



HOME OWNER MANUAL

NEW BRUNSWICK EDITION

Know your home. Recognize trouble. Call the right electrician.



A safe electrical conversation starts with a closed panel, a clear record and questions you understand.

THE GORIGHT PROMISE

This guide helps you observe and communicate - not perform electrical work. If a task involves removing a cover, altering wiring, entering a wet electrical area, or working near damaged equipment, stop and call a licensed electrical contractor.

Licensed & Insured | NB Group 3 Licence 908539 | 506-223-0820

Your home's electrical story

The five-minute orientation every homeowner should complete.

KNOW THESE FIVE LOCATIONS

- Main electrical panel and the clear path to reach it.
- Electric meter and service entrance—observe from a safe distance.
- Main water shutoff and heating-system disconnect.
- Smoke and carbon-monoxide alarms on every required level and sleeping area.
- Outdoor generator location or transfer equipment, if present.

BUILD A HOME ELECTRICAL PASSPORT

- Photograph the panel directory and licence/inspection documents.
- Record panel brand, main rating and installation/upgrade year if known.
- List major loads: EV charger, range, dryer, heat pump, hot tub, generator.
- Keep electrician, utility and emergency numbers where everyone can find them.
- Update the record after every alteration.



A clear, accessible panel and an accurate circuit directory save time during an outage, service call or emergency.

TRY IT NOW Stand in front of the closed panel. Can you identify the main disconnect and the circuits for the kitchen, heating equipment, sump pump and bedrooms—without opening any cover? If not, add a directory review to your next GoRight visit.

Breakers and the panel: read the clues

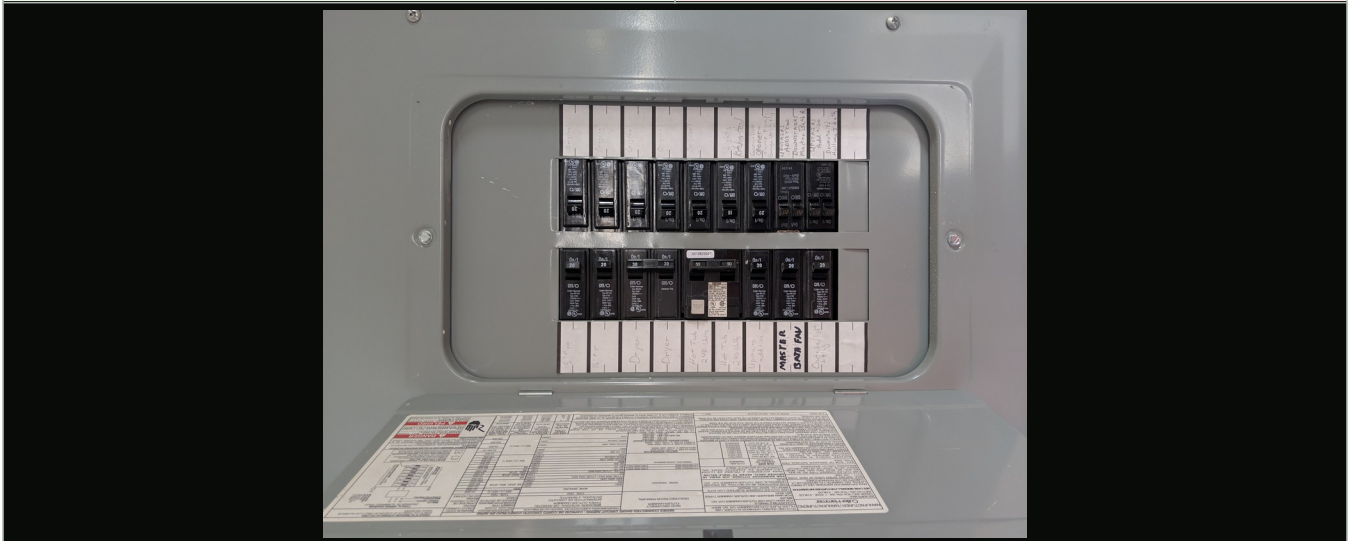
A breaker is a protective device—not an inconvenience to defeat.

WHAT A HOMEOWNER MAY SAFELY DO

- Read the circuit label and note what was operating before a trip.
- With dry hands and a dry floor, switch off or unplug connected loads.
- Reset a breaker once only if there is no smoke, heat, burning smell, water or visible damage.
- Record the date, circuit and circumstances.
- Keep the panel area clear; never store liquids or combustible materials against it.

