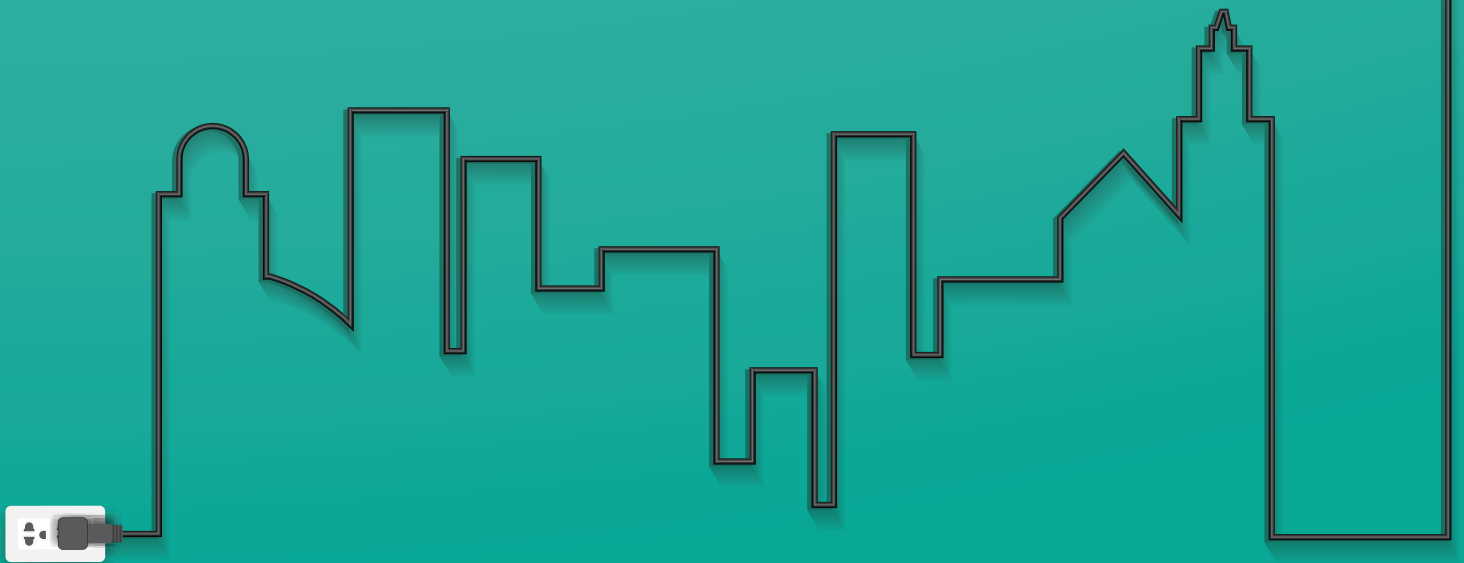


# Ear to the



## LOCAL DISTRIBUTION COMPANIES: ONTARIO'S POWER SOURCE



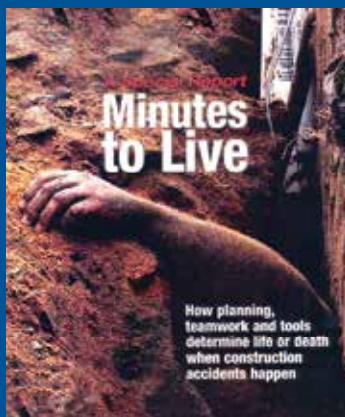
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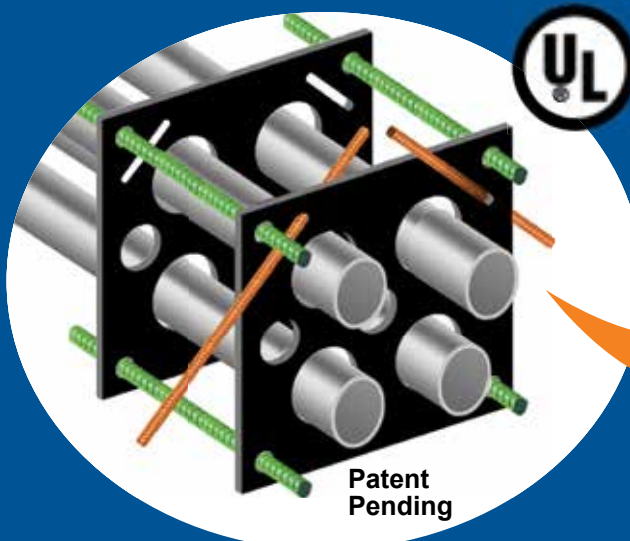
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**IP14**  
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Patent Pending

