

USASKPOWER Customer Assurance

Facilities Management Electrical Department

***Important Note → once USASKPOWER (via U of S Facilities) receives a Customer Assurance request, customers will get two emails – **CUSTOMERS MUST CALL USASKPOWER (306-966-4700) THE DAY OF SHUTDOWN** as each **CA will NOT be in effect until verbally** issued by USASKPOWER System Operator. If Shutdown is to commence outside working hours of 8:00am – 4:30pm, arrangement must be made **prior** to the shutdown date/time. If shutdown is to commence during those working hours, you are to call first thing in the morning to obtain a permit number.

Steps to obtain USASKPOWER Customer Assurance:

- Customer completes USASKPOWER Customer Assurance Form and emails it to usask.power@usask.ca a minimum of two working days (48 hours) in advance
- U of S Facilities staff replies to customer with first email indicating the request has been received and will enter the request into a permitting system
- U of S Facilities staff replies to customer with second email indicating the request has been approved for processing
- Customer calls USASKPOWER via U of S Facilities at 306-966-4700 before starting work (refer to above **NOTED** clause). After customer calls, U of S Facilities staff will be ready to block reclosing after a trip on the U of S grid system. **No permit is in effect until verbally issued by a USASKPOWER System Operator.**

*****Note: Customer Assurances must be surrendered at the end of each day (16:30 hrs). New permit numbers will be issued the following day if Customer Assurance is for more than one day.**

The subject line of each email should read:

- **Permit Request-<Type >-< Building Name >< date(s)+time permit required >- <Permit Holders Name >**. Using this standard subject line will enable USASKPOWER to easily see the email is a permit request.
 - For example;
 - i. RUH/CHS is applying for a CUSTOMER ASSURANCE on the Line feeding them:
 - ii. Subject → **Permit Request-CA-ROYAL UNIVERSITY HOSPITAL-June 10, 2017, 08:00-11:00-Joe Smith**

For any emergencies occurring after hours or on weekends

- Call 306-361-9586 (on call worker will assist you)
- Protective Services 306-966-5555