

# Improved Service Delivery Timelines

Expected improved service delivery timelines post Builder's Portal go live

Service Connection Request Task	Days (on avg.)	
	Pre-BP	Post-BP
Building permits received by London Hydro from the City	10 Days	1 Day
Permit information processed by London Hydro	3 Days	0 days (automated in real-time)
Trenching request sent to and completed by London Hydro field construction crew	5 Days	3 Days
Meter install request sent to and completed by London Hydro field construction crew	5 Days	2 Days