

# FREQUENTLY ASKED QUESTIONS

## TEMPORARY POWER GENERATORS

### YONGE STREET ROAD IMPROVEMENTS, DAVIS DRIVE TO GREEN LANE

#### **What is happening on Yonge Street?**

York Region is making improvements to [Yonge Street from Davis Drive to Green Lane](#) including widening from four to six lanes and adding new bicycle lanes, sidewalks and traffic signals. Road reconstruction presents opportunities for utility companies to upgrade their networks to better service the community and prepare for the future.

[York Region](#) and [NT Power](#) are working in partnership to install new infrastructure on Yonge Street. NT Power (NT Power) is taking the opportunity to replace an entire hydro plant within the project limits at the same time and has requested the Region undertake the work on their behalf. Therefore, the Region is replacing the hydro plant on Yonge Street from Davis Drive to Green Lane on behalf of NT Power as part of the Region's contract.

The Yonge Street project is in the advance construction phase to prepare for road widening in 2025. For project details and to subscribe for e-newsletters, visit [york.ca/YongeStreet](http://york.ca/YongeStreet)

#### **Why are temporary generators required?**

Temporary generators are necessary to provide reliable power throughout planned hydro outages. Generators allow for safe replacement of the hydro plant on Yonge Street, a main source of power in your community.

#### **How were locations for the generators selected?**

Not all locations on Yonge Street require temporary generators, only locations where the power supply must be disconnected for hydro relocation.

Generator placement is based on power source connectivity and public safety. Locations were carefully evaluated by NT Power, York Region and the Yonge Street project contractors, Graham Brothers Construction Ltd.

While generators are only being placed in commercial plazas, homes near the plazas may experience noise.

#### **Will the generators run at all hours?**

Generators will operate seven days a week, 24 hours a day, to ensure power is available for everyone who needs it. Businesses operate all hours of the day, and many neighbours and residents work shifts. Cell phone towers, streetlights and traffic signals are examples of essential services that depend on power all hours of the day and night.

Fences around the generators are padded with blankets to help absorb noise. They will be monitored and serviced regularly to optimize performance.

#### **How long will the temporary generators be required?**

Temporary generators will be required until new permanent power lines are energized. The time period for generator use varies from location to location, from two to six weeks.

### **What can we expect to see and hear?**

Generators will be trailer-style, ranging in size from about the length of a single parking spot to 40-feet in length. They will be parked outside of electrical rooms of commercial plazas, surrounded by noise buffer fencing or barricades. Large businesses and commercial space will require multiple generators. Nearby residents may experience noise from the generators.

### **Will our power supply be interrupted?**

Businesses with generators will experience power interruptions during the switchover to the generator and for generator maintenance. Your home will NOT be impacted by power outages.

There are a small number of homes on Yonge Street that will be impacted, and the homeowners have been contacted.

Temporary planned power outages for maintenance are anticipated to last up to three hours. The specific date for each business is dependent on the sequence of work completed. York Region and NT Power will provide advance notice.

### **How will we know when the power supply is interrupted?**

York Region and NT Power are working closely with businesses to develop schedules for the planned power outages and providing advance notice.

### **Who can we contact if we have questions?**

We are here to answer your questions.

For information about road construction and generators, contact:

#### **York Region**

Contact Centre Hours

Monday to Friday 7 a.m. to 7 p.m.

Saturday, Sunday, holidays 8:30 a.m. to 4:30 p.m.

Telephone: 1-877-464-9675 ext. 75000

TTY: 1-866-512-6228

Email: [transportation@york.ca](mailto:transportation@york.ca)

Website: [york.ca/ReportaProblem](http://york.ca/ReportaProblem) online form

For after-hours emergencies, contact our Roads and Traffic Operations Centre at 1-877-464-9675 ext. 75200

For information about electricity service, contact:

#### **NT Power**

Operations Department Hours

Monday to Friday 7 a.m. to 3 p.m.

Telephone: (905) 895-2309 ext. 2

Email: [opscenter@ntpower.ca](mailto:opscenter@ntpower.ca)

Website: [NTPower.ca/contact](http://NTPower.ca/contact) online form