



RESIDENTIAL SERVICE REQUEST CHECKLIST

This checklist will help you gather all the important details for your new or existing service. Ensuring you have the information below before you start the Residential Service Request will assist you in completing the form. If you are the homeowner completing this service request, we suggest you contact your contractor(s) to gather as much information as possible prior to completing the Residential Service Request.

- Location of new or existing service** (street address/lot, block, plan, section, township, range).

Construction Status

- Design** – Is your house being designed (construction has not started yet)?
- Foundation** – Is your basement foundation constructed (construction has started)?
- Walls up** – Is the framing of your house completed?
- Existing home**
- Proposed installation date** – The estimated date you expect electric or gas to be installed into your home.
- Ready to Move (RTM)** – Delivery date of your home.

What type of service request are you looking for?

- New service** – A new electric or natural gas service.
- Change to an existing service** – Changing the existing electrical panel size and/or adding or changing natural gas appliances.
- Temporary service** – A temporary electrical service for construction purposes only
- Relocate existing Manitoba Hydro Plant** – For example: poles, anchors, overhead or underground wires.

What energy source(s) will you be using?

- Electric**
- Natural gas**
- Both**

How do you use your residence? What type of residence is this for?

- Permanent** – Main property where you live most of the year.
- Seasonal** – Secondary property that you will use primarily for recreation.
- Description of work** – Any additional information.
- Owner** – Owner information including complete contact information.

If you are making changes to your existing services, please provide your Manitoba Hydro account number. Your account number can be found on your Manitoba Hydro bill.

- General contractor** – Main contractor information including complete contact information.

The following information may require a discussion with your electrician or natural gas contractor

- Type of heating source – Electric, natural gas, geothermal, other.

Type of electric service

- Overhead** – Manitoba Hydro equipment above ground to your building or service point (the location on the residence where the electrical wires are connected).
- Underground** – Manitoba Hydro equipment below ground to your building or service point.
- Service size (amperage)** – This is your panel size and is typically either 100 amp or 200 amp at 120/240 volts.
- Electrical loading information** – Your total electrical load and a list of heating load in kW (1000 watts = 1 kW). *Examples: electric furnace - 20 kW; baseboard heating - 5 kW, etc.*
- Natural gas loading information (if applicable)** – Your current total natural gas load plus any future additions. Please specify the BTUs and quantities for all current and future natural gas appliances. *Examples: furnace - 60,000 BTU; range - 50,000 BTU; hot water tank, BBQ, fireplace, pool, etc.*

For new residential service and temporary residential service requests, you may be asked to attach any of the following:

- Lot dimensions
- Architectural side elevations of the residence
- Driveway locations on the lot
- Building distances to property lines
- Barcode number on closest hydro pole.

If you have the relevant information listed above, you are ready to get started on your service request.

For your information:

All electrical work must be installed by a qualified and licensed electrical contractor, and electrical permits must be issued and received prior to beginning any work and must be inspected by a Manitoba Hydro or City of Winnipeg electrical inspector.

All natural gas work must be installed by a qualified and licensed gas fitter, and natural gas permits must be issued and received from the Office of the Fire Commissioner prior to beginning any work and must be inspected by a Manitoba Hydro natural gas inspector.