



The Yukon Electrical Company Limited
An ATCO Company

Yukon Electrical is the electrical distribution company for the following Yukon Communities:

Beaver Creek, Carcross, Carmacks, Destruction Bay, Haines Junction, Keno Lower Post, Marsh Lake, Old Crow, Pelly Crossing, Stewart Crossing, Ross River, Swift River, Tagish, Teslin, Upper Liard, Watson Lake and Whitehorse.

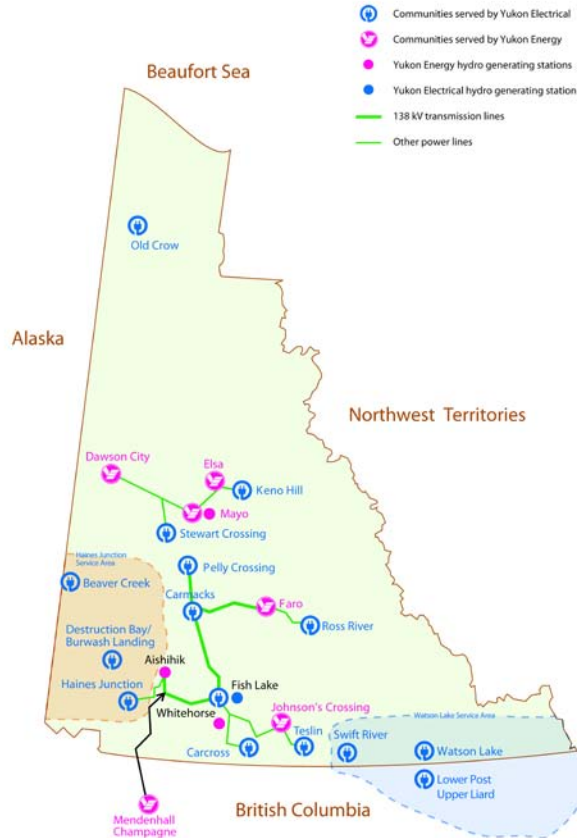
This means we own and maintain the poles and wires that carry the electricity. It is our job to read your meter and in the event of a power outage, it is our crews that respond to restore the power.

Yukon Electrical is your first contact when you have the need to establish a new electrical service. Call us for all new residential and commercial connections including: new service, construction of electrical facilities, upgrades of an existing service or if you have any questions about new electricity connections.

If you're simply connecting an existing service, then you only need to call our office at **633-7000** or our toll free number 1-800-661-0513 to apply for service.

If service does not exist, please follow the guidelines in this brochure and remember it all starts with a call to our customer service representatives.

Service areas and facilities



The Yukon Electrical Company Limited
100 1100 First Avenue
Whitehorse, Yukon Y1A 3T4
Phone (867) 633-7000 or 1-800-661-0513
Fax (867)668-6692 or 1-877-484-9432

NEW CONNECTIONS & NEW CONSTRUCTION



Lighting up the North



Yukon Electrical
An **ATCO** Company

NEW SERVICE DELIVERY TIMELINE



Customer inquires about new service

Customer calls about a new power service or change to existing service.
Or
Customer visits one of our offices.
Or
Customer completes an online service request at www.yukonelectrical.com.

Ballpark Estimate 2 to 5 days

Customer information is gathered.
New service location is determined.
Ballpark estimate letter is sent to customer with a preliminary design sketch and brushing specifications.
Customer reviews Ballpark Estimate.

On-Site with field staff 1 to 2 weeks

Customer pays \$210 deposit (\$525 for areas outside of our serviced communities).
Customer is contacted and an on-site is scheduled.
Final route is decided with customer.
Final design is staked and flagged for brushing.



Estimate for Construction 2 to 5 days

Letter of estimate for cost of construction is sent to customer.
Customer reviews quote.



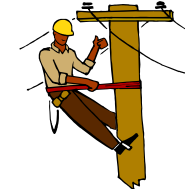
Customer Acceptance

Customer pays full cost of construction (less deposit).
Construction package is created, material is ordered and external approvals are applied for.
Customer needs to complete brushing and provide access for construction.



External Approvals and Timelines

Some common approvals and timelines:
Power Outages 2 weeks
Highway Permit 2 weeks to 1 month
YESAB 6 weeks
Land Use 2 weeks after YESAB Approval
Foothills 2 to 4 weeks
Water Crossing 2 to 4 weeks



Construction 2 weeks to a month

Once the construction package is completed, all materials are picked and external approvals are received then construction will be scheduled and the date relayed to the customer.



Customer Calls for Connection

Once the power line is built and the customer is ready for temporary or permanent service – an electrical account will need to be set up with our billing department.
The electrical service must be inspected by the YTG Electrical Inspector.



Meter Connected 2 to 5 days

Once the billing account is set up and the “connect permit” is received from YTG a serviceman will install a meter and connect your service.

Call 633-7000