



**Oakville Hydro Electricity Distribution Inc.**  
**Farm Stray Voltage Customer Response Procedure and Investigation Form**

All inquiries must be made in writing and the form must be complete in order to proceed with the investigation. You will be contacted within 5 business days of receipt of your completed submission to arrange the date of our first visit to your site.

Date \_\_\_\_\_

Customer Name \_\_\_\_\_

Farm Address \_\_\_\_\_

Account # \_\_\_\_\_

Telephone Number \_\_\_\_\_

email address \_\_\_\_\_

Type and # of Livestock \_\_\_\_\_

Description of Problem \_\_\_\_\_  
and effect on Animals \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

When was the problem first noticed? \_\_\_\_\_

What time of day noticeable? \_\_\_\_\_

More noticeable when rainy or wet? \_\_\_\_\_

Do animals react & avoid any areas? \_\_\_\_\_

Any electric fences or control devices? \_\_\_\_\_

Has electrician verified condition? \_\_\_\_\_  
(attached results)

**Customer Response Procedure**

Phase one will involve an investigator attending your site and performing preliminary testing including voltage & current measurements, checking for loose connections and adequate grounding at the transformer. If the animal contact voltage (ACV) is measured below 1.0 V and the animal contact current (ACC) is measured below 2.0 mA, there is no stray voltage problem. We will provide you with our findings and close the investigation.

If the ACV measured is above 1.0 V or the ACC measured is above 2.0 mA, Oakville Hydro will proceed with Phase two to determine the extent to which the distribution system contributes to stray voltage and to determine whether corrective measures need to be taken on the distribution system.

If corrective measures were implemented by OHEDI, phase three will commence, where we will return to your property to conduct final testing to see whether any additional corrective measures need to be taken.

**Return this form to:**

Oakville Hydro, P.O Box 1900, 861 Redwood Square Oakville ON L6K 0C7

Attn: Farm Stray Voltage Inquiry c/o Engineering Dept

You may also email the completed form to [engineering@oakvillehydro.com](mailto:engineering@oakvillehydro.com) or fax it to 905-825-5830

Your personal information is collected on this form by Oakville Hydro under the authority of the *Electricity Act, Section 29* and the *Ontario Energy Board Act, Section 70.1*. Your personal information will be used for the purposes of investigating your report of farm stray voltage.