**IP15**  
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**IP13a-j Conduit Transition Couplings** Patent Pending

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<b>IP3a</b>	<b>IP13b</b>	<b>IP13c</b>	<b>IP13d</b>	<b>IP13e</b>	<b>IP13f</b>	<b>IP13g</b>	<b>IP13h</b>	<b>IP13i</b>
PVC to PVC	PVC to EMT	PVC to Rigid	PVC to Flex	PVC to Comp. EMT	PVC to Sealite or Liquidite	PVC to Stainless Steel	PVC to Aluminum	PVC End Bell to Rigid

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The Ontario Regional Common Ground Alliance (ORCGA) is an organization promoting efficient and effective damage prevention for Ontario's vital underground infrastructure. Through a unified approach and stakeholder consensus, ORCGA fulfills its motto of "Working Together to Build a Safer Ontario."

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## A BRIGHT FUTURE

By Doug Lapp, President & CEO

**E**very day, Ontario residents and businesses depend on the 65 Local Distribution Companies (LDCs) to deliver electricity to homes and businesses.

The Ontario LDC industry manages \$19 billion in assets, employs almost 10,000 people who manage vast networks that stretch across the province serving nearly five million customers.

The LDC industry is rapidly evolving and is in the process of transforming from the traditional “poles and wires” business model of the past, to new and innovative future business models.

Ontario LDCs are already being recognized at national levels for driving innovation in the electricity sector through modernization projects. Many are involved in pilot projects such as:

- Electric vehicle charging stations;
- Advanced battery energy storage facilities;
- Turning rooftop real estate into clean, renewable energy generators;
- Grid modernization that includes peer-to-peer frameworks for transactive energy;
- Utilizing drone footage to inform customers in real time of potential outages and service issues;
- Convergence of energy delivery, storage, generation and the internet into a Digital Grid 2.0;
- Smart maps which provides real-time utility information to staff and crews;
- Electric bus pilot programs; and,
- Municipal facilities that receive heat and electricity through new microgrids that include solar panels, natural gas-powered co-generation and a large-scale battery for unused energy.

With these many innovations on the horizon, the LDC of the future will be very different from than the LDC of today.

But even with all of these topside innovations, there will still be a need for planning, building and excavating traditional underground electricity distribution infrastructure assets.

LDCs are moving overhead infrastructure below ground; especially in built-up urban areas where public rights of way are being squeezed. This becomes especially relevant to our industry as more underground plant leads to higher risk of underground damages and utility congestion.

The Ontario Regional Common Ground Alliance, along with its members and sponsors, has produced effective programs designed to aid excavation decisions to ensure that the lights are kept on, the computers running, and cellphones charged, such as the Best Practices Manual that describes Dig Safe practices designed to prevent damage to underground infrastructure; the Damage Information Reporting Tool (DIRT) Report that provides information on the root causes of utility strikes and details which mechanical tools and sectors are causing damages; the Geographic Councils meetings that focus on safe work practices, damage prevention training and sharing information on local and developing issues; the Damage Prevention Symposium shines a spotlight on critical issues specific to the Ontario Damage Prevention community; the Damage Prevention Technician® Program which provides fundamental instruction on locating for specific industries; and The Locate Rodeo, through competition, promotes the locator industry and skill-set excellence for Damage Prevention Technicians®.

By participating in the ORCGA programs and by adhering to Dig Safe practices, we can all help to keep the lights on and look forward to a bright future.



# ALECTRA AND DAMAGE PREVENTION

By Lee Dapp  
Digital Communications Specialist,  
Alectra Utilities

**A**lectra Inc. was formed through the merger of three electricity distribution companies, Enersource Hydro, Horizon Utilities, and PowerStream, and the acquisition of Brampton Hydro, all within the Greater Golden Horseshoe area of southern Ontario. This consolidation has resulted in Alectra becoming the second largest municipally-owned electricity utility, by customer base, in North America. Alectra's subsidiary, Alectra Utilities, is responsible for the distribution of electricity to almost one million

customers in more than 15 distinct and diverse communities, reaching as far south as St. Catharines, north up to Penetanguishene and much of the territory in between, including Hamilton, Mississauga, Brampton, Vaughan, York Region, and Simcoe County.

