



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.

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Emergency quick reference

Move to safety first. Do not delay emergency help to collect information.

FIRE, SMOKE OR ACTIVE ARCING Leave the danger area and call 911. Do not touch equipment or re-enter to reach a breaker.	SHOCK OR INJURY Do not touch a person who may still be in contact with electricity. Call 911.
DOWNED POWER LINE Stay at least 10 m (33 ft) away. Call 911, then NB Power at 1-800-663-6272.	CO ALARM OR SYMPTOMS Move everyone to fresh air and call 911. Do not search the home for the source.
WATER NEAR ELECTRICAL EQUIPMENT Do not enter water or touch equipment. Keep others away and request safe disconnection.	HEAT, ODOUR OR REPEATED TRIPPING Stop using the affected equipment if this can be done safely. Contact a licensed electrical contractor.

This guide helps you observe and ask questions. It does not replace emergency help, an inspection or professional advice.

How to use this manual

- Read one topic at a time.
- Look only from a safe place.
- Write down what you see, hear or smell.
- Use only switches and test buttons made for the user.
- Call 911 first when there is immediate danger.

CONTENTS

1. The GoRight action colours 3	26. Before-and-after energy tracking 28
2. Your home's electrical story 4	27. Homeowner retrofit decision worksheet 29
3. Breakers and the panel: read the clues 5	28. Questions for an energy advisor 30
4. Receptacles, plugs, cords and power bars 6	29. Child, senior and accessibility safety 31
5. GFCI, AFCI and test buttons 7	30. Renovations, permits and hiring the right contractor 32
6. Lights and switches are storytellers 8	31. Buying, selling or inheriting a home 33
7. Smoke and carbon-monoxide alarms 9	32. The GoRight annual home electrical rhythm 34
8. Storms, outages, generators and downed lines 10	33. Make GoRight your first-call electrician 35
9. Older homes: recognize the questions 11	34. HomeCare customer terms summary 36
10. When an older home deserves assessment 12	35. Membership interest and home priorities 37
11. Knob-and-tube and aluminum wiring 13	36. Scan, enrol and schedule 38
12. Fuse panels and ungrounded receptacles 14	37. Home electrical passport 39
13. Insurance questions and service entrances 15	38. Your electrical service history 40
14. Big loads need big-picture planning 16	39. Circuit directory - panel record 41
15. Special systems: multiple sources and uses 17	40. Circuit directory - room and device map 42
16. Heat pumps and backup electric heat 18	41. Major-load and equipment register 43
17. Hot tubs, pools, spas and solar power 19	42. Protection and alarm test record 44
18. Battery storage, workshops and outbuildings 20	43. Room-by-room observation checklist 45
19. Secondary suites and medical-equipment planning 21	44. Electrical emergency action card 46
20. Green retrofit: homeowner benefits 22	45. Emergency and service contacts 47
21. Home symptoms and possible system causes 23	46. Homeowner confidence check 48
22. Water and electricity: stop before you step 24	47. Community support request and privacy 49
23. Air sealing, insulation, ventilation and moisture 25	48. Electrical-trade pathway guidance 50
24. Retrofit in the right order 26	49. Plain-language glossary 51
25. Heat pumps and electrical capacity 27	

The GoRight action colours

One simple decision system used throughout this guide.

GREEN - SAFE HOMEOWNER ACTION

- Observe without opening equipment.
- Use manufacturer-provided test buttons with dry hands.
- Record symptoms, dates, loads and photographs from a safe position.

AMBER - STOP USE AND SCHEDULE SERVICE

- Switch off or unplug the affected appliance only when safe.
- Do not reset repeatedly, bypass protection or improvise a repair.
- Call GoRight and explain what changed.

RED - LEAVE THE AREA / EMERGENCY

- For smoke, fire, active arcing, serious shock, energized metal, downed lines or water contacting electrical equipment: move people to safety and call 911 or the electricity supplier as applicable.

The best homeowner skill is recognizing the boundary between useful observation and professional electrical work.

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.



Notice the closed panel and the clear working space in front.



Know where the main switch is. Keep its cover closed.

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.



Use only the breaker handles and labels visible with the cover closed.



A closed service panel and its visible installation area. Keep the front clear.



Use only the breaker handles and circuit labels visible with the panel door open.

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.



Scorching means stop using the receptacle and arrange an assessment.

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.



Power bars, cords and portable heaters need clear space and safe loading.

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.



Use only the TEST and RESET buttons as instructed.



