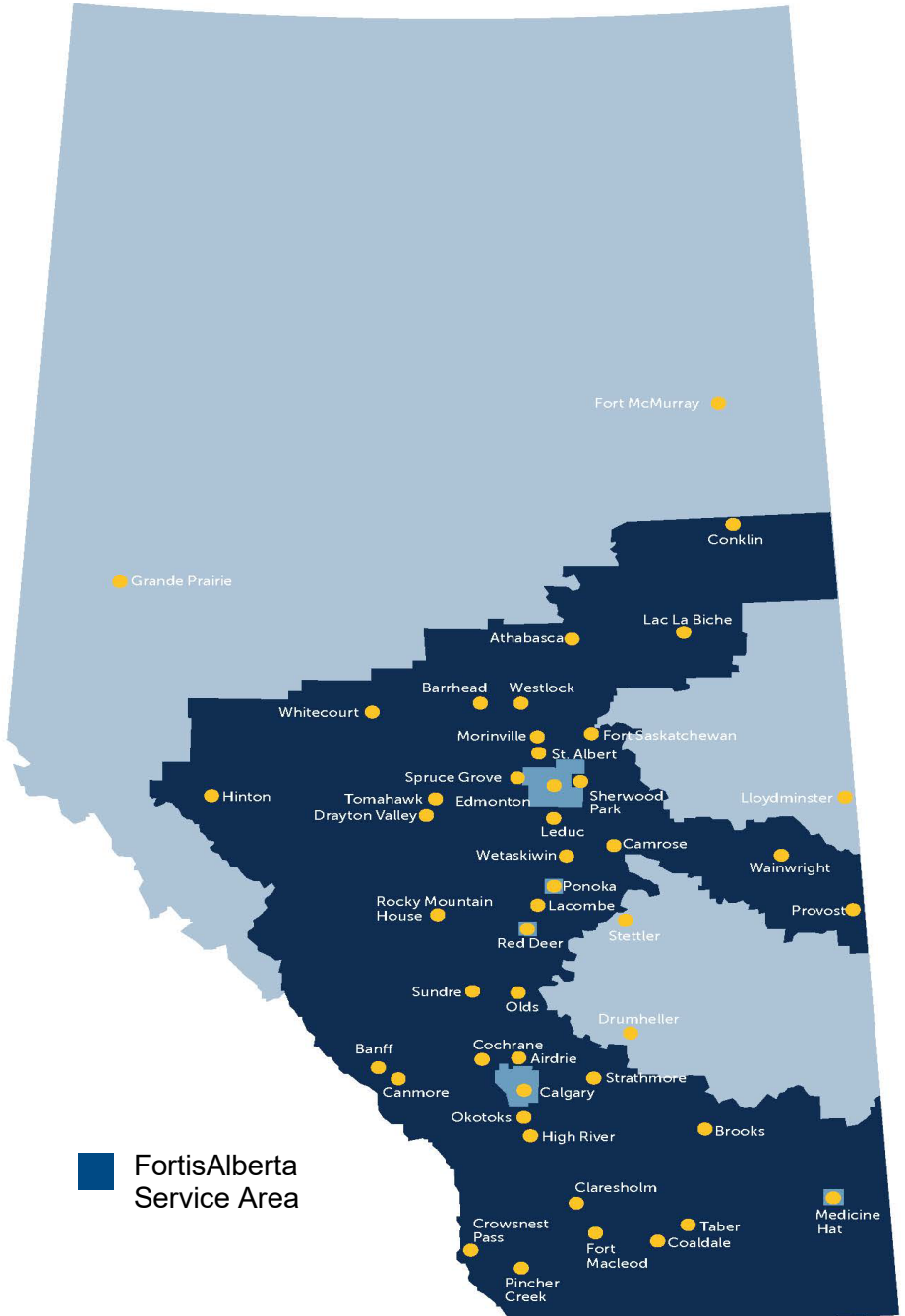
Where We Work

### Retailers

Many of your day-to-day dealings with Alberta's electrical industry are probably with your billing company. Billing companies are also known as retailers, and they're the people or companies that sell you your electrical energy.



# SERVICE AREA



 FortisAlberta Service Area

## DEREGULATION

Prior to the Alberta Electric Utilities Act (the Act), established in 1995, 90 per cent of Alberta's electricity industry was run by three privately owned utilities. A handful of municipalities in Alberta ran their own distribution systems.

The Act opened the door to a more level playing field in the market by creating a power pool. The belief was that Customers would benefit more from competition rather than regulation. Generation, transmission and distribution functions were separated, and wire operators were restructured, but remained regulated.

Amendments to the Act paved the way for a deregulated retail market. Starting in January 2001, Albertans could choose which retailer they wanted. Residential, farm, irrigation and small commercial Customers that do not want to enter into a contract with a retailer may be eligible to stay on the Rate of Last Resort (ROLR). The ROLR is based on the next month's projected market price.

FortisAlberta operates as a regulated electrical distribution utility, which means the Alberta Utilities Commission (AUC) oversees our operating and capital budgets.

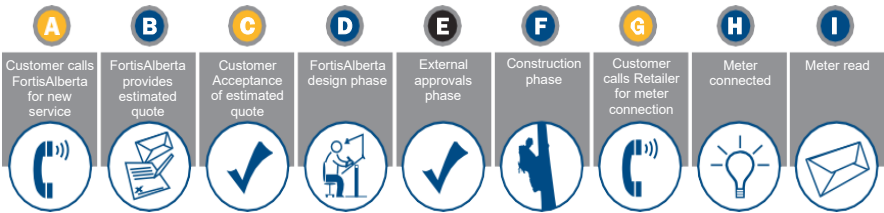


# CONNECTING YOUR NEW FARM SERVICE

If you live in FortisAlberta's service territory, we are your first contact when you need to establish a new electrical service. Call us at **310-WIRE** (9473) or 1-866-717-3113 for all new farm and residential connections including new site set-ups, construction of electrical facilities, upgrades of an existing service or if you have any questions about new electricity connections.