There is no doubt that bringing together these four large electricity distribution companies has had its challenges. The biggest challenges have been centered on ensuring that Alectra's customers are transitioned as seamlessly as possible, while

introducing them to their new (yet existing) electricity supplier and energy ally. The convergence of four independent billing, accounting, information technology, and outage management systems, while time-consuming and labour intensive, is a critical part of bringing Alectra to life.

The benefits of merging these four companies have far outweighed the challenges. Each company had its own unique employee culture, diverse customer base, and landscape demographics, and were each successful in their own right. It was easy to identify the areas of the business where adopting 'best practices' from each former utility would be favourable in building the foundation and core values of Alectra.

One of these core values is safety. Safety in the workplace, home and community has been a top priority of each utility throughout the years and it continues to be a crucial part of Alectra's business model given the products and services we provide. Alectra recognizes that although it is necessary and useful, electricity can be extremely dangerous if not treated properly and with care, and it is the utility's responsibility to educate everyone who uses it.

Much effort was put into merging four distinct safety practices into one Health, Safety, and Wellness policy that will continue to promote the overall physical, emotional, and environmental health of Alectra employees, contracted staff,



Brian Bentz, President and CEO, Alectra Inc. (left) and Max Cananzi, President, Alectra Utilities (right), kick off the Dig Safe campaign promoting the Call Before You Dig program to both employees and customers in April 2018.



customers and their respective communities, and the public in general.

Alectra’s Occupational Health and Safety Management System uses the basic format of *Plan, Do, Check, and Act* as a guiding principal in achieving safety excellence. It incorporates existing policies, processes, and standards, and it records daily health and safety activities to identify hazards and control risks in the work environment and community.

At Alectra, the core value of safety is broken down into three fundamental categories: Focus, Prevention, and Advocacy. All three directly pertain to Alectra employees, many of whom are particularly vulnerable when working in areas such as line construction, substation and transformer maintenance, and meter installation.

**Under the three main safety categories, employees are reminded of the following safety practices:**

Focus	Prevention	Advocacy
Be attentive	Identify and report hazards	Be part of the solution
Avoid distractions	Educate and inform	Care for self and others
Exercise caution	Adhere to safe practices	Actively participate

The Alectra Joint Health & Safety Committee meets regularly to review its health, safety, and wellness practices to ensure that employees keep their own safety, and the safety of their families and coworkers, top of mind during daily activities – inside and outside of business hours.

In the community, Alectra continues to aggressively promote the Call Before You Dig program, as had been done by the four former utilities for many years. Every year during the month of April, Alectra participates in the Ontario Regional Common Ground Alliance campaign to educate employees, customers, and workers involved in construction about the importance of obtaining a clearance certificate, or locate, before digging into ground where live wires or gas lines may be running underneath.

In addition, Alectra supports community-based initiatives including



Alectra’s Dig Safe flag is raised at the Derry Road, head office location, by senior staff prior to the campaign start in April 2018 (L to R – Doug Matthew, Director, Health, Safety, Wellness & Environment, Alectra Utilities, Kimberley Boyle, Senior V.P., People and Safety, Brice Lewis, Manager, Health and Safety, Alectra Utilities, Brian Bentz, President and CEO, Alectra Inc., Max Cananzi, President, Alectra Utilities, Mike Matthews, Senior V.P., Network Services, Alectra Utilities, Chris Hudson, Senior V.P., Network Operations, Alectra Utilities, Alectra Utilities).