Use only the TEST and RESET buttons. Stop and call if the device will not test or reset.

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 breaker with a TEST button must be tested as its maker directs.

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.



Stable, quiet lighting is a useful sign; record flicker, heat or sound.



Record which switch, light or load is involved and when the change occurs.

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.”

Smoke and carbon-monoxide alarms

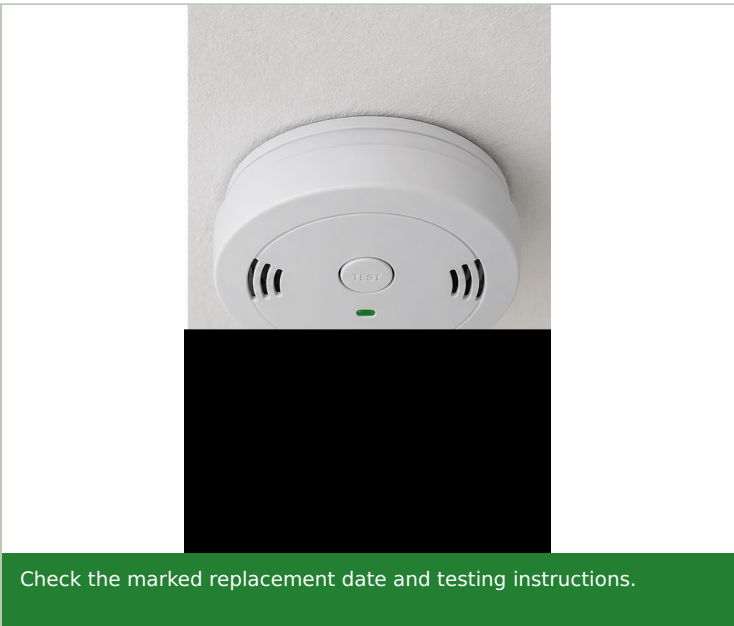
The safest alarm is correctly located, powered, maintained and heard by everyone.

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.



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.



Prepare safe lighting, communication and essential supplies before a storm.

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.



Approved transfer equipment prevents unsafe backfeed.

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.

Older homes: recognize the questions

Older equipment needs careful, professional assessment.

WHAT TO KNOW

- Age alone does not show whether old wiring is safe.
- Knob-and-tube wiring may have damaged insulation or unsafe changes.
- Aluminum wiring needs the correct devices and connections.
- A three-slot receptacle does not prove grounding is present.

WHAT TO WATCH

- Missing records for electrical changes.
- Heat, smell, buzzing, flicker or repeated trips.
- Two-prong receptacles, unusual adapters or permanent extension cords.
- Rust, water damage or a deteriorated service entrance.



Heat, water or burning marks require professional assessment.

DO NOT INVESTIGATE Do not open old equipment or disturb old wiring. Arrange an electrical assessment.

When an older home deserves assessment

These warning signs are good reasons to request an assessment.

ASK FOR AN ASSESSMENT BEFORE

- Buying or selling an older home.
- Starting a major renovation.
- Adding a heat pump, EV charger, hot tub, suite or workshop.
- Changing an old panel or service.

TELL THE ELECTRICIAN ABOUT

- Past trips, shocks, floods, overheating or burning smells.
- Older wiring types or ungrounded receptacles.
- Missing permits or unrecorded changes.
- Questions raised by an insurer, lender or home inspector.



Look for a recognized Canadian certification mark before buying.

GOOD TIME TO CHECK Ask for an assessment before a purchase, major renovation or new high-load appliance.

Knob-and-tube and aluminum wiring

Older wiring should be checked, not disturbed.

KNOB-AND-TUBE WIRING

- It may be hidden in attics, walls, and ceilings.
- Old insulation may be dry, cracked, or damaged.
- Later changes may not have been done safely.
- Do not touch, move, or cover the wiring.
- Ask for an electrical assessment before renovation or insulation work.

ALUMINUM BRANCH WIRING

- It needs devices and connectors made for aluminum wiring.
- Loose or wrong connections can overheat.
- Do not change receptacles or switches yourself.
- Record heat, flicker, smell, or past repairs.
- Ask a licensed electrician to check the wiring and connections.



Left: knob-and-tube wiring. Right: disconnected aluminum cable being checked.

DO NOT INVESTIGATE Do not touch or move older wiring. Ask for an electrical assessment.

Fuse panels and ungrounded receptacles

Old equipment can still give useful warning signs.