If you're simply reconnecting an existing service, then you only need to call your electricity retailer.

To ensure that the power is there for you when you need it, follow the steps below to connect a new service or change an existing service.



## A. Customer Request for Service

- » Call **310-WIRE** (9473) or 1-866-717-3113 or fill out the New/Upgraded Service Application Form at [fortisalberta.com](http://fortisalberta.com).

## B. Quote

- » FortisAlberta gathers Customer information.
- » Schedule an on-site meeting with a FortisAlberta representative, if required.
- » FortisAlberta estimates the cost of the new service and sends Customer a quote letter.

## C. Customer Acceptance

- » Customer reviews quote, approves and makes payment if required.

## D. Design

- » FortisAlberta assigns a Site ID number and forwards to Customer.
- » FortisAlberta completes the detailed design, requests approvals and orders materials.
- » Customer calls retailer with Site ID number for pre-enrolment.

## E. External Permits and Approvals

- » If required, external approvals are applied for (e.g., Forestry, Municipalities, Crown easements, Alberta Transport and railway crossings, etc.).

## F. Construction

- » FortisAlberta evaluates the impacts to other Customers.
- » FortisAlberta completes Alberta One-Call, material is delivered, crew is scheduled, and construction is completed.

## G. Customer Request for Meter Connect

- » Customer calls their retailer of choice with the following information:
- » Service information from quote letter (including civic address or legal land location),
- » Site ID, and
- » Billing information (name, mailing address, phone number, etc.).

## H. Meter Connected

- » FortisAlberta receives request to energize service from your retailer.
- » FortisAlberta service representative installs meter and energizes the service.

## I. Meter Reading

- » FortisAlberta reads the meter remotely each month.
- » Clear access to meters is required for maintenance purposes.
- » Meter reading data determines monthly distribution and transmission charges.



## **CONSTRUCTION GRANTS FOR NEW FARM SERVICES**

Government grants for new electrical service construction are available for applicants who meet the requirements for “farm status” and have a valid Alberta Farm Fuel Benefit (AFFB) Number. For FortisAlberta Customers, this will include applications for new Rate 22 Farm Services, Rate 41 Small General Services or Rate 26 Irrigation Services only, except where the new electric service is replacing an existing gas-operated service.

For more information on how to obtain an AFFB number, contact The Alberta Farm Fuel Benefit Program at 780-422-9167, or toll-free in Alberta at 310-0000. You may also visit their website at [www.alberta.ca/farm-fuel-and-rural-utility-programs](http://www.alberta.ca/farm-fuel-and-rural-utility-programs).

Upon requesting a quote about a new service from FortisAlberta, we will send you, if you are eligible, a Rural Electrification Grant Application along with your quote acceptance letter. You must return the signed quote letter along with full payment for the Customer Contribution portion of the cost prior to submitting the grant application form to the Alberta government department directly.

FortisAlberta will forward all supporting documentation to the AFREA – Alberta Federation of Rural Electrification Associations at the appropriate time, and once all approvals have been completed, you will be reimbursed directly by the government office.

For more information on the grant process and eligibility, contact the AFREA at 780-417-3396 or visit their website at [AFREA.ab.ca](http://AFREA.ab.ca).

## **CONTRIBUTION PROGRAM**

FortisAlberta’s Contribution Program is intended to offset Customers’ costs for new or upgraded electric distribution services. Many factors are taken into consideration when determining investment contribution. If the cost of constructing or establishing a Customer’s service is greater than FortisAlberta’s Maximum Investment Level, the Customer is obligated to pay a Customer Contribution toward the service.



The following is a list of services coupled with FortisAlberta’s Maximum Investment Levels for that type of service:

Type of Service	2025 Maximum Investment Levels (effective January 1, 2025)
Rate 11 (Residential)	\$3,100 per service
Rate 11 (Residential Development)	\$3,100 per service, less FortisAlberta’s costs of metering and final connection
Rate 21 & 22 (Farm), and Rate 23 (Grain Drying)	\$6,642 base investment, plus \$950 per kVA of Peak Demand
Rate 26 (Irrigation)	\$6,642 base investment, plus \$1,057 per kW of Peak Demand
Rate 31 (Street Lighting - Investment Option)	\$3,418 per fixture
Rate 38 (Yard Lighting)	\$945 per fixture
Rate 41 (Small General Service)	\$6,642 base investment, plus \$1,057 per kW of Peak Demand
Rate 45 (Oil and Gas Service)	\$6,642 base investment, plus \$1,057 per kW of Peak Demand  FortisAlberta invests as required per unmetered to metered service conversion program.
Rate 61 (General Service – 2 MW or less), and Rate 62 (Electric Vehicle Fast Charging Service)	\$6,642 base investment, plus \$1,057 per kW for the first 150 kW, plus \$132 for additional kW of Peak Demand
Rate 63 (Large General Service - over 2 MW)	\$119 per kW of Peak Demand, plus \$131 per metre of Customer Extension

## RATES EXPLAINED

FortisAlberta’s electric distribution rates are composed of two charges:

**Transmission Component** - This recovers the forecasted costs that the Alberta Electric System Operator (AESO) charges to FortisAlberta for transmission of electricity to the FortisAlberta distribution system.

**Distribution Component** - This recovers the costs for FortisAlberta to own, operate and maintain its distribution system to deliver electricity to the retailers’ end-use Customers.

To view FortisAlberta’s current electric distribution rates, options and riders, go to [fortisalberta.com](https://www.fortisalberta.com).

