

## **PURPOSE**

This procedure outlines the process that Algoma Power Inc. (“API”) will follow in order to respond to customer concerns surrounding Farm Stray Voltage (“FSV”). This procedure describes the information required from livestock farm customers in order to have API initiate an investigation and outlines the steps that API will take in responding to customer’s FSV concerns.

## **INFORMATION REQUIRED FROM CUSTOMERS**

API requires certain information in order to perform a preliminary assessment of the FSV concern. This information will allow API to review the specific details of the concern and to determine the most appropriate course of action. Any livestock customer that reasonably believes FSV is adversely affecting the operation of their farm should complete the attached “Farm Stray Voltage – Customer Information Form”. This form should be submitted to the API Customer Service Department:

Algoma Power Inc.  
2 Sackville Rd., Suite A  
Sault Ste. Marie, ON P6B 6J6  
Local: 1-705-256-3850  
Toll Free: 1-877-457-7378  
Email: customerservice@algomapower.com

## **API RESPONSE TO FSV CONCERNS**

1. The livestock farm customer must submit the information on the attached Farm Stray Voltage – Customer Information Form to API Customer Service.
2. A representative of API will contact the livestock farm customer within 5 business days with the intent of:
  - a. Reviewing the customer’s concerns.
  - b. Clarifying any information submitted by the livestock farm customer and/or obtaining any additional information that may be required.
  - c. Scheduling a preliminary site visit for API personnel, if necessary.
  - d. Arranging dates and times that would be suitable to the livestock farm customer for a Farm Stray Voltage Investigation, if necessary.
3. API will schedule a representative to perform, or will arrange to have a qualified third party perform, the Farm Stray Voltage Investigation. API will use reasonable efforts to ensure that the date and time of the investigation is both acceptable to the customer and results in conditions that are similar to those during which animal behaviour has previously indicated that Farm Stray Voltage may be present.
4. API will contact the livestock farm customer to advise of the anticipated date and time of the investigation.
5. The Farm Stray Voltage investigation will be carried out according to the procedure specified in Appendix H of the Distribution System Code. Depending on results of this investigation, API will conduct further testing or initiate remediation activities as required by Section 4.7 of the DSC.
6. API will inform the customer of the results of the above investigations, as well as any planned remediation activities that it will undertake to reduce its contribution to FSV, if required.

## **FURTHER INFORMATION**

For further information on farm stray voltage, what it is, what causes it, and common ways of addressing distribution system contributions to it, please contact API Customer Service using the contact information above.

For a copy of API’s dispute resolution process, please consult API’s Conditions of Service document located at [www.algomapower.com](http://www.algomapower.com) or contact API Customer Service.

**FARM STRAY VOLTAGE – CUSTOMER INFORMATION FORM**

Customer Information

The information below is required for API to document and follow up on any stray voltage concerns.

API Account #:	
Name:	
Address:	
Preferred Contact (Phone # or Email address):	

Farm Information

Answers to the following questions are required in order for API to assess whether the concern could reasonably be related to Farm Stray Voltage. If this information reasonably indicates that Farm Stray Voltage may be adversely affecting the operation of the farm, API will use the information provided in order to perform its investigation in an efficient and accurate manner. Please provide responses that are as detailed as possible. If more space is required to provide this detail, please attach a separate sheet of paper with answers listed by question number.

1. What is the nature of your livestock operation (types of animals, # of animals, etc.)?
2. Please describe the electrical services on your property (how many, size, is the home separate from the barn?)
3. Please provide as many details as possible on any electrical equipment used for the operation of the farm or near the location of the farm (motors, pumps, heaters, lighting, electric fences, etc.).
4. Please indicate what type of animals and how many animals you believe are being impacted by stray voltage.
5. What change in behaviour or other effects have you observed in these animals to make you believe that Farm Stray Voltage is a concern?
6. Please indicate when you first observed the effects in your animals.
7. Are there any weather conditions that seem to coincide with the above effects (rain with thunder and lightning, rain without thunder and lightning, snow, hot sunny days, etc.)?
8. Is there any other pattern that seems to coincide with the effects in your animals (time of year, time of day, when feeding/drinking/grazing)?
9. Are there any areas on the property where the effects seem more or less severe than other areas?