FUSE PANELS AND OLD EQUIPMENT

- A fuse opens when too much current flows.
- Never install a larger fuse to stop it from opening.
- Never put metal or any object behind a fuse.
- Call for rust, heat, loose parts, missing covers, or repeated fuse operation.
- Ask whether parts and future capacity are still available.

UNGROUNDED RECEPTACLES

- A two-slot receptacle may not have an equipment ground.
- A three-slot receptacle does not prove a ground is present.
- Do not use an adapter that removes grounding protection.
- Do not test grounding with improvised tools.
- Ask an electrician to test it and explain the safe options.



Left: fuse panel. Right: older two-slot and modern three-slot receptacles.

DO NOT DEFEAT PROTECTION A larger fuse or grounding adapter can hide a serious problem.

Insurance questions and service entrances

Good records help answer insurance questions.

WHAT AN INSURER MAY ASK

- The panel and service type, age, and rating.
- Whether the home has fuses, aluminum wiring, or older wiring.
- Whether some receptacles are ungrounded.
- Whether permits and inspection records are available.
- Whether past electrical recommendations were completed.

WATCH THE SERVICE ENTRANCE

- Look only from the ground.
- Watch for loose, bent, rusted, or weather-damaged parts.
- Watch for water entry or damaged conduit.
- Watch for branches, ice, or construction near the service wires.
- Do not touch or climb near service equipment.
- Call NB Power or a licensed contractor, as appropriate.



Look from the ground for damage, rust, or loose service parts.

KEEP THE RECORD Save permits, inspection reports, invoices, and photographs.

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.



An EV charger is a major electrical load. Confirm capacity and protection before installation.



The charger rating must suit the home and the vehicle.



Plan the heat pump, disconnect and electrical supply together.

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

Special systems: multiple sources and uses

Some systems can keep equipment energized from more than one source.

PLAN EACH SYSTEM

- Solar and batteries: identify every power source and shutdown method.
- Workshop or outbuilding: plan the supply, protection and future use.
- Secondary suite: coordinate electrical, fire, alarm and permit work.
- Medical equipment: make a written outage plan.

WHAT TO WATCH

- Equipment that can stay energized after the main switch is off.
- Outdoor equipment not suited to weather or moisture.
- Missing labels, instructions or inspection records.
- A design copied from another home without checking your own needs.



Outdoor receptacle covers must suit the location and use.

MORE THAN ONE SOURCE Solar, batteries and generators may keep parts energized after the main switch is off.

Heat pumps and backup electric heat

Plan the heat pump and backup heat together.

BEFORE BUYING A HEAT PUMP

- Give the electrician the model and nameplate information.
- Show where the indoor and outdoor units will go.
- Ask what circuit and disconnect are required.
- Include other large loads and future plans.
- Check the home service capacity before purchase.

BACKUP ELECTRIC HEAT

- Backup heat can use a large amount of power.
- Ask when it turns on and how it is controlled.
- Do not assume an empty breaker space means enough capacity.
- Air sealing and insulation may change the heating size needed.
- Plan the heat pump and backup heat together.



Left: weathered service entrance. Right: heat pump, disconnect, and closed panel.

CHECK FIRST An empty breaker space does not prove that the service has enough capacity.

Hot tubs, pools, spas and solar power

Water and extra power sources need careful planning.

HOT TUBS, POOLS, AND SPAS

- Water and electricity need special protection.
- Give the exact equipment instructions to the electrician.
- Plan the location, bonding, grounding, and GFCI protection together.
- Stop using equipment after flooding or visible damage.
- Confirm the permit and inspection before use.

SOLAR POWER

- Solar panels can make electricity in daylight.
- Know where the solar disconnects are.
- Keep warning labels clear and readable.
- The main switch may not turn off every source.
- Keep the permit, inspection, warranty, and shutdown information.



Left: hot tub and nearby electrical equipment. Right: rooftop solar system.

KNOW THE SHUTDOWN Keep the shutdown steps and emergency contacts easy to find.

Battery storage, workshops and outbuildings

Plan the location, power, and emergency steps.

BATTERY STORAGE

- Use equipment approved for Canada and the location.
- Keep the required space around the equipment.
- Know the emergency shutdown steps.
- Keep the manufacturer and installer instructions.
- Leave the area and call 911 if a battery is hot, damaged, or smoking.