# FARM RATES



Farm services will fall into one of several specific rate categories. The distribution charge on your monthly bill will vary depending on the type of rate category that has been determined fits your particular farming operation. Below are examples of some of these farm services:

<b>Rate 22</b>	Farming operations that include a residence
<b>Rate 26</b>	Services for the primary purpose of irrigation during the irrigation season from April 1 to October 31
<b>Rural Electrification Association (REA)</b>	Available to Customers who are members of a Rural Electrification Association and to farmers who own their entire electric service extension
<b>Rate 41</b>	Farming operations that do not include a residence, including grain-drying services

Effective January 1, 2022, Rate 21 was closed for new farm services. All new farm services will be billed on Rate 22 based on their actual demand. Those Customers on Rate 21, and Customers who were previously billed as a breakered farm service by another wire owner but are now serviced by FortisAlberta, will continue to be billed on their breaker size until such time that changes are required, such as for load increases.

Breakers are available in 5kVA, 7.5kVA, 10kVA, 15kVA and 25kVA. However, at 10kVA and greater, the Customer will be billed on their actual demand and not the size of their breaker.

To see how these calculations are made, refer to our Rates, Options and Riders Schedules at [fortisalberta.com](http://fortisalberta.com) or call **310-WIRE** (9473) or 1-866-717-3113 and a Customer Service Representative will answer any questions you have.

### Is Your Breaker Constantly Tripping?

If you are using more demand than your breaker size, your breaker will trip and your power will go off. Power will resume once you decrease the power load and switch your breaker back on. If you continuously have this problem, you may need to upgrade your breaker to the appropriate level or install a demand meter. If you have any questions about upgrading your breaker or any other questions related to your service, please call us at **310-WIRE** (9473) or 1-866-717-3113.



### Before you reset your breaker...

- ✎ Look at the breaker box to ensure there is no noticeable damage
- ✎ The breaker switch will look like either a light switch below the meter or a ring at the bottom of the breaker box
- ✎ Do not stand directly in front of the breaker box when resetting the breaker. Always stand to the side with your head turned away
- ✎ If there is no apparent damage, flip the main breaker from the ON position to the OFF position and then back ON again
- ✎ If this does not restore your power, reset the main breaker switch in your home as well
- ✎ If resetting the breakers does not restore your power, call 310-WIRE to let us know about your power outage

# FARM SAFETY

Most electrical safety incidents occur on farms and ranches.

Follow these tips to stay safe:



Know the height of your equipment



Lower grain augers



Click before you dig



Watch for wires when pruning trees



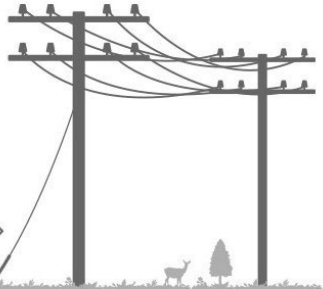
Pile haystacks, graineries and fuel tanks away from power lines



Call us before moving over-height loads like bins



Unsure?  
Stay seven metres away



View our Power Line Safety for farmers video at [fortisaberta.com/safety](http://fortisaberta.com/safety)

## Parked and Operating Equipment

When equipment like augers are parked and operating, you must maintain a distance of seven metres (23 feet) from the nearest overhead power line. This distance may be revised, but only after your electrical service provider has been contacted to confirm the voltage of the power line.



## High-Load Moves

If your equipment is over height, here's how you move it.



### Plan your route

Know your roads, and your clearance



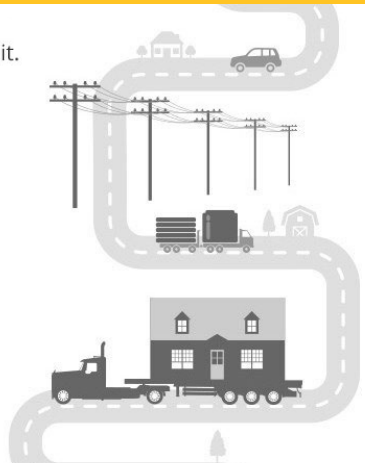
### Apply for a permit

Visit Alberta Infrastructure and Transportation at [www.travis.gov.ab.ca](http://www.travis.gov.ab.ca)



### Call us

Give us at least **seven days' notice** to meet your move request



## Underground Excavation

Underground excavation accounts for more than 20 per cent of power line contacts.

When doing any form of excavating, plan your work and ask yourself, “Where’s the Line?” This includes digging or driving posts into the ground.

As your first step, give Alberta One-Call at least two working days’ notice and they will coordinate with the utilities and locate and mark power lines free of charge. These markings are valid for 14 days. Call them at 1-800-242-3447 or visit their website at [utilityafety.ca](http://utilityafety.ca).

When using machinery to dig, a clearance distance of one metre (3.2 feet) must be maintained from any underground electrical cable. If you must work closer, contact your electrical service provider.

Know where the lines are in just a few clicks. Visit [www.albertaonecall.com](http://www.albertaonecall.com) to submit a locate request at least two working days before you dig.

### Work smart and work safe:



Meet **locators** at your site



Mark all **buried electrical equipment** on plans



Review **locate slips** before excavating



Post **warning signs** along the buried electrical equipment corridor



Plan location of **spoil piles**

## Avoiding Dangerous Scenarios

- » Stay away from downed power lines. Never approach or touch any wire with your hand or any other object, under any circumstance. If you notice a damaged facility, notify your electrical service provider and keep everyone at least 10 metres away from the area.
- » Never stack hay or pile grain near power lines. These can be inviting for kids who may climb too near to a power line.
- » Report broken, sagging or damaged electrical wires to your electrical service provider immediately.
- » Know the height of any new equipment you purchase. Current regulations state that anything higher than 4.15 metres (13.6 feet) in height, which will travel down a highway or public road, requires a permit from Alberta Transportation.
- » Under no circumstances should anyone but trained power line utility staff attempt to lift or measure power lines.