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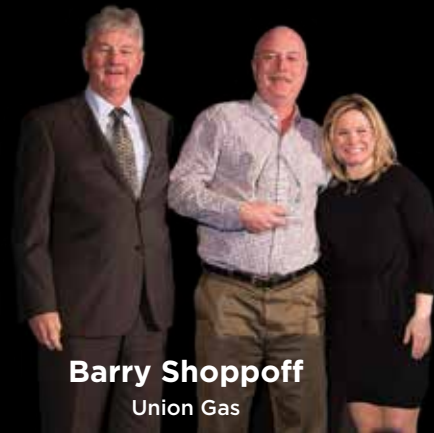
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A Contractor Safety Workshop, hosted by Alectra Utilities, and presented by the Ontario Regional Common Ground Alliance (ORCGA) in conjunction with the Dig Safe campaign, was held on April 4, 2018, to educate and promote electrical safety to contractors working with underground infrastructure.

the Niagara, Peel, and York Region Children's Safety Villages with funds that help to enhance their curriculum in promoting safety, especially electrical safety, at home and in their communities. Alectra also visits elementary schools across its service territory to educate children in their early years about how to use and stay safe around electricity. To reach local high schools and colleges, representatives from Alectra attend speaking engagements, and Alectra is an annual sponsor of "Courageous", a live-streamed safety campaign offered through My Safe Work, an initiative that empowers students in the workplace to stand up to unsafe work.

Alectra is proud to say that all four former companies were compliant with certifications from the CSA Standard for Health and Safety, CSA Z1000-14, Occupational Health and Safety Assessment Series, OHSAS 180001, and the Infrastructure Health and Safety Association's Certificate of Recognition, which are recognized as the highest standards in Canada and in the world. Alectra will continue to strive for the International Standard for Safety Systems, ISO 45001, which is the newest safety standard and is recognized as the "Best in Class" safety standard throughout the world.

Alectra has an excellent safety record and is committed to ensuring the safe and reliable distribution of

electricity to homes and businesses across its vast service territory. The new company will continue to develop and implement the most effective electrical safety campaigns, programs, and initiatives to reach a broad audience throughout the Alectra service area. The message to customers is consistent with what has always been communicated to employees: be aware of the dangers of electricity, adhere to safe practices, and keep informed about electrical safety. 

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# ENWIN BRIDGES

## THE FUTURE IN WINDSOR

By Ray Forget  
Overhead/Underground Supervisor, Hydro Distribution,  
ENWIN Utilities

**I**t's not every day that one gets to work on a project that has been described as one of largest infrastructure projects in North America, Canada's number one infrastructure priority by Canada's Minister of Infrastructure and Communities, and a project that will change the landscape of the city of Windsor.

*Ear to the Ground* sat down with Ray Forget, Overhead/Underground Supervisor, Hydro Distribution, from ENWIN Utilities to discuss his work on the project known as the Gordie Howe International Bridge.

The bridge is named after "Mr. Hockey," one of the greatest players in the history of the NHL, and a

proud Canadian, who led the Detroit Red Wings to four Stanley Cup victories, building goodwill between Canada and the United States.

The Gordie Howe International Bridge will do more than build goodwill. The Bridge will link directly to the Rt. Hon. Herb Gray Parkway (Highway 401) and Interstate 75 in Detroit, Michigan.



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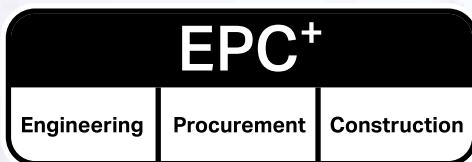
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The highways will combine to stretch all the way from Quebec to Florida and will serve to accelerate two billion dollar's worth of goods and services that cross the Canada-U.S. border every day at one of the busiest land border crossings in North America.

This vital trade corridor will feature a total of six lanes and a multi-purpose path for pedestrians and cyclists funneling both passenger and commercial vehicles into border inspection plazas, or Ports of Entry (POE).

ENWIN is working at the site of the Canadian POE to remove, replace or build electrical utility infrastructure, including above ground and underground cables, transformers and switches in a two-phase approach.

Phase 1 construction consisted of the construction of a perimeter access road, placement of fill, grading and drainage and utility relocation.

Various existing municipal utilities including water lines, sanitary and storm water systems, were located within the footprint of the Canadian POE. Several of these utilities are now obsolete and will be abandoned. Many more will need to be relocated to ensure that service to existing customers is not disrupted. The relocated utilities will be moved to the right-of-way along the perimeter road and in designated utility corridors.

Phase 2 focuses on the relocation of Hydro One infrastructure at



Tony Cinelli, Hydro Engineering Technologist, ENWIN Utilities Ltd. and Nick Liburdi, Electrical Engineer, Windsor-Detroit Bridge Authority.