WORKSHOPS AND DETACHED BUILDINGS

- List the tools, heaters, welders, and chargers you plan to use.
- Plan the electrical supply before finishing the building.
- Do not use extension cords as permanent wiring.
- Include lighting, grounding, protection, and future loads.
- Confirm the permit and inspection.



Left: home battery equipment. Right: electrical supply for a detached workshop.

PLAN BEFORE YOU BUY Give the electrician the model, instructions, location, and planned loads.

Secondary suites and medical-equipment planning

Plan for the people who will use the space and equipment.

SECONDARY SUITES

- Plan electrical, fire, alarm, and permit work together.
- List heating, cooking, laundry, and other large loads.
- Keep the panel easy to reach and clearly labelled.
- Give occupants clear emergency information.
- Do not cover wiring before the required inspection.

MEDICAL-EQUIPMENT OUTAGE PLAN

- Ask which equipment must keep running.
- Know how long each battery lasts.
- Keep charging instructions and emergency contacts ready.
- Plan a safe place to go if the outage lasts too long.
- Do not depend on one backup source.
- Never use fuel-burning equipment indoors.



Left: panel serving a secondary living space. Right: medical device and portable backup power.

WRITE THE PLAN List essential equipment, battery time, contacts, and a safe place to go.

Green retrofit: homeowner benefits

COMFORT

Fewer drafts and more even room temperatures.

COST

Less wasted energy and better control of household costs.

HEALTH

Good ventilation and moisture control support healthier indoor air.

DURABILITY

Managing water, air and moisture helps protect the home.

ENVIRONMENT

Using less energy can reduce the home's environmental impact.



Exterior insulation and air sealing can reduce heat loss and drafts.

This guide helps you observe and ask questions. It does not replace emergency help, an inspection or professional advice.

Home symptoms and possible system causes

A symptom is a clue. It is not a diagnosis.

WHAT YOU MAY NOTICE • Cold rooms or drafts. • High energy bills. • Water on windows or a musty smell. • Ice along the roof edge. • A breaker that trips after new equipment is installed.	WHAT IT MAY POINT TO • Drafts: air leaks, missing insulation, or a heating problem. • High bills: heat loss, old equipment, settings, or household use. • Window water: high humidity, weak ventilation, leaks, or cold surfaces. • Roof ice: heat escaping into the attic or a roof problem. • Breaker trips: a new load, equipment problem, or circuit that needs checking.
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Left: window condensation. Right: closed panel with breaker handles visible.

RECORD THE PATTERN Note when it happens, which rooms or circuits are affected, and what equipment was running.

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.



Stay out of floodwater and away from panels, receptacles and connected 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.

Air sealing, insulation, ventilation and moisture

Air sealing, insulation and ventilation must work together.

WHAT EACH PART DOES

- Air sealing reduces unwanted drafts.
- Insulation slows heat loss.
- Ventilation removes stale air and controls indoor moisture.
- Drainage and flashing keep outdoor water out.

WHAT TO WATCH

- Condensation, musty odours or visible mould.
- Insulation covering electrical equipment or required spaces.
- New air sealing without a ventilation review.
- Wall openings closed before wiring and inspection are complete.



Insulation, air sealing, and ventilation should be reviewed together.

KEEP THE BALANCE Air sealing without proper ventilation can create moisture and indoor-air problems.

Retrofit in the right order

A good retrofit follows a safe and practical order.

BEFORE WORK STARTS

- List comfort, safety, moisture and future electrical needs.
- Complete required energy and electrical checks.
- Confirm program steps before beginning eligible work.
- Plan permits, inspections and responsibilities.

DO THE WORK IN ORDER

- Stop water entry and correct urgent hazards.
- Air seal and insulate while planning ventilation.
- Choose properly sized heating equipment.
- Check electrical capacity, test the work and keep records.



A safe visual check keeps the panel closed and the path clear.

BEFORE WORK STARTS Confirm program steps, permits and inspections before signing or starting eligible work.

Heat pumps and electrical capacity

A heat pump may change the electrical load on the home.

WHAT TO PROVIDE

- Outdoor-unit, indoor-unit and backup-heater nameplates.
- Manufacturer installation instructions.
- Existing major electrical loads.
- Future plans such as an EV charger or suite.

WHAT TO WATCH

- Electric backup heat can use a large amount of power.
- Panel space does not prove service capacity.
- Equipment size may change after insulation and air sealing.
- Only a home-specific review can confirm the right approach.



The electrician compares the proposed heat pump with the home's electrical capacity.