## Downed Power Lines Are Hazardous

You cannot tell if a downed power line is energized just by looking at it. Even if the line is not live one moment, automatic switching equipment may restore power to the line without warning. The protective covering on some power lines is not insulation; it only protects the line from the weather. It won't protect you from electrical contact.

### ***Keep away from any object that is in contact with a power line***

The electricity in a power line always seeks a path to the ground. This path might include a tree, a vehicle or a fence. These objects then become energized. If you touch the energized line or object, the electricity can flow through your body.

Once electricity reaches the ground, the ground itself becomes energized. The electricity then flows through the ground over a wide area, spreading out like ripples in a pool of water. With power lines of up to 60,000 volts, the voltage drops to zero at about 10 metres (33 feet). However, if the ground is wet, it will be more than 10 metres from the point of contact to the point will be energized.

## In the Event of a Contact

- » If possible, move the vehicle/machinery away to break contact with the power line (minimum 10 metres away).
- » If the vehicle/machinery cannot be moved, stay inside until emergency crews arrive. If anyone approaches the vehicle/machinery, open the window and call out. Tell them to keep away at least 10 metres and to call 9-1-1 for help.
- » If there is a fire and you must leave the vehicle/machinery, jump out with your feet together. Never touch the ground and the vehicle machinery at the same time. Move away slowly by keeping both feet close together and shuffling or bunny-hopping away slowly. Do this until you are at least 10 metres away from the vehicle/machinery.



## In the Event of an Accident

If your vehicle has been involved in an accident with an electrical pole or transformer (green box):



### Be cautious

Assume the vehicle and anything touching it is energized



### Do not move or exit

Stay inside until help arrives unless there is a fire



### In case of fire...

Jump free with both feet together

**⚠ Never contact the ground and your vehicle at the same time**

If someone receives an electrical shock:



### Do not touch them

If he or she is still in contact with electricity, they could shock you too

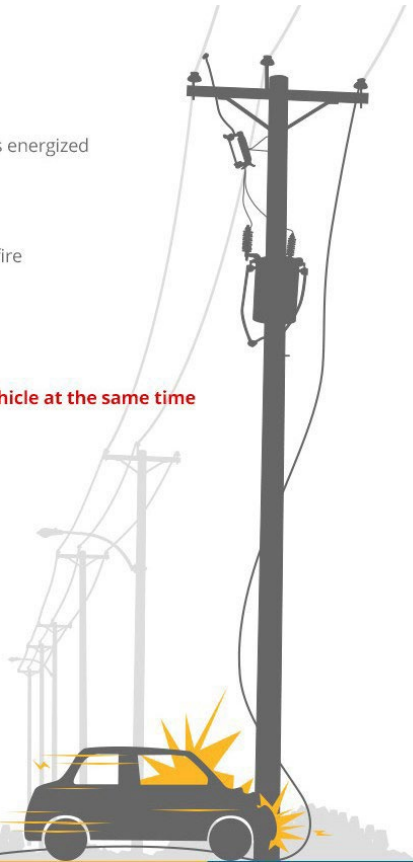


### Have someone call an ambulance

But make sure you or someone else stays with the victim



Stay 10 metres away



**Go to [fortisalberta.com](http://fortisalberta.com) and watch the Step and Touch Potential/Proper Vehicle Escape video to see exactly what to do in the event of a contact.**

## Outage Preparedness

Power outages can be caused by a variety of factors from inclement weather to birds or trees on the power lines. In some cases, an outage can simply be the result of a tripped breaker on your own home, farm or business.

### If the Lights Go Off

Determine whether it's a power outage or a problem with your breaker.

#### Locating your breaker box:

- » If your electrical meter is on an outside pole or pedestal, your breaker box will also be located there.
- » If your electrical meter is on your home, your main breaker is likely located inside your house.
- » There should be no need to open any part of FortisAlberta's equipment to access your breaker.

#### Breaker Box on Pole/Pedestal

The breaker will either...

- » Look like a slightly large light switch behind a protective cover.
- » Or will have a ring on the bottom of the breaker box which when pulled down means OFF and pushed up means ON.

Before you flip the switch...

- » Do not stand directly in front of the breaker box/meter when turning the breaker on. Always stand to the side with your head turned away.
- » If there is no apparent damage to the breaker box equipment, flip the main breaker from the 'ON' position to the 'OFF' position and then back 'ON' again.
- » If this does not restore power, reset the main breaker switch in your home as well.

**Customer safety is extremely important to FortisAlberta.**

**Switching recommendations are made based on safety procedures followed by our power line technicians and we would like our customers to practice the same safety procedures.**

## Breaker Box inside Your Home

Reach for your flashlight and check your main electric panel. A quick inspection can help determine whether one or more breaker switches may be turned 'OFF.' Simply moving any tripped switches to the 'OFF' position and then to the 'ON' position can restore power.

Important: The main breaker switch will be readily accessible — do not attempt to unlock or pry open any equipment in your attempt to reset the breaker. If you have any difficulty locating the breaker switch, please call FortisAlberta and we will provide guidance.

If resetting your breaker(s) does not restore power, call FortisAlberta at **310-WIRE** (9473) or 1-866-717-3113 and we will dispatch a trouble order to have the next available Power Line Technician investigate.

## Emergency Preparedness Tips

You should be prepared to take care of yourself and your family for a minimum of 72 hours. If a disaster happens in your community, it may take emergency workers some time to get to you as they help those in need first.