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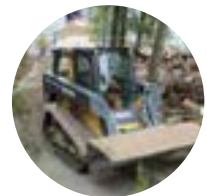
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Inside the Hydro One Keith Transformer Station, the civil work, including the installation of all cable duct runs and the building and installation of all the manholes, Switching Unit and Metering Tank vaults, is in progress.

**Inside the Keith Transformer Station there will be:**

- 7 Hydro One manholes
  - 8 ENWIN manholes
  - 2 metering vaults and 4 Metering Tanks
  - 1 Three Phase Pad Mount transformer
  - 1 Single Phase Mini Pad Mount transformer
  - Approximately 9,000 meters of 750 MCM, 28kV Underground Triplex cable
- There will be approximately 96 750 MCM 28kV underground splices completed
  - Plus all of the terminators and elbows for the station bays, metering tanks and transformers.

will be pulled into the manholes and vaults

River with no piers in the water. Once complete, the cable stayed Gordie Howe International Bridge will be among the top five longest bridges in North America. 

*ENWIN Utilities Ltd. is the licensed electricity distribution company, serving customers in the City of Windsor. ENWIN is also licensed operator for the water system and district energy owned by Windsor Utilities Commission.*

the Canadian POE. This complex high-voltage electrical distribution underground corridor will connect the International line that crosses the Detroit River to the Keith Transformer Station and the province's power grid. Existing transmission and distribution lines will be connected onto new transmission towers.

To sum the project up, it means moving or building underground and overhead infrastructure, transformers, switching and metering units, street-lights, manholes and many, many kilometres of cable.

Every time Ray drives over the Rt. Hon. Herb Gray Parkway, he proudly reflects on the contribution he, his co-workers, and ENWIN, have made to one of largest infrastructure projects in North America.

On July 5, 2018, WDBA announced Bridging North America as the Preferred Proponent for the Gordie Howe International Bridge project. This was a significant milestone toward the completion of the procurement process to identify a private-sector partner. Bridging North America is comprised of some of the most recognized leaders in the construction/infrastructure industry. Key members of Bridging North America include: ACS Infrastructure Canada Inc.; Fluor Canada Ltd.; and Dragados Canada Inc. A full list of prime team members is available on [wdbridge.com](http://wdbridge.com).

Bridging North America has selected a cable-stayed design for the Gordie Howe International Bridge. The Bridge will have a clear span of 853 metres/2788 feet across the Detroit



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# SECTION 10

## OF THE ONTARIO REGULATION 22/04 (ELECTRICAL DISTRIBUTION SAFETY)

WHAT IS REQUIRED AND HOW TO ENSURE YOUR ORGANIZATION IS IN COMPLIANCE

By Sammy Go, CET, ASA, and CUSA Manager,  
Health, Safety and Environment Energy+ Inc.

**U**nder Ontario Regulation 22/04, Local Distribution Companies (LDCs) will self-declare that they are in compliance with Section 10.

Section 10 of the Regulation defines the requirements for placing objects in proximity to overhead and underground distribution lines. When the Regulation came into effect more than 10 years ago, the Electrical Safety Authority (ESA) and the Technical Standard and Safety Authority (TSSA) produced two guidelines that deal with distribution line excavation: *Proximity to Distribution Lines*, and *Guidelines for Excavation in the Vicinity of Utility Lines*.

The *Guideline for Excavation in the Vicinity of Utility Lines* actually provides advice for distributors and excavators on how to meet their obligation concerning Clause 3 and 4 of Section 10 of the OR 22/04.

Specifically, Clause 3 states, “before digging, boring, trenching, grading, excavating or breaking ground with tools, mechanical equipment or explosives, a contractor, owner or occupant of land, buildings or premises shall, in the interests of safety, ascertain from



the LDC responsible for the distribution of electricity to the land, building or premises, the location of any underground distribution line that may be interfered with in the course of such activities.” Clause 4 states, “The distributor shall provide reasonable information with respect to the location of its underground distribution

lines and associated plant within a reasonable time.”

### AUTHORIZED ESA AUDITORS

This regulation establishes a standard for safety performance that affects electrical safety requirements for the design, construction, and maintenance

# 2018 Excavator of the Year



Gas



Homebuilder



Electric



Landscape



Road Builder



Sewer/Water



Telecommunications



Most Improved

These awards recognize excavators with the best in-class safe digging practices. Excavator of the Year is determined by each contractor's individual damage rate. A damage rate is a calculation dependent on the volume of locates requests, measured against the number of digging related damages to underground structure. To qualify, excavators must have a minimum of 500 locate requests to Ontario One Call.



