

Red River Rebuild Project – FAQ Guide

1. What is the Red River Road Rebuild Project?

The Red River Road Rebuild is a major infrastructure upgrade by SYNERGY NORTH to replace and enhance aging electrical assets in the neighbourhood, including poles, wires, and transformers.

2. Why is this work being done?

To ensure reliable, modern, and safe electrical service by replacing aging infrastructure and accommodating future system demands.

3. What areas are impacted?

Approximately 286 customers, including 13 commercial services, along Red River Road will be affected.

4. What kind of equipment will be installed?

Specific areas will see new poles, reframed poles, new overhead wires, and updated transformers

5. When will the work take place?

- **July 2025** – Site preparation/Staking
- **August/September 2025** – Pole setting
- **Winter 2026** – Overhead line work

6. Will there be power outages?

Yes, brief outages will occur during service changes. A separate *Outage Notice* will be sent by mail or automated call one week prior to any planned outage.

7. How will I be notified?

- *Forestry Notice* – Call or email prior to tree trimming
- *Notice of Project* – Mailed three weeks prior to construction
- *Outage Notice* – Mailed or auto-called one week before scheduled outage



8. Will my trees be affected?

Yes, tree trimming is required to maintain safe clearances:

- Site visits will be conducted
- Clippings will be cleaned up
- Trees may be cleared up to 3 metres from power lines

9. How will traffic be impacted?

There may be temporary traffic disruptions. However:

- Roads will not be closed
- Traffic rules will be followed
- Please expect some noise due to construction activities

10. Will new poles or wires be added to my property?

In some cases, yes. Please refer to the Red River Rebuild Project Map for specific upgrades and their location. Changes will be:

- **Orange** – New pole, anchor, or wire in a new location
- **Blue** – Underground replacement
- **Green** – Existing equipment changes (wire or pole shift under 5m)
Any changes to where the wire connects to your home will be discussed directly with you.

11. Who can I contact with questions?

Please reach out to the Red River Rebuild Project Team (contact information will be included in your project notices) or to Customer Service: 1-833-428-1451 or customerservice@synergynorth.ca

Have Questions? Contact our Customer Service Team:
1-833-428-1451 or customerservice@synergynorth.ca