### Outage supplies:



**Bottled water**  
at least 12 litres per person to last three days



**Three day supply of non-perishable food**



**Non-electric can opener**



**First aid kit**



**Extra prescription medications**



**Special needs items**  
for infants, elderly and disabled family members



**Lantern, flashlight**



**Battery-operated radio**



**Batteries**



**Backup portable charger** for cell phone



**Alternate heat sources**  
extra warm clothing and blankets, safe candles, extra wood for a fireplace



**Cooler or ice chest** to store ice



**Cash and credit cards**

## Outage Tips

### Are you prepared for a power outage?

Follow these tips when the electricity is off to stay safe and warm.



Unplug or turn off all appliances to protect them in the event of a surge, and for your own safety



Head to the warmest point: your basement. It will draw heat from the subsoil as the rest of your home cools



Keep doors and blinds closed to keep heat in



Keep flashlights, batteries, candles and matches on-hand



Use your mobile phone to check our Outage Map: [FortisAlberta.com/OutageMap](https://FortisAlberta.com/OutageMap)

You can report your outage online, by phone at **310-WIRE (9473)** or **1-866-717-3113**, or on our **mobile app** for iOS and Android

Follow us on **Twitter** (@FortisAlberta) and **Facebook** (FortisAlberta) for updates



Gather **extra blankets** and **warm clothes**, just in case



Make sure you know how to **manually operate your garage door**



Prevent carbon monoxide poisoning by **not using outdoor appliances indoors**



If you have a farm, consider keeping a stand-by or **portable generator** on hand



Use a **wood burning or gas fireplace** to stay warm



Keep a supply of **water** and **non-perishable food**

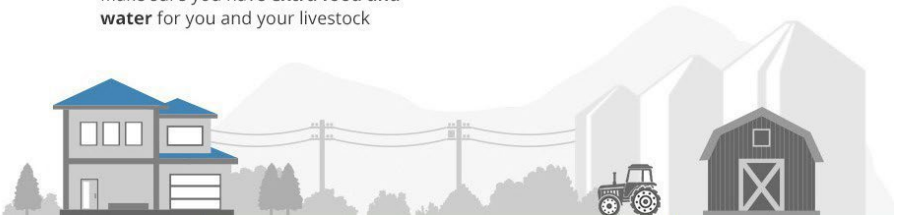


Keep **barn doors closed** and **open window slightly** for ventilation



Keep the **fridge** and **freezer door closed**

Make sure you have **extra food and water** for you and your livestock



## Cold Weather Tips

- » Gather family members in a room with a fireplace or other safe source of heat.
- » Dress like you dress for winter, in layers.
- » Close blinds or drapes and avoid opening doors to keep heat from escaping. Fireplaces with adequate ventilation can keep your home warm during an outage. Outdoor barbecues, kerosene heaters and camping heaters should never be used indoors because they emit carbon monoxide.
- » Most furnaces will not operate without power to run the fan. However, the pilot light will remain on, and the furnace will resume operation as soon as power is restored.
- » Most new gas fireplace models will function without power. Their fans won't work, but most throw off enough radiant heat to make a difference.
- » If the whole house cools down to match the outdoor temperature, your basement will become the warmest point. This is because it actually begins drawing heat from the subsoil.

## Protect Your Plumbing

- » Water in pipes or toilet bowls may freeze during a long cold-weather power outage.
- » Your house will cool from the top down. This means that toilets and plumbing on upper floors are more vulnerable. If the outage is going to be a shorter one, leave a tap dripping slowly to keep water moving in the system.
- » If you are advised it will be a long outage, consider turning off your main water tap. Open all taps and flush toilets to clear water out of the system and put RV-type antifreeze in the toilet and sink traps (Fill containers first with water for household use).

## Farm-specific Tips

- » Keep your electrician's phone number handy for any problems with your electrical power box and standby power systems.
- » If you have must-run operations, you should consider a stand-by or portable generator (see Portable Generator Safety on page 23).
- » Ventilation and heat retention are essential to protecting your livestock. For operations with small numbers of livestock, keep barn doors closed to retain heat and open a window slightly, to get some air exchange.
- » A warming area can be made with straw bales and a plastic tarp to keep out drafts for younger livestock.
- » Ensure livestock is kept in a relatively draft-free area.
- » Ensure extra feed and water are available.
- » Remember that you may lose the ability to grind or mix feed or pump water when there is no power.
- » Smaller operations can provide a reservoir of water by placing stock tanks or barrels in the barn on straw or shavings to insulate the bottom. Cover the sides and top with bales of straw. This reservoir will reduce unnecessary stress on both you and your livestock during the outage.
- » Each type of farm animal has unique needs during a power outage. Be prepared to minimize the stress on the animals.
- » Make sure the standby emergency generator has adequate capacity to run milking machines and ventilation fans.

**Visit Canada's emergency preparedness website at [getprepared.gc.ca](http://getprepared.gc.ca) for more information on how to prepare you and your family for emergency situations.**



## Portable Generator Safety

Home generators can be useful during a power outage, but they can also be very dangerous if they are not used properly. Always follow all manufacturers' instructions and contact a qualified electrician or electrical inspector if you have questions.

### Prevent carbon monoxide poisoning

Carbon monoxide (CO) is a colorless, odourless gas in the engine exhaust. You may not smell the exhaust but could still be exposed to CO.

Never use a portable generator indoors, including inside a garage or other enclosed or partially enclosed area. Only operate portable generators outdoors and at a location where the exhaust cannot enter into your home or other buildings through doors or windows.

If you start to experience dizziness, nausea, headache or fatigue while using a generator, get to fresh air immediately and seek medical attention.

Use a battery-operated CO detector at home. This is also advisable for homes that have a natural gas fired forced air heating system.

### Prevent electric shock and electrocution

Serious accidents or fires can result when a home generator is improperly connected. Generators that are not isolated can feed back into the electrical grid and possibly electrocute anyone coming into contact with them.

