

## General Services – Timeline for Connection

### Submission of Preliminary Design Information

Receipt of the completed [Customer Information for Service](#) form by the customer along with a site servicing plan suitable to Horizon Utilities will allow Horizon Utilities to perform an economic evaluation of the service and forward an offer to connect. ***Please allow up to three weeks to receive the offer.*** The offer will be valid for six months.

### Capital Cost Recovery Agreement

The customer will be required to enter into a Capital Cost Recovery Agreement (CCRA) with Horizon Utilities. Horizon Utilities will forward the Capital Cost Recovery Agreement upon the customer's written acceptance of this Offer to Connect. ***Please allow one week to receive the agreement.***

### Delivery of Long-Lead Materials

The customer is required to execute the CCRA at ***minimum four months before the requested in-service date*** in order to allow for the procurement of long-lead materials specific to the project. Execution of the CCRA includes payment of the Capital Contribution and/or Expansion Deposit in full. Long-lead materials will be ordered on the date of execution.

Please note that there is a minimum of ***16 weeks'*** lead time for transformer delivery from the date of execution of the Capital Cost Recovery Agreement.

### Service Energization

Horizon Utilities will require a minimum of (ten)10 business days after the following items have been completed to energize the service:

- The customer has executed the Capital Cost Recovery Agreement, and payment of the initial Capital Contribution, Expansion Deposit and other amounts specified have been received by our Customer Connections Department.
- The customer has set up a power account and any energy deposit (if required) has been provided to our Customer Connections Department. For further information and details, please contact our Customer Connections Department at 905-317-4575.
- Horizon Utilities has inspected and passed the customer's duct structure, pad foundation complete with grounding and metering installation.
- Electrical Safety Authority connection authorization has been received by our Customer Connections Department.

For more information regarding General Services, please contact us at [connections@horizonutilities.com](mailto:connections@horizonutilities.com)