

CUSTOMER ASSURANCE UNIVERSITY OF SASKATCHEWAN.

The University of Saskatchewan has two high voltage grid systems (25KV) that loop through customer owned/leased properties on campus the Canadian Light source and the Royal University and Children's Hospital.

These loops contain switches (TEE TAPs) that both these customers can operate by a (HVQEW or HV contractor) unknown to FMD power staff. Because of this a Customer Assurance permit system is in place to inform Facilities Management (FM) power system staff and to document that the customer is doing work or switching on the high voltage system on the property they occupy This system is also in place to give comfort to the customer that, in the event of a fault trip on the high voltage supply line feeding them, that FMD power will not reclose the supply breaker until all clear is given by the customer. This is to ensure safety during critical switching or work in close proximity for a quicker response if a trip occurs.

Customers are required to complete the USASKPOWER Customer Assurance Request form and email it to the usask.power@usask.ca **at least** two days prior to switching with the subject line as shown in the example. You will receive a **received** email, this is only a received confirmation. The USASKPOWER system operator will review current campus loading and switching to ensure sensitive power loads will not be affected and send a second email **Confirmed**. On the day of the planned work the applicant is required to call USASKPOWER @ (306-966-4700) prior to switching. A permit number will be issued verbally and confirmation of your name and contact information will be obtained. At the completion of the switching the applicant is required to call the USASKPOWER system operator and surrender the permit indicating that all personnel are clear. All operations will be recorded in the USASKPOWER permit switch log.

Note: Customer Assurance permits must be surrendered at the end of each day (16:30 hrs.)

If you require a power shutdown for more than one day, please indicate on the form. The Permit will still be required to be surrendered at 16:30; however when you call USASK Power the next day prior to shutdown you will receive a new permit number. After hours / weekend Customer Assurance permits will be arranged prior and the ON-CALL person will handle all surrender operations.

In the event that there is an emergency, you are required to call Protective Services (306-966-5555) where power has to be shut off to prevent further damages; you are still required to call in during business hours to receive an "Emergency Permit" number for record use.

Permits that require a work order:

- Customer Isolation & Grounding
- Customer Isolation
- Customer Lockout