You are not permitted to connect a home portable or stationary generator directly to a house wiring system unless you have the properly installed CSA-approved transfer switch. An electrical permit is required for the installation and the transfer switch and generator must be inspected and approved by the local electrical inspector. For more information on the correct way to connect your generator and to obtain a permit, please call your electrical contractor or the electrical inspector in your area.

## **Protect Your Plumbing**

- » Plug appliances directly into the generator or use a properly sized CSA-approved three-pronged extension cord in good condition.
- » Use a Ground Fault Circuit Interrupter (GFCI) portable extension cord if using the portable generator to power electrical tools for outdoor use.
- » Keep the generator dry and protected from rain and snow.
- » Ensure the generator is sized properly to supply the required electrical load.
- » Prevent fire. Improper fuel handling and improperly installed or overheated generators are fire hazards.
- » Do not store fuel in the home. Fuels should be stored in properly labelled and vented fuel storage containers in a well-ventilated building or storage shed away from living areas.
- » Shut down the generator and allow it to cool before refuelling.
- » Do not overload the generator.

## **Lightning Safety**

- » Remain indoors if possible.
- » Keep away from doors, windows, fireplaces, and anything that will conduct electricity such as radiators, stoves, sinks and metal pipes.
- » Only use battery-operated appliances. Don't handle electrical equipment or telephones. Cell phones are the safest method of communication.
- » If caught outdoors, take shelter when you can count 30 seconds or less between lightning and thunder. Remain sheltered for 30 minutes after you hear the last clap of thunder.



- » Stay away from tall objects like trees, hilltops and poles. Seek shelter in low-lying areas like valleys and ditches but be aware of flooding.
- » Stay away from water. Don't go boating or swimming or stand in puddles.
- » Stay away from objects that conduct electricity like vehicles, equipment, metal fences, etc.
- » Avoid being the highest point in an open area. Do not hold a golf club, fishing rod or umbrella.
- » You are safe inside a car but don't park under trees or power lines, as they could come down during a severe storm.

## Space Heating Safety

- » If using a space heater to warm a room, ensure it is placed at least three feet away from curtains and other combustible materials.
- » Do not use extension cords with space heaters unless absolutely necessary.
- » Inspect the heater's cord periodically to look for frayed wire or damaged insulation. Do not use a space heater with a damaged cord.
- » Heaters should be placed on a flat, level surface.
- » Do not place heaters on furniture since they may fall and become damaged.
- » Do not use space heaters in rooms where children are unsupervised.
- » Children may stick their fingers or other objects through the protective guards, causing burns or shock.

## Cattle Guards

Cattle or other livestock rubbing against poles or guy wires is a potential safety risk and can cause unnecessary damage to equipment.

If you are concerned about your animals rubbing up against FortisAlberta equipment, call us at **310-WIRE** (9473) or 1-866-717-3113 to schedule an appointment for one of our technicians to install a cattle guard.

## RELIABILITY

FortisAlberta is committed to providing safe and reliable electricity for our Customers. We have a very hardy system designed for Alberta's climate, and we are continuously making improvements for greater reliability.



Some of the initiatives FortisAlberta undertakes to improve reliability include:

**Hot-line Work** – whenever possible, maintenance is performed on live wires to minimize the disruption of power to our Customers.

**Substation Projects** – building new substations or expanding existing ones in order to accommodate the increased system load.

**Preventive Maintenance Programs** – capital maintenance needs are identified during line inspections and technical reviews. This maintenance includes numerous small projects such as bird-proofing, grounds and protection devices, vegetation management, etc.

**Pole Management Program** – replacing deteriorated 1950s vintage poles and extending the service life of other poles.

**Distribution Capacity Projects** – these projects ensure that the distribution system operates reliably within the engineering criteria.

**Feeder Performance Improvements** – upgrading distribution lines to improve reliability.

Distribution System Improvement Projects – these projects ensure appropriate redundancy is engineered into the distribution system.

Pre-planned Outages – FortisAlberta will continue to emphasize the use of live-line techniques to reduce pre-arranged outages.

## COMMUNITY INVESTMENT

### In Your Community

#### Our Community Investment Program

FortisAlberta’s community investment program is based on the recognition that our organization’s success depends on the well-being of the communities in which we operate, and where our employees live and work.

Through donations and the personal involvement of our employees, our vision is to empower communities by contributing to organizations who offer programs and services that align with FortisAlberta’s business priorities: safety, education, the environment and wellness.

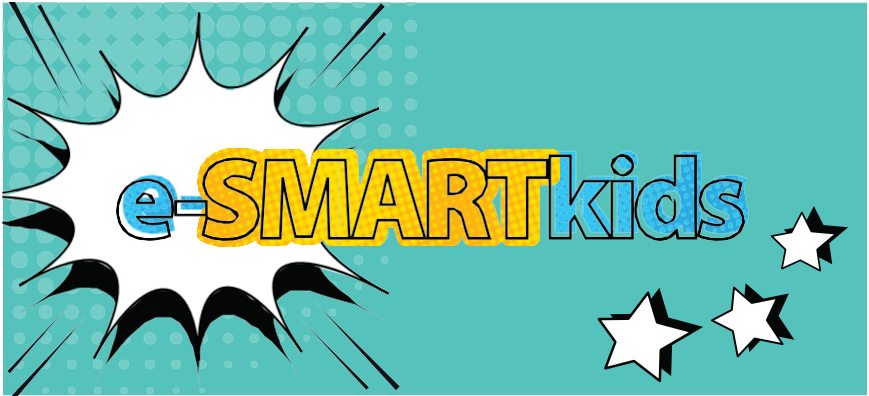
### Partners and Programs

#### Safety

**STARS** - FortisAlberta is a proud supporter of the Shock Trauma Air Rescue Society (STARS) Human Patient Simulator Program. Since 2002, we’ve supported the Human Patient Simulator Program with a multiyear donation. As a key partner in the program, we are taking emergency medical training to the doorstep of medical professionals in our service areas, ensuring our employees and the public have access to expert emergency care. The program travels the province in a retrofitted motor home equipped with a Human Patient Simulator (HPS). The HPS is a complex mannequin that closely simulates the human body’s functions, providing an opportunity for medical professionals across Alberta to practice emergency procedures in their communities.