DO NOT GUESS An empty breaker space does not prove that the service has enough capacity.

Before-and-after energy tracking

Simple records help you see whether upgrades are working.

WHAT TO RECORD

- At least 12 months of energy bills when available.
- Thermostat settings, occupancy and equipment changes.
- Comfort, humidity and problem rooms.
- Energy reports, invoices and test results.

HOW TO COMPARE

- Compare similar months and seasons.
- Note unusual weather or household changes.
- Do not judge savings from one bill alone.
- Compare actual results with the advisor’s estimate.



Compare similar months and note weather, settings, and household changes.

KEEP A SIMPLE RECORD Compare similar months and note weather, occupancy and equipment changes.

Homeowner retrofit decision worksheet

MAIN CONCERN	ROOMS OR SEASONS AFFECTED
ENERGY BILLS AVAILABLE	MOISTURE OR WATER CONCERNS
PLANNED ELECTRICAL LOADS	BUDGET AND TIMING
ENERGY EVALUATION COMPLETED	QUALIFIED PROFESSIONALS NEEDED
PROGRAM STEPS CONFIRMED BEFORE WORK	HOW SUCCESS WILL BE MEASURED



Check current SaveEnergyNB steps
<https://www.saveenergynb.ca/en/for-home/total-home/>

Questions for an energy advisor

Ask clear questions before agreeing to the work.

ASK ABOUT THE PLAN

- Which work should come first, and why?
- Which program steps must happen before work begins?
- Will air sealing change ventilation needs?
- Should heating equipment size be checked again?

ASK ABOUT THE RESULT

- How were the expected savings calculated?
- How will completed work be tested?
- Which records and invoices must I keep?
- Which electrical questions need an electrician?



Ask the advisor what should be done first and how results will be checked.

ASK WHY A good advisor should explain which upgrade comes first and how the result will be checked.

Child, senior and accessibility safety

Make the safety plan work for everyone in the home.

PLAN FOR EACH PERSON

- Keep panels, alarms and exits easy to reach.
- Use visual or vibrating alarm aids when needed.
- Make an escape plan for reduced mobility.
- Plan backup power for essential medical equipment.

WHAT TO WATCH

- Children near damaged cords or receptacles.
- Oxygen equipment near flames, smoking or heat.
- Blocked exits, panel access or alarm sound paths.
- A person living alone without an emergency contact.



Left: tamper-resistant receptacle. Right: alarm and alert equipment in a bedroom.

PLAN FOR EVERYONE Include children, seniors, people living alone and anyone using medical equipment.

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.



Plan wiring, permits and inspection before the wall is closed.

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.



Review the closed panel and available records before buying the home.

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?



Discuss the panel, planned work and known concerns before buying or renovating.

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

MONTHLY	Test alarms and user-testable devices per instructions; check cords and panel access.
SEASONALLY	Review outdoor covers, heating loads, sump-pump supply and outage supplies.
ANNUALLY	Update the electrical passport, major-load plans and unresolved observations.
AFTER AN EVENT	Record a trip, outage, flood, renovation, equipment failure or electrical symptom.



Electrical care is easier to remember when it becomes part of the home’s annual routine.

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

HomeCare provides dependable, documented electrical care for one enrolled home.

HOMESAFE ANNUAL \$189 / year • Annual visual electrical wellness visit. • Electrical Passport and circuit-directory review. • Written priority summary and annual reminder.	HEMOCARE PLUS \$29.99 / month or \$329 / year • Everything in HomeSafe Annual. • Priority booking target. • One major-load planning review. • 10% off eligible GoRight labour, up to \$150 yearly.	PRIORITY HOME \$49.99 / month or \$549 / year • Everything in HomeCare Plus. • Two scheduled member touchpoints. • One standard diagnostic call. • Eligible-labour discount cap increases to \$300 yearly.
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PRICES ARE BEFORE HST. Monthly plans require a 12-month agreement. Parts, materials, permits, inspection or utility fees, travel-zone charges and after-hours work are additional. Discounts apply only to eligible GoRight labour; they are not cash, do not carry forward and cannot be combined. Priority means earlier available booking - not same-day or 24/7 emergency service. The included diagnostic call covers the published standard weekday service-call scope; repairs are quoted separately. HomeSafe Annual is priced against GoRight’s published \$189 standard weekday service call and does not promise unlimited labour.

HomeCare customer terms summary

This is a plain-language summary. The signed customer agreement controls if wording differs.