STOP AND CALL GORIGHT WHEN

- The breaker trips again, will not reset, feels loose, buzzes or appears damaged.
- Lights brighten and dim together, appliances behave strangely or multiple circuits act abnormally.
- You smell hot plastic, hear crackling, see discolouration or feel heat at the closed cover.
- There is water near the panel, meter or service equipment.
- A fuse has been oversized or the panel shows signs of age or deterioration.



Training view only: homeowners should not remove the panel cover. The working parts behind it can remain hazardous even when some breakers are off.

ONE-RESET RULE A repeated trip is information. Do not keep resetting, substitute a larger fuse, tape a handle, or move loads around to hide the symptom.

Receptacles, plugs, cords and power bars

Small contact problems can become heat problems.

GREEN-LIGHT HABITS

- Use products with a recognized Canadian certification mark.
- Insert plugs fully and replace loose, cracked or damaged devices.
- Match extension-cord rating to the equipment and environment.
- Keep cords visible, dry, cool and protected from damage.
- Unplug portable heaters and high-wattage appliances when not in use.

RED-LIGHT HABITS

- Permanent use of extension cords instead of installed receptacles.
- Power bars connected to other power bars or overloaded with heaters/appliances.
- Cords under rugs, through doors, pinched by furniture or repaired with tape.
- Loose plugs, scorch marks, melted plastic, buzzing or a fishy/hot-plastic smell.
- Two-prong adapters or defeated grounding features.



A scorched receptacle is not a cosmetic defect. Stop using it, keep others away and arrange professional assessment.

QUICK ROOM GAME Count how many everyday items rely on extension cords in one room. If a cord is acting like permanent wiring, ask GoRight whether a new receptacle or dedicated circuit is the better solution.

GFCI, AFCI and test buttons

Protection devices work differently; testing follows the manufacturer's instructions.

GFCI: SHOCK-RISK PROTECTION

- Common near sinks, bathrooms, garages, outdoors and other locations where water increases risk.
- Use the built-in TEST and RESET buttons only as directed by the device manufacturer.
- If it does not trip, reset or hold, stop using the protected receptacles and call an electrician.
- A downstream receptacle may be protected by a GFCI located elsewhere.

AFCI: ARC-FAULT PROTECTION

- May be provided by a breaker or combination device.
- Repeated AFCI trips can indicate damaged cords, loose connections, equipment faults or wiring problems.
- Do not replace an AFCI breaker with a standard breaker to avoid nuisance trips.
- Record what was operating and whether the trip occurs immediately or after a delay.



A TEST/RESET receptacle is designed for user testing. Never use tools, jumpers or disassembly to investigate it.

MONTHLY REMINDER Choose one memorable date each month to test smoke/CO alarms and user-testable protective devices according to their labels and manufacturer instructions. GoRight can help create a device map.

Lights and switches are storytellers

Flicker, heat, sound and smell are useful clues—do not ignore patterns.

OBSERVE AND RECORD

- Which room, switch or fixture is affected.
- Whether the symptom appears at startup, after warming or when another appliance starts.
- Whether one lamp, one circuit or several areas are involved.
- Lamp type, dimmer type and recent lamp/fixture changes.
- Video of intermittent flicker, if it can be captured safely.

CALL PROMPTLY FOR

- Buzzing, crackling, arcing flashes or a hot/burning smell.
- A switch or cover plate that becomes unusually warm.
- Flicker affecting multiple circuits or lights that brighten while others dim.
- Water staining near fixtures or wiring.
- Broken fixtures, exposed parts or repeated lamp failures.



Well-planned lighting should be quiet, stable and appropriate for the fixture, control and location.

GOOD SERVICE-CALL NOTE “Kitchen pot lights flicker for two seconds when the heat pump starts; it began last week and affects two circuits” is far more useful than “the lights are weird.”

Big loads need big-picture planning

EV charging, heating, cooking, hot tubs and workshops change how the whole home is loaded.

BEFORE BUYING EQUIPMENT

- Send the nameplate, model and installation instructions to your electrician.
- Describe where it will be installed and the approximate cable route.
- List existing major electric loads and any future plans.
- Ask whether a load calculation, service upgrade, energy-management system or dedicated circuit is appropriate.
- Include permit, utility, inspection and restoration needs in the written scope.