**Community Rodeos** - FortisAlberta supports Emergency Medical Services (EMS) and on-site ambulances for more than 35 rodeos each season to keep our cowboys and cowgirls safe. We ensure that participants in Alberta's popular rodeos, from Wainwright and Boyle to High River and Nanton, have access to help when they need it.



**Resources for Kids** - FortisAlberta has developed online educational resources for kids on our website under the 'Safety' section called, e-SMARTkids. The resources offer fun games, videos, activities and lessons in the areas of electrical safety, energy efficiency and sustainability. You can also order booklets to have mailed to you. Visit the site at [fortisalberta.com](http://fortisalberta.com).

## Education

**Alberta 4-H Foundation** - A non-profit organization whose vision is to develop leadership, communication, technical and life skills of members and leaders to strengthen communities. Their motto is "learn to do by doing." FortisAlberta supports 4-H Alberta Provincial Programs and directly funds 4-H Alberta Clubs in FortisAlberta's service area.



**CAREERS: The Next Generation** - FortisAlberta supports the Registered Apprenticeship Program (RAP) through CAREERS. RAP allows high school students to earn credits toward an apprenticeship program and a high school diploma at the same time. We continue to place the maximum allowable number of RAP students with jobs across Alberta. It is a perfect opportunity for us to seek future power line technicians!

**Lethbridge College** - With a shared commitment of supporting Indigenous students, FortisAlberta has partnered with Lethbridge College to create the FortisAlberta Indigenous Award. This award provides 20 Indigenous students with bursaries to continue their education at Lethbridge College.

**Olds College** - FortisAlberta has formed a partnership with Olds College to develop and model best practices in farm safety and help educate others.

## Environment

FortisAlberta is committed to providing electrical service to its Customers in an environmentally responsible manner. In fulfilling this commitment, the Company will incorporate environmental issues into decision-making to meet present needs without compromising future generations.



## Environmental Partners and Programs

**Alberta Birds of Prey Centre** - Since our partnership in 2006 the Centre has made many significant site improvements such as the Flying Field, Eagle Atrium, Hawk Walk and Owl Amphitheatre. Our support has translated into increasing and enhancing contributions to wildlife conservation across Alberta.



**Community Naturalization and Tree Planting Grants** - These grants support communities in our service territory in their efforts to develop or improve environmentally friendly programs and facilities. Examples of initiatives include tree planting, improving park areas and trail systems, starting a recycling program and adding green spaces.

**Alberta EcoTrust** - This initiative provides financial and capacity-building support to groups undertaking environmental initiatives in the province of Alberta.

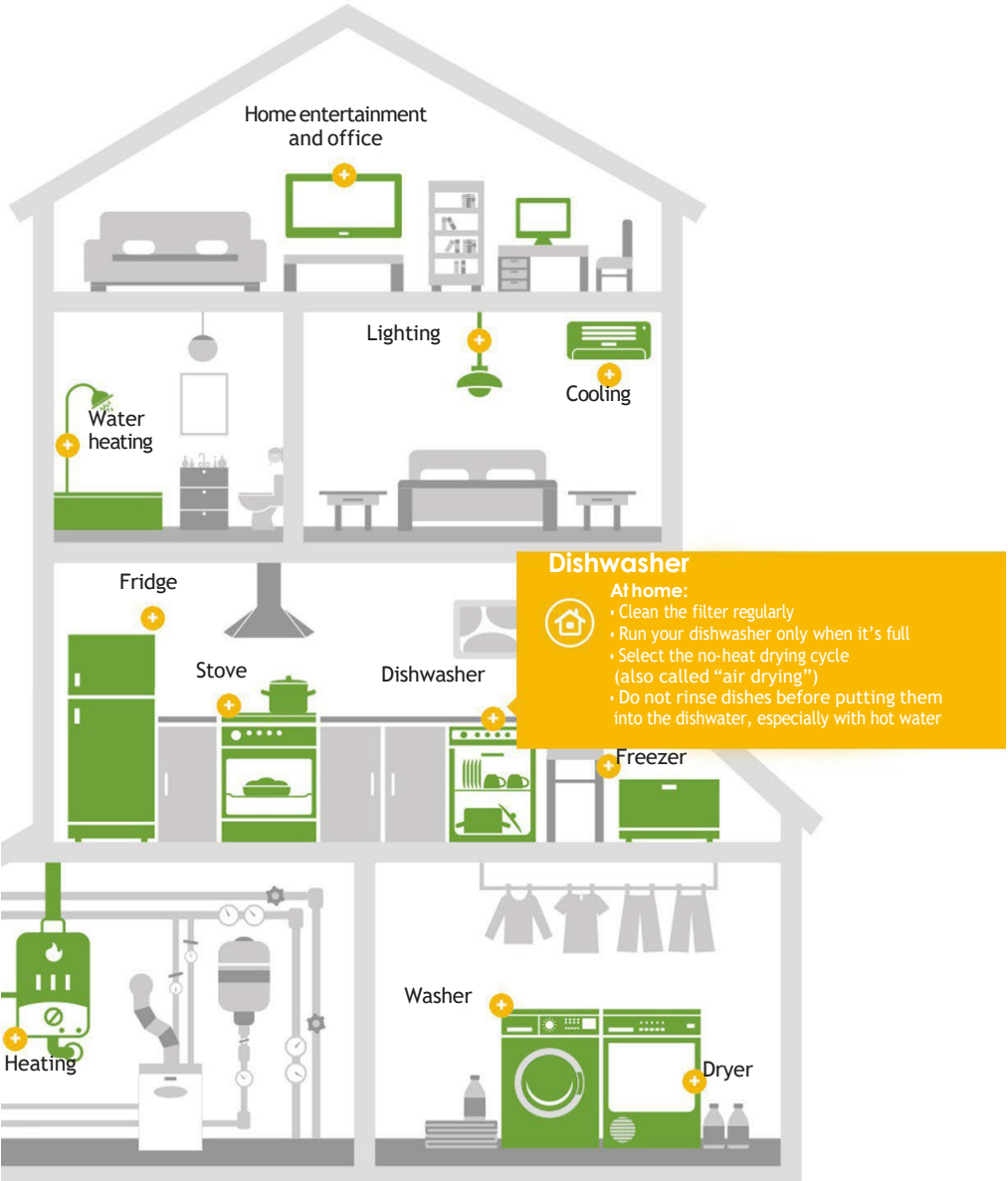
**GreenUp Grants** - These grants are awarded to schools in our service area to create or enhance an environmental initiative at their school.

