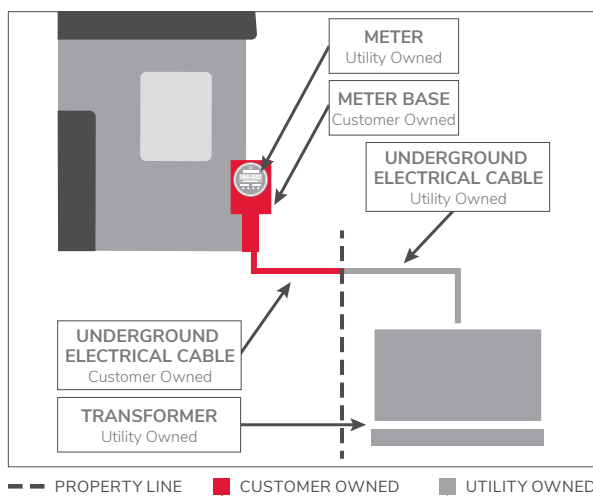


Faulted underground power cables on your property.

If the power is out or flickering at your home, but your neighbours' electricity is on, it's very likely that the problem is due to a damaged underground power cable that delivers electricity to your property.

Possible causes may include:

- Thawing and freezing ground conditions
- Overgrown tree roots
- Contact with shovels or equipment
- Aging or decayed wire materials



Locating the cause

After you contact Trouble Response at 403-514-6100, we'll send our crew to determine what's causing the problem. Where possible, our crews will temporarily connect your home with an electricity source until the repairs can be made.

If they suspect there's damage to an underground power cable, they'll schedule our underground crews to determine the location of the fault. This typically occurs within 1-3 business days.

If the damage occurred **within your property line.**

Our crews are not authorized to repair power cables on private property. This means that you (or the property owner) will need to hire a certified electrician who will:

- Obtain permits and approvals
- Locate the damaged section of power cable
- Coordinate having the power disconnected and reconnected
- Uncover, repair and backfill underground wire

Please do not attempt any of this work on your own. Precautions should be taken while working on damaged electrical wires. A damaged wire should be considered as dangerous as an undamaged wire.

If the damage occurred outside your property line, or within your property line in a utility right-of-way.

Our crews will repair damaged power cables in areas beyond your property line or within a utility right-of-way. In these cases, you will be notified when the work will be done and what to expect. **You will not be charged for this work.**

REACH OUT TO US

If you have any questions, please contact us at:

403-514-3990

powercustomerrelations@enmax.com