Enhancing how we communicate with customers - Site Energization Process

In September 2025, we shared information with industry about the challenges faced when our crews arrive to energize a site that is not ready. Each unsuccessful site energization visit creates delays for customers and adds pressure to crew scheduling.

In 2024, about one in five visits could not be completed because the site was not ready. In 2025, this increased to almost one in four.

We are committed to improving our delivery timelines. To support this, the Site Readiness checklist shared in 2025 has now been incorporated into our Metering Standard. This ensures readiness requirements are clear, consistent, and aligned across industry.

Based on the feedback we've received, we are introducing an option for customers to **subscribe to automatic e-mail notifications** for the status of new energization requests of 200 amps or less. Energization requests for services greater than 200 amps are not eligible for these notifications.

How to opt-in for Energization Request status updates:

- When submitting your Site ID request, you will be prompted to:
  - Provide your consent for ENMAX Power to send e-mail notifications,
  - Confirm site contact e-mail address(es)
- Once subscribed, the e-mail address(es) will receive automatic notifications at key stages including:
  - Request has been received
  - Crew is on the way
  - Meter is installed and energization is complete
  - Crew is delayed *(*as required)*
  - Energization incomplete and reason *(*as required)*

Beginning June 3, 2026, this enhanced communication option will be available within the online Site ID request form. These updates are intended to improve our customer services and provide greater visibility into your site energization requests.

For any questions about the site energization process, the readiness requirements or the new option for automatic email notifications; please contact our Metering Services team at (403) 514-2807 or soc2@enmax.com.