

Manage Your Site Contacts

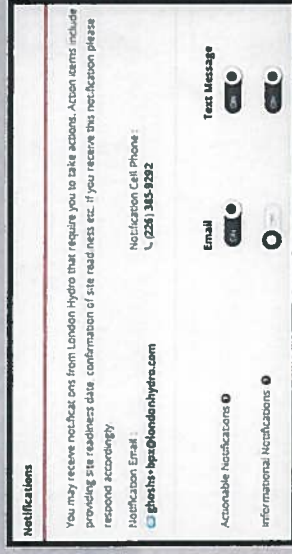
Builders can compile a directory of their site contacts and assign them to various projects.



Site contacts will have the same site management capabilities as the builder for all properties that they are assigned to.

Choose your preferred notification method

Whether by email or text, London Hydro will notify you of any service requests still requiring your action and when we have completed the job.



London Hydro's Builder's Portal

- Automatically creates service requests from the City of London's building permit information
- Houses all service requests in one place for 24/7 quick and easy review
- Provides status updates on all service requests
- Allows for the management and assignment of site contacts
- Communicates the site readiness date and all relevant information to London Hydro
- Sends updates on service requests by preferred notification method

For more information, please contact:

opsadmin@londonhydro.com

Or call 519-661-5555

Monday - Friday

7:30 A.M. - 4:00 P.M.

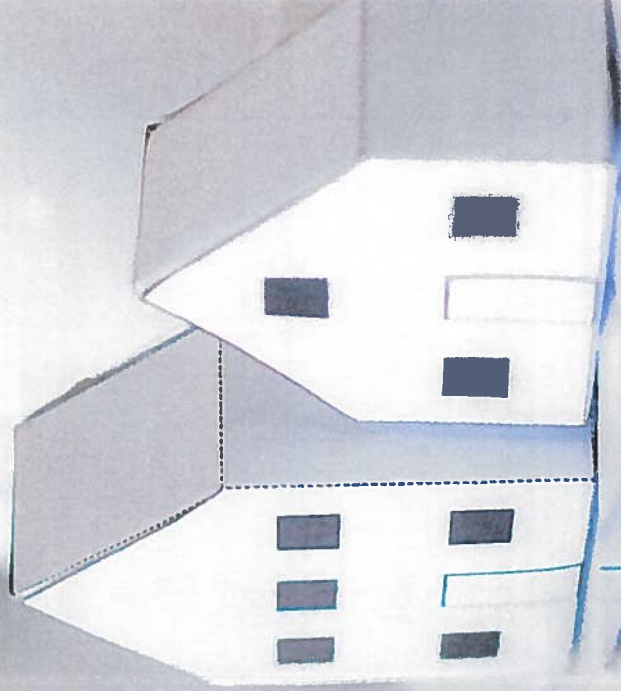
www.buildersportal.londonhydro.com



Builder's Portal

Efficiently manage all of your service connection requests

www.buildersportal.londonhydro.com



Powering London.
Empowering You.

Review all of your service requests in one place

Service Number	Service Address	Service Name	Status	Date
173780	241 107th Ave S1	Service A	Completed	Nov 28, 2017
173781	241 107th Ave S1	Service B	In Progress	Nov 28, 2017
173782	473 10th St	Service C	Queued for Installation	Nov 28, 2017
173783	241 107th Ave S1	Service D	Completed	Nov 28, 2017
173784	241 107th Ave S1	Service E	Completed	Nov 28, 2017

Provides a summary of all service requests

15

Services completed in the last 30 days

24

Services in progress

12

Services requiring customer action

Provides a status update on all of your service requests

Customer Action Required | Queued for Installation | Completed

Items that require customer actions include:

- Confirmation of site details
- Providing a site readiness date
- ESA approval
- Confirmation of site readiness date prior to trenching

London Hydro's Builder's Portal is linked to the City of London's permits divisions.

When your permit is approved by the City it will automatically create a service request in the Builder's Portal.

Within these service requests you will be able to:

1. Assign a Site Contact

Add New Site Contact

Email*: name@domain.com

Retype Email*: name@domain.com

Name*: First Name: Last Name

Cell Phone: (555) 899-9999

2. Confirm Site Details

Confirm Site Details

Service Address: 171 SANDY ST

Service Meter Address: 171 SANDY ST

This service has a standard meter location.

3. Provide a Site Readiness Date

Provide a Site Readiness Date

November 2017

Men	Tue	Wed	Thu	Fri	Sat	Sun
41	30	31	01	02	03	04
05	06	07	08	09	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	01	02
03	04	05	06	07	08	09

4. Confirm Site Readiness for Service

Site Confirmation

Building Permit Number: 17023990

Street Name: ANYWHERE ST

Street Number: 1234

Postal Code: G0A

City: LONDON

Province: ON

Is your site ready for trenching within the next 2.5 business days?

5. Review Service Request Progress Log

Review Service Request Progress Log

(Nov 8, 2017) Waiting ESA

London Hydro will let you know:

- If there are any problems related to the site servicing
- When trenching is complete
- When ESA approval has been received
- When the meter is installed