DO NOT ASSUME

- That an empty breaker space means the service has capacity.
- That a receptacle shape proves the circuit is suitable.
- That every charger, hot tub, range or heater uses the same wiring method.
- That a homeowner-supplied product is approved for Canadian use or the intended environment.
- That a neighbour's installation price or design applies to your home.



A home EV charger is part of the home's load, protection, wiring method, product approval and site plan—not just a wall-mounted appliance.

GORIGHT PLANNING ADVANTAGE A pre-installation review can identify capacity, routing and equipment issues before walls are opened or products are purchased.

Smoke and carbon-monoxide alarms

The safest alarm is correctly located, powered, maintained and heard by everyone.

HOMEOWNER ROUTINE

- Use the manufacturer's TEST button and follow its maintenance schedule.
- Confirm alarms are present in required sleeping-area and level locations.
- Know whether alarms are battery-only, hardwired or interconnected.
- Replace batteries and entire units according to the manufacturer's date/life instructions.
- Plan for hearing, mobility, sleeping-depth and household-specific needs.

TREAT AS URGENT

- Any alarm activation: leave, account for people and call 911 as appropriate.
- A CO alarm, headache, dizziness, nausea or confusion—move to fresh air and call emergency services.
- Missing, painted-over, damaged or repeatedly chirping alarms.
- A hardwired alarm that cannot be tested or does not interconnect as expected.
- Renovations that change bedrooms, levels, corridors or ceiling layouts.



Use only the manufacturer's test control. Smoke, open flame and improvised aerosols are not safe test methods.

FAMILY DRILL At the next alarm test, confirm the sound is heard in every sleeping room with doors closed. Review two exits and the outdoor meeting place.

Storms, outages, generators and downed lines

Prepare before the lights go out; keep electricity and combustion hazards separated.

OUTAGE-READY HOME

- Keep flashlights, batteries, a radio, charged power banks and emergency contacts ready.
- Protect sensitive equipment according to manufacturer guidance.
- Use a generator only outdoors, at least 6 m (20 ft) from buildings, with exhaust directed away from openings.
- Connect a generator to home wiring only through approved transfer equipment installed by a qualified electrician.
- Maintain working CO alarms whenever fuel-burning equipment is used.

NEVER DO THIS

- Never plug a generator into a wall receptacle or dryer outlet.
- Never operate a generator in a home, garage, shed or enclosed porch—even with doors open.
- Never approach or drive over a downed line.
- Never touch fences, puddles, trees or vehicles that may be energized.
- Never try to remove branches or repair utility equipment.



Prepared, calm and separated: emergency supplies indoors; the portable generator remains outdoors, well away from openings.

DOWNED LINE Stay at least 10 m (33 ft) away. Keep everyone back. Call 911 and NB Power at 1-800-663-6272. Treat every line as energized.

Water and electricity: stop before you step

Floodwater can hide energized equipment and conductive paths.

IF WATER IS APPROACHING

- Leave the area and keep children, pets and others away.
- Do not enter water to reach a panel, appliance, receptacle or pump.
- If flooding threatens electrical service, contact NB Power for disconnection guidance.
- Photograph damage only from a dry, safe location.
- Arrange electrical assessment before re-energizing affected equipment.

AFTER WATER EXPOSURE

- Do not assume equipment is safe because it looks dry.
- Do not reset breakers or reconnect appliances in the affected area.
- Identify the water source and affected height/rooms for the electrician.
- Keep insurance, restoration and electrical scopes coordinated.
- Replace or evaluate equipment according to authority and manufacturer requirements.



Hidden damage can be severe. Water, contamination and deteriorated connections require professional evaluation—not surface drying.

EMERGENCY BOUNDARY If you see arcing, smoke, fire, energized metal or water contacting electrical equipment, leave the area and call 911. Do not attempt isolation unless it is clearly safe and outside the hazard zone.

Renovations, permits and hiring the right contractor

Good electrical work starts before demolition and ends with records.

ASK FOR A WRITTEN SCOPE

- What is included, excluded and assumed about existing conditions.
- Equipment/product responsibility, approvals and substitutions.
- Permit, inspection, utility coordination and restoration responsibilities.
- How concealed conditions and changes will be authorized and priced.
- Testing, circuit directory updates, cleanup and closeout documents.

TELL THE CONTRACTOR

- Known asbestos, lead, water, structural, electrical or access hazards.
- Past trips, shocks, overheated devices, floods or unrecorded alterations.
- Future loads such as EV charging, heat pumps, suites, workshops or hot tubs.
- Who else is working on the project and the schedule.
- Any accessibility, communication or household safety needs.



