



Connection Timelines

During the initial site visit for a new service or change to an existing service, API's Distribution Technician will identify all obligations that must be met before your service can be connected. Any obligations affecting your connection will be noted on your Connection Plan in the Offer to Connect package that you receive after the site visit.

Some of these obligations will have a significant impact on the amount of time needed to complete the connection. See below for some examples:

- Forestry Requirements - Up to 5 business days
- Underground utility locates - Up to 5 business days
- Outage Planning for services - 5 to 10 business days
- MTO Encroachment Permit - Up to 35 business days
- Easement Requirements - dependent on property owner
- Township Approvals - Up to 10 business days
- Fisheries & Oceans Approvals - Up to eight months
- Pad mount transformers - Up to six months for special orders
- Non-standard metering - Up to six months for special orders
- CN Rail - Up to one year
- Bell Canada Pole Upgrades - Up to 6 months