## Natural Gas Sewer Safety Inspections

Natural gas pipelines installed using trenchless practices may have inadvertently penetrated sewer service lines.

Using motorized or water-jetting equipment to clear the sewer line can damage a natural gas line resulting in a gas leak, fire or explosion.

Before clearing a blocked sewer beyond the outside walls of a building, take the necessary precautions to protect yourself and others.



**Always call Ontario One Call at 1-800-400-2255 to request a free Natural Gas Sewer Safety Inspection.**

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of electrical distribution systems owned by licensed distributors. ESA authorized Auditors assess LDCs on their OR 22/04 mandatory obligations by performing annual audits. These approved Auditors can also assess LDC's compliance to Section 10 in the preparation of their annual Declaration of Compliance submitted by the LDCs to the ESA.

Section 14 of the OR 22/04 requires LDCs to submit an annual Declaration of Compliance with Sections 3, 9, 10, 11 and 12 of the Regulation to the ESA. It is a requirement that the Declaration must be signed by a professional engineer, a director or officer of the LDC.

The ESA guideline identifies five methods "for auditing and confirming compliance to satisfy a distributor that it is in compliance or to identify areas of non-compliance:

- A review and validation of processes by senior management;
- A review and validation of processes by managers independent of those whose processes are being reviewed;
- A review and validation of processes by independent internal or external auditors;
- A review and validation of processes by a duly appointed compliance officer; or
- Any other methodology used by the distributor in which case the distributor is required to describe the methodology."

Moreover, the ESA auditing guidelines have the following two questions to help assess if indeed the LDC is in compliance with Section 10:


- 1) Does the distributor have processes in place to ensure compliance with Section 10 of the Regulation?
- 2) Does the distributor make a reasonable effort to conform with the processes?

LDC's are expected to have a "Distribution Damage Prevention" process in place. Therefore, it is expected for a LDC to have a process in place on Distribution Damage Prevention for underground and overhead infrastructure. Besides the process, other efforts to show due diligence on the part of the LDC is the creation of a team dedicated to promoting damage

prevention – a team focused to closely work with Ontario One Call, the Ontario Regional Common Ground Alliance and the Locate Alliance Consortium, ensuring that the efficient and timely provision of underground locates are achieved.

### PARTNERS ON DAMAGE PREVENTION

For its overhead distribution system's damage prevention program, the LDC and Contractors can closely work with the ESA, which has the same goal of

promoting overhead Powerline Safety. On the other hand, for underground distribution system, the Ontario Regional Common Ground Alliance (ORCGA) is the organization that LDCs must consult with. ORCGA has the main goal to promote "efficient and effective damage prevention for Ontario's vital underground infrastructure – ensuring public safety, environmental protection, and the integrity of services by promoting effective damage prevention practices." 





# 2019 ORCGA

Damage Prevention Symposium

February 13-15, 2019, Sheraton on the Falls

Niagara Falls, Ontario

## CALL FOR PAPERS!

You are invited to demonstrate your company's innovations and expertise in front of the damage prevention and buried infrastructure industries at our upcoming symposium.

The deadline for submissions is November 30, 2018.

Guidelines for full paper submissions can be found at: [orcga.com/events](http://orcga.com/events)



# 2018 ORCGA UTILITY LOCATE RODEO

**AUGUST 16-17, 2018 AT GEORGIAN COLLEGE CAMPUS, BARRIE, ON**

This cornerstone event, the only such event in Canada, puts the spotlight on locators who are on the front lines of the damage prevention industry, helping to promote the significance of their role in the excavating industry. It is at the Locate Rodeo where the locators can come together and demonstrate their expertise and superior locating skills in a competitive and friendly environment.





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# 2018 ORCGA EXCAVATOR CHALLENGE

**AUGUST 16, 2018 AT GEORGIAN COLLEGE CAMPUS, BARRIE, ON**

The spotlight was brightly focused on excavator operators, as well. The Excavator Challenge event complements the Locate Rodeo with a skills competition from the other side of the shovel. This year, competitors were municipality employees, infrastructure owners and utility contractors. 



