

NEW METER CONNECTIVITY CHECK FOR MULTIPLE COMMERCIAL AND RESIDENTIAL SERVICES



Effective December 2004, ENMAX Power will require that a meter connectivity check be completed for multiple unit sites when the site is ready to be energized and before meters will be installed. This check is required for multiple commercial and residential sites. New connections between the meter base and the individual unit (i.e., apt. unit) are checked for correct wiring.

The purpose of this change is to ensure that the meter is measuring consumption to the unit indicated on the meter socket and our records. This check will reduce instances of incorrect billing and disconnection of the wrong unit. The meter connectivity check involves confirming that:

- 1.** The City of Calgary electrical inspection has been completed and that the inspection sticker is on the electrical equipment.
- 2.** The unit address is permanently and indelibly marked on the sub-service disconnect panel for the unit and also on the meter base.
- 3.** The connections are correct according to the permanent marking and our records (i.e., Meter A is connected to Unit A).

Sites with four units or less- A connectivity check will be done with no change to current procedures.

Sites with more than four units

- Revenue Metering staff may contact the site electrician, and will conduct the connectivity check.
- The electrician may arrange to have the building owner or manager on site to witness the test and sign off when the units have been verified and identified.
- The verification crew will install a label indicating the date and initials of the inspecting crew Leadhand.
- If the connections are correct, the inspecting crew will install or arrange to install the meters.
- If the connections are incorrect and the site is not ready, the meters will not be installed until the necessary corrections or identifications have been made. The electrician must then contact Revenue Metering to arrange another visit.

There is **no charge** to the customer for the meter connectivity check on the **FIRST** visit. ENMAX Power will cover the initial visit cost as part of our goal to deliver quality service to our customers. If the site is checked and judged to be not ready for meters, service charges for additional trips may apply. If you have any questions, please contact Revenue Metering at (403) 514-2807.