

## Parsons-High System Renewal Project – FAQ Guide

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### 1. What is the Parsons-High System Renewal Project?

The Parsons-High System Renewal 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 275 customers, including one school (Bishop Gallagher Senior Catholic Elementary School), in the area of Parsons Avenue and High Street N 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 (end) 2025** – Pole setting
- **Winter - July 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?

- *Optional Forestry Notice* – In the event there are additional forestry needs that come up during construction.
- *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?

Pre-construction forestry work for this project was completed in 2024:

- Site visits were conducted
- Clippings were cleaned up
- Trees were 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 Parsons-High System Renewal 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 Parsons-High System Renewal Project Team (contact information will be included in your project notices) or to Customer Service: 1-833-428-1451 or [customerservice@synergynorth.ca](mailto:customerservice@synergynorth.ca)

**Have Questions? Contact our Customer Service Team:**  
1-833-428-1451 or [customerservice@synergynorth.ca](mailto:customerservice@synergynorth.ca)