**Wellness** - Each year FortisAlberta supports many local food banks in our service area as well as various community health foundations.

# ENERGY EFFICIENCY

FortisAlberta wants to help the Customers in the communities we serve by providing the tools to learn about electricity usage and energy conservation.

For more tips and information, visit [FortisAlberta.com/saveenergy](http://FortisAlberta.com/saveenergy) .



## Energy Efficiency Resources

FortisAlberta offers Customers energy efficiency tools and resources on our website. Please visit [fortisalberta.com](http://fortisalberta.com) to access the following:

**Do-It-Yourself Home Assessment** - use this checklist to walk through your home and make simple changes to help you start saving money now.

**Save Energy Grants** - range in value from \$1,000 to \$5,000 and are available to municipalities, schools and community organizations within our service area. Our Save Energy Grants program is designed to assist with energy efficiency projects such as LED retrofit and the purchase of high-efficiency appliances.

**Save Energy Tips** - energy saving suggestions to help you save energy at home.

## External Resources and Rebates

To learn more about energy efficiency initiatives in Alberta, visit [alberta.ca](http://alberta.ca).

For information about federal energy savings programs, rebates, tax incentives and energy audits, visit the Government of Canada's ecoACTION website at [ecoaction.gc.ca](http://ecoaction.gc.ca).

## METERING



The electrical meter on your home, farm or business is equipped with a proven technology that enables FortisAlberta to read it remotely instead of physically coming onto your property to read it. Your meter is wired to and sends reads containing your total electricity consumption directly through the existing power lines once per day.



Twice per month, your total electricity consumption is sent to your retailer who sends you your bill.

## VEGETATION MANAGEMENT

### FortisAlberta Vegetation Management Practices

Trees are important to the environment. They can also be a challenge in providing safe, reliable electrical service which is why we maintain a three-metre clearance for public safety. Sometimes it is necessary to trim or remove those trees that are too close.

#### How will the trees be trimmed?

Our trimmers are trained in proper pruning techniques and do their best to redirect growth away from the power lines while attempting to protect the health of the tree. Sometimes large trees growing close to power lines must be pruned so severely that it becomes necessary to take the tree down.



## Public Safety and Trees

During storms, trees often fall onto power lines tearing down the entire line and breaking poles. A tree or branch can even start a fire if it contacts a power line.

If you come across a downed power line, try to secure the area until we arrive. Please call us immediately.

Because trees are full of sap, they are good conductors of electricity. Children can be electrocuted if they climb or touch a tree limb that is too close to a power line.

### Don't Prune Trees Yourself

Trimming trees around power lines should only be done by trained professionals.

Homeowners are responsible for the maintenance of trees or vegetation on private property affecting the secondary power lines. If you need to schedule a time to have your power temporarily disconnected in order to have maintenance done, please call **310-WIRE** (9473) or 1-866-717-3113.

### Proper Planting is the Key

Sometimes our crews must make the difficult choice to severely prune or even remove a tree. All too often, this can be prevented by planting the tree a metre further away.

With proper planning, you can have a variety of beautiful trees without having to worry about them conflicting with power lines in the future. When planting trees, remember the following:

- » Avoid planting trees near a power line.
- » Visualize the tree at its full-size height and width when preparing to plant.
- » Plant large growing trees in an area where they will maintain a safe distance from the power line when fully grown and be sure to allow for wind sway.
- » Avoid planting trees near underground power lines.

## CONTACT INFORMATION

### **FortisAlberta**

**310-WIRE** (9473) or 1-866-717-3113

[fortisalberta.com](http://fortisalberta.com)

### **Emergency Services**

9-1-1

### **High-Load Move Permits:**

#### **Government of Alberta - Transportation Online Services**

1-800-662-7138 or [https://eservices.alberta.ca/oversize-and-](https://eservices.alberta.ca/oversize-and-overweight-permits.html)

[overweight-permits.html](https://eservices.alberta.ca/oversize-and-overweight-permits.html)

### **Underground Line Locating:**

#### **Alberta One-Call, operating as Utility Safety Partners**

1-800-242-3447 or <https://utilitysafety.ca/>

### **Utilities Consumer Advocate**

For a list of competitive retailers, visit <https://ucahelps.alberta.ca/>

or call 310-4822 (outside of Alberta call: 780-644-5130)

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**310-WIRE (9473)**  
fortisalberta.com

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