

## INTRODUCTION

The Saskatchewan Power Corporation (SaskPower) exists to provide electrical power to its customers. SaskPower's service area extends into most parts of Saskatchewan where, as a large supplier of energy, it touches most people in one way or another.

Electricity is an essential and often vital service for the modern world and Saskatchewan's climate. SaskPower's objective is to strive for a safe and continuous supply of electricity because of customer expectation that it be available upon demand at any time.

The use of electricity involves the interconnection of the customer's facilities to those of SaskPower. Satisfactory operation of appliances and equipment is dependent upon a continuous supply of electricity that always meets its specifications, and on proper and simultaneous operation of each other's facilities.

Because the equipment and appliances that use electricity are usually technical in nature, it is difficult for many customers to comprehend and often beyond their ability to repair and maintain. Such maintenance and repair is mandatory when dealing with commodities that are hazardous if handled improperly or used in malfunctioning or deteriorating equipment and appliances. For service work, the customer has to rely on the trades, but many customers often, and justifiably so, also look to SaskPower for help.

Together with the technical aspect, there is the business side of metering, billing, collecting, and administering thousands of accounts every day. Increasingly, the public is seeking other information on a wide variety of other matters as well. There are matters of Federal and Provincial legislation and corporate arrangements and agreements that have to be kept in mind in all customer service practices. Attempting to meet the corporate objective of maintaining the highest possible level of customer relations, requires attention to all the various aspects of "service," not just continuous power supply.

In order to help its employees in meeting these requirements, SaskPower is establishing and formalizing these customer service practices.

## **SYNOPSIS**

Because power is an essential service, the highest priority is attached to "no power" calls during the heating season. Equal priority is assigned to hazardous or emergency situations like fallen or broken conductors, unlocked SaskPower facilities or fire. This is not inclusive, but it typifies the calls that are responded to at any time. A comprehensive list is included under the heading **HIGH PRIORITY CALLS**.

There are many other categories of business transactions and service work that are important for the proper operation, maintenance, and administration of the electric system, and for the provision of a continuous and reliable supply of energy; however, these are not such that immediate attention is required. These are termed **ROUTINE CALLS** and every effort should be directed toward doing this work during regular working hours.

With good cause, a call in the routine category may be attended to outside regular working hours. Sound judgement must be used to decide whether the customer would suffer substantial inconvenience if the call was not attended to immediately.

SaskPower's customers are responsible for repairing and maintaining their facilities and appliances. Those who call with the expectation that SaskPower will do this work should be referred to the appropriate trade where qualified personnel are available. Some kinds of service work will be done for the customer at this request; however, SaskPower will charge for this work. Certain other activities done outside regular working hours for the customer's convenience and avoidance of hardship are to be charged for as well. These categories are termed **CHARGE SERVICES**.

Growing aspects of customer service are those of giving them information of a business or administrative nature, advice on the proper and safe operation of their equipment and appliances, and on energy matters in general. As well, we want to encourage customers and the public to notify SaskPower of problems with its facilities and of actual or apparent hazards.

## **HIGH-PRIORITY CALLS**

The following are to be attended to at all times:

1. No power (only after the customer has checked the pole and sub-breakers).
2. No heat calls when the need for heat is apparent and causes difficulty if unavailable.
3. Fallen or broken electrical conductors.
4. Transformer failure.
5. Fire in any building or structure served with electricity and any fire close to or involving SaskPower's facilities.

6. Hazards (actual, apparent, or potential):
  - a) Unlocked SaskPower facilities.
  - b) Open underground pedestals, kiosks, substations, etc.
  - c) Low hanging conductor across lanes, roadways, fields, etc.
  - d) Low hanging service line within reach of people.
  - e) Leaning poles, trees or conductors or service lines.
  - f) Removal of kites, balls, toys, etc., from lines, substations, etc., and pet removal from electrical facilities.
  - g) Vehicular accidents involving electric facilities.
  - h) Cable locates to avoid potential hazards because of other emergency. excavation work (does not include normal residential services).
  - i) Other situations judged hazardous.
7.
  - a) Restoration of power to traffic lights at busy intersections if informed by the municipal authority that the outage is due to no power.
  - b) Restoration of street lighting if many lights are involved along a busy or main thoroughfare.
8. Assistance will be provided in outages or hazards on non-SaskPower facilities if contractors or tradesmen are unavailable and human safety is in jeopardy (e.g., flooded basements containing switchgear and transformers).
9. Threats of endangerment to SaskPower facilities or the public. Refer to authorized personnel.
10. Abnormal system voltage variations.
11. Any calls that cannot reasonably be held over to regular working hours and are causing serious inconvenience or hardship to our customers.

### **ROUTINE CALLS**

The following are to be attended to during regular working hours.

1. All high-priority calls received during regular working hours.
2. Requests for electric service.
3. Transformer changes due to increased load or overload (probably indicated by persistent tripping breakers).
4. Low - or high-voltage complaints.
5. Any street light outage.
6. An inoperative traffic light - only if informed by the municipal authorities that it is inoperative because of no power.
7. Damaged or defective, but not hazardous, SaskPower owned street light luminaries, light standards, insulators, poles, etc.
8. Relocation of service lines, power lines, transformers, or other equipment to make way for new construction.
9. Assistance for building moves.
10. Tree trimming.
11. Replacement of meters, SaskPower breakers, conductors, etc., that are still working, but contributing to a deterioration of service.
12. Cutoffs, disconnects, reconnects, collections, transfers, etc.
13. Cable line locates as soon as possible, but within two working days provided two working days notice has been received.
14. Refer enquiries on standards and codes to the SaskPower's Electrical Inspection Division.

**ADVISE AND ENCOURAGE THE CUSTOMER**

1. To notify District personnel of:
  - a) broken insulators, cross-arms, poles, transformer hanger brackets etc.;
  - b) low or fallen conductors, loose grounding cables, pulled anchors, leaning or split poles, etc.;
  - c) low-voltage problems and frequently tripping pole breakers;
  - d) any open or unsecured transformer enclosures, pedestals, electric substations, or any SaskPower building or facility normally closed or locked;
  - e) hazards like conductors over haystacks, wells, buildings, or other unsafe conditions involving electricity or its use.
2. To provide easy access to switchgear, motors, meters, etc., for SaskPower inspection and meter reading.
3. That the appropriate Electrical Inspection department forms be completed and their codes and standards adhered to before service can be connected or activated.