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# THERE'S NO "I" IN "TEAM": BUILDING AN AWARD-WINNING LOCAL DISTRIBUTION COMPANY

**A**s part of the OEC Family of Companies, Oakville Hydro delivers reliable and safe electricity to more than 70,000 individuals, families and businesses in Oakville. So how safe and reliable is Oakville Hydro? Well, earlier this year the local distribution company (LDC) received the Electricity Distributor Association's (EDA) prestigious Performance Excellence Award for the second time in just three years.

The requirements of this award fall into five categories: health and safety, operational excellence, financial operations, conservation and demand management and contribution to the community. Notably, the EDA praised Oakville Hydro's award-winning Stayin' Alive Health and Safety program, its excellent reliability and first-rate customer service scores. However, Oakville Hydro humbly recognizes that there's a sixth category that really makes its performance stand out and that is incredible employees and partnerships.



## DEVELOPING A CULTURE OF HEALTH AND SAFETY

When Oakville Hydro started its Stayin' Alive program, its primary goal was to keep its workers and the public safe through the creation of an embedded safety culture. This sustaining culture has led to the recent celebration of over 1.5 million consecutive hours without a lost time injury; an honour that has taken over six years to reach. In addition, the program recently received national recognition as a 2017 Canada's Safest Employers Silver recipient.

But what gives Oakville Hydro's safety program its advantage? Collaboration and partnerships. Safety is dependent on enhanced hazard assessments and best practices. Using cross-industry perspectives from other organizations in the OEC Family of Companies as well as collaboration with other LDCs, Oakville Hydro is able to view safety from a number of perspectives. It also partners with MySafeWork Foundation to ensure safety knowledge is passed down to community youth at the public level.

## KEEPING THE LIGHTS ON

When it comes to the Oakville customer base, they are fortunate to experience one of the most reliable distribution systems in the country. Oakville Hydro's annual power interruptions are very low compared to provincial and national averages.

Oakville Hydro's chief operating officer, Mike Brown, attributes its operational efficiency to the company's ability to leverage the knowledge and capabilities of OEC's family of businesses.





“With direct access to system engineering and design, GIS, LiDAR and utility locating services, we’ve been able to take stale, static asset management records and turn them into accurate, full-featured data information sources that have become integral for system decisions,” said Brown. “Current, accurate asset data is key to operating a reliable distribution system.”

In addition to a strong asset management program, Oakville Hydro’s automated electrical distribution system is second to none, thanks to its partnerships that have led to an outstanding outage system and automated switches. A good operating system complemented by advanced switch technology, enables Oakville Hydro to redistribute power during an outage with the press of a button, effectively minimizing outage impacts before a crew is even dispatched.

Even though Oakville Hydro’s staff members are safe and efficient at replacing poles and wires, Mother Nature can get the best of the Oakville area with strong winds and falling trees. During these large storms, Oakville Hydro looks to its trusted contractors to aid when maintenance or needs exceed the company’s capacity. These partnerships effectively reduce outage times for customers during inclement weather, when reliable electricity can be needed the most.

### PUTTING THE CUSTOMER FIRST

Customers don’t only benefit from Oakville Hydro’s Safety and Reliability culture, but also of its goal of engaging, enabling and informing its customers about its services, bills and the regulations it operates within. What exactly does Oakville Hydro mean when it talks about equipping customers? It comes down to creating all the tools necessary for customers to be fully independent through online account management, the recent unveiling of self-help forms, online outage maps with restoration times and

the current development of an application to further assist in hydro account management and energy consumption.

In addition to enabling, communication with customers is key. Strategically, Oakville Hydro relies on its Outage Management System to ensure customers can be informed on their mobile device when it comes to outage information and reporting. Having a knowledgeable power outage support team that knows the right questions to ask customers, allows Oakville Hydro to provide service more quickly and efficiently by sending out crews that are fully equipped with the knowledge they need to make quick restorations.

### OAKVILLE HYDRO’S PEOPLE MAKE THE DIFFERENCE

The relentless pursuit by Oakville Hydro’s staff and partners of continuous improvement in our operations, safety, customer service and communications fuels the organization providing a winning framework for performance excellence. To learn more about Oakville Hydro visit us online at [www.oakvillehydro.com](http://www.oakvillehydro.com), or follow us on Twitter and Facebook at @Oakvillehydro.



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