Renovation wiring becomes hidden behind finishes. Planning, inspection and a final record protect the homeowner long after the walls close.

NEW BRUNSWICK RULE OF THUMB Electrical installation, repair and maintenance belongs with properly licensed people. The electrical contractor determines permit and inspection needs and coordinates the work required for the installation.

Buying, selling or inheriting a home

An electrical snapshot reduces uncertainty and creates a practical improvement plan.

DOCUMENTS WORTH COLLECTING

- Electrical permits, inspection records and contractor invoices.
- Panel/service upgrade records and circuit directory.
- Generator/transfer equipment, EVSE, heat pump, hot tub and alarm manuals.
- Renovation drawings, suite information and utility correspondence.
- Known defects, recurring symptoms and outstanding recommendations.

WALK-THROUGH QUESTIONS

- Is the panel accessible, labelled and free of visible damage or water exposure?
- Are extension cords being used as permanent wiring?
- Do alarms and user-testable devices respond correctly?
- Are there older wiring types, ungrounded receptacles or abandoned equipment?
- Do major additions appear to have supporting records?



A homeowner electrical assessment should end with priorities you can understand: immediate safety, near-term correction, planned upgrade and routine care.

IMPORTANT DISTINCTION A home inspection is broad; an electrical contractor's assessment is electrical. When concerns are found, ask for a focused written scope and priority plan.

The GoRight annual home electrical rhythm

Small scheduled checks make it easier to notice change.

WHEN	HOMEOWNER CHECK	CALL GORIGHT IF...
Monthly	Test alarms and user-testable protective devices per their instructions; look for damaged cords and blocked panel access.	A device will not test/reset, chirps repeatedly or shows damage.
Seasonally	Review outdoor covers, heating loads, sump-pump supply and storm/outage supplies.	Moisture, cracked covers, repeated trips or loose devices appear.
Annually	Review the electrical passport, major-load plans and unresolved observations.	Records are missing, the panel directory is inaccurate or future loads are planned.
After any event	Record trip, outage, flood, renovation, equipment failure or electrical symptom.	There is heat, smell, sound, visible damage, water contact or repeated behaviour.



A scheduled wellness visit turns “I hope everything is fine” into a documented conversation and a practical plan.

YOUR 60-SECOND HABIT Notice. Record. Stop unsafe use. Call early. Small clues are easier—and often less disruptive—to address before they become emergencies.

Make GoRight your first-call electrician

A proposed HomeCare membership framework for dependable, documented home electrical care.

HOMESAFE ANNUAL

- Scheduled annual electrical wellness visit.
- Home electrical passport review and update.
- Panel access and directory review with the cover closed.
- Homeowner alarm/GFCI test coaching and seasonal reminders.
- Written observations and priority recommendations.

HEMOCARE PRIORITY

- Everything in HomeSafe Annual.
- Priority scheduling and service-history continuity.
- Pre-renovation and major-load planning conversation.
- Member benefits on qualifying services as defined in the current agreement.
- One trusted company for records, follow-up and future planning.



The goal is familiarity: one trusted electrical team that knows your home, its history and your future plans.

LAUNCH NOTE Package names, service limits, response times, exclusions and pricing must be stated in the customer membership agreement before sale. Ask GoRight for the current package sheet.

CALL OR TEXT 506-223-0820

info@gorightelectric.ca • gorightelectric.ca

Your home electrical action card

Complete this page, photograph it and keep it with your emergency information.

Home address: _____

Panel location: _____

Main service/panel rating (if known): _____

Electric heat / heat pump / EV / hot tub / generator: _____

Last electrical assessment or upgrade: _____

Outstanding electrical recommendation: _____

IMMEDIATE DANGER Fire, smoke, active arcing, energized metal, serious shock, or a line down: move to safety and call 911. For a downed line or flood-related supply disconnection, call NB Power at 1-800-663-6272.

When you call GoRight, be ready to say:

- ☐ What you saw, heard, smelled or felt—and when it started.
- ☐ Which room, circuit, appliance or weather/event was involved.
- ☐ Whether smoke, heat, water, repeated tripping or injury is present.
- ☐ What has already been switched off or unplugged without entering danger.
- ☐ Whether the home has a generator, solar, battery, EV charger, hot tub or special medical needs.



Good information supports safer triage and a more efficient service visit. Never delay emergency services to collect details.

Homeowner confidence check

Circle your answer. Anything uncertain becomes a useful question for your next GoRight visit.

CONFIDENCE STATEMENT	YOUR ANSWER
I can reach my closed electrical panel without moving stored items.	YES / NOT YET
My circuit directory identifies the main household loads accurately.	YES / NOT SURE
I know where my GFCI devices and alarm test buttons are.	YES / NOT SURE
Extension cords in my home are temporary, visible and correctly rated.	YES / NEED REVIEW
I know what to do if a breaker trips twice.	YES / REVIEW PAGE 3
My generator, if any, uses approved transfer equipment and stays outdoors.	YES / NOT APPLICABLE / NOT SURE
My home electrical passport is current.	YES / START TODAY

SCORE WITHOUT SHAME Every “not sure” is a planning item—not a failure. The safest homeowners are not those who know how to wire; they are those who recognize limits, keep records and call early.

New Brunswick homeowner assurance basis

- Electrical installation, repair and maintenance are regulated activities; use properly licensed people and a licensed electrical contractor for permitted installation work.
- Electrical wiring and equipment must be maintained so they do not create fire or shock hazards.
- Follow NB Power direction for utility hazards, downed lines, disconnects and reconnects.
- Use approved/certified electrical products and follow the manufacturer’s instructions.
- This guide is education—not a site assessment, permit decision, code interpretation or emergency service.

EDITION CONTROL New Brunswick homeowner edition • Prepared August 2026. Requirements, products and utility procedures can change. GoRight confirms the current requirements for each actual installation and service call.

Request a preliminary home-concern review

Share the facts clearly so GoRight can recommend a safe next step.

Community members experiencing electrical, energy-efficiency, or other home-performance concerns may submit their information and photographs for a preliminary review and recommended next steps. This does not replace an on-site inspection or other required professional assessment.

1 | CONTACT AND PROPERTY

FULL NAME

PHONE

EMAIL

PROPERTY ADDRESS / COMMUNITY

PREFERRED CONTACT

2 | CONCERN SUMMARY

CONCERN TYPE (electrical / energy / comfort / moisture / other)

WHAT ARE YOU OBSERVING? INCLUDE LOCATION, TIMING, FREQUENCY AND CHANGES.

WHEN DID IT BEGIN?

PHOTOS AVAILABLE / ATTACHED

WHO / WHAT IS AFFECTED?

SAFETY SCREEN - CHECK ANY THAT APPLY

☐

Smoke, heat, arcing or burning smell

☐

Water near electrical equipment

☐

Shock, injury or active emergency

☐ I understand this preliminary review is not an inspection, diagnosis, quotation, or emergency service.

QUICK SUBMISSION QR - HOME CONCERN

Scan with your phone to open a pre-addressed GoRight email. Add this completed page or copy its details, then attach clear photographs. For smoke, fire, shock, downed lines or immediate danger, leave the area and call 911 or the appropriate utility.

SCAN - COMPLETE EMAIL - ATTACH PHOTOS/FILES - SEND



Request electrical-trade pathway guidance

Tell us where you are starting and what you want to understand next.

Newcomers interested in gaining electrical knowledge, entering the electrical trade, or understanding New Brunswick's apprenticeship, certification, and Red Seal examination pathways may submit their background and request for guidance.

1 | CONTACT AND CURRENT POSITION

FULL NAME

PHONE

EMAIL

CURRENT CITY / COMMUNITY

PREFERRED LANGUAGE

WORK / STUDY STATUS (optional)

2 | BACKGROUND AND GOAL

EDUCATION, CERTIFICATES OR TRAINING (country and dates)

ELECTRICAL / CONSTRUCTION / TECHNICAL EXPERIENCE

YOUR GOAL (knowledge / apprenticeship / certification / Red Seal / employment / other)

WHAT GUIDANCE ARE YOU REQUESTING? INCLUDE ANY DEADLINE.

☐ I understand this is general guidance; official eligibility and credit decisions belong to the responsible NB authorities.

QUICK SUBMISSION QR - TRADE PATHWAY

Scan with your phone to open a pre-addressed GoRight email. Add this completed page or copy its details. Attach your resume, credentials or training records only if you choose. GoRight can help organize next steps but cannot guarantee apprenticeship credit, licensing eligibility, employment or examination results.

SCAN - COMPLETE EMAIL - ATTACH PHOTOS/FILES - SEND