YOUR PLAN • Starts when accepted and paid. • Monthly option: 12 monthly payments. • Annual option: one prepaid term. • Renewal follows the signed agreement.	SCHEDULING AND ACCESS • Provide safe access and accurate information. • Visits occur during agreed regular hours. • Unsafe conditions may require work to stop. • Missed-visit and rescheduling rules apply.
NOT INCLUDED • Repairs, materials, permits, utility or inspection fees. • After-hours and holiday premiums. • Destructive access, restoration or hazard remediation outside electrical scope.	CANCELLATION AND LIMITS • Benefits apply to the enrolled address. • Unused benefits have no cash value. • Discount caps reset each term. • Emergency hazards require 911 and the applicable electricity supplier.
Customer initials	Date

FULL AGREEMENT REQUIRED Enrollment requires the current signed HomeCare Customer Agreement. Ask GoRight about current prices, hours, payment, rescheduling, cancellation, renewal and privacy terms.

Membership interest and home priorities

Tell GoRight what matters most. This is an interest form, not a membership contract.

Name	Phone
Email	Best day/time to contact
Package of interest	Home address
☐ Annual wellness visit	☐ Priority scheduling
☐ Circuit-directory update	☐ Generator and outage planning
☐ EV or heat-pump planning	☐ Smoke/CO alarm review
☐ Renovation planning	☐ Home-purchase assessment
Concerns or future plans GoRight should know about	



Use the HomeCare request page to tell GoRight about the home and the support needed.

Call or text 506-223-0820 to request current HomeCare details.

Scan, enrol and schedule

Open the HomeCare request page, compare plans and request the first review.



REQUEST HOMECARE

<https://www.gorightelectric.ca/quote>

506-223-0820
electricgoright@gmail.com

- 1 Scan or tap the code.
- 2 Choose HomeCare in the request form.
- 3 Share your address and priorities.
- 4 GoRight confirms eligibility, terms and appointment.
- 5 Sign the agreement and complete payment.

PRIVACY Read the website privacy notice and provide only the contact, property and service information needed to respond and prepare a quote.

Home electrical passport

HOME ADDRESS	PANEL LOCATION
MAIN RATING IF KNOWN	PANEL BRAND/MODEL IF SAFELY VISIBLE
UPGRADE YEAR IF KNOWN	HEAT PUMP / ELECTRIC HEAT
EV / HOT TUB / GENERATOR / SOLAR / BATTERY	LAST ELECTRICAL ASSESSMENT
OUTSTANDING RECOMMENDATIONS	

Your electrical service history

Keep one continuous history for symptoms, service calls, permits and upgrades.

DATE	OBSERVATION / WORK	CIRCUIT / AREA	CONTRACTOR / PERMIT	FOLLOW-UP



Keep one continuous history so each visit starts with useful information.

Continuity matters: the next visit should begin with the home’s history, not start over.

Circuit directory - panel record

Record the directory exactly as labelled. Ask GoRight to verify unclear descriptions.

CKT	BREAKER	VOLTAGE	AFCI/GFCI	AREA / LOAD	NOTES

DIRECTORY RULE Do not guess. Write “unknown - verify” when a circuit cannot be identified safely. Never remove the panel cover.

Circuit directory - room and device map

Connect each room and important device to its circuit number for faster service.

ROOM / AREA	DEVICE OR LOAD	CIRCUIT	PROTECTION / NOTES
INCLUDE Kitchen circuits, heating, sump pump, freezer and alarms.		UPDATE AFTER Renovation, new circuit, panel replacement, EVSE, spa, pool or generator.	

Major-load and equipment register

Keep nameplate and instruction information ready before replacement or expansion planning.

EQUIPMENT	MODEL / SERIAL	V / A / kW	CIRCUIT / OCPD	INSTALLED / SERVICE
Range				
Dryer				
Water heater				
Heat pump / electric heat				
EV charger				
Hot tub / pool				
Generator / transfer equipment				
Solar / battery				
Other major load				

A major load belongs in the whole-home capacity, protection and future-planning conversation.

Protection and alarm test record

Use only manufacturer-provided test controls. Record a failure and arrange service.

DATE	DEVICE / LOCATION	TEST / OBSERVATION	RESULT	FOLLOW-UP

USEFUL RECORDS

GFCI/AFCI tests, smoke/CO tests and replacement dates, surge indicator.

CALL GORIGHT WHEN

A device fails, protection trips repeatedly, or damage, heat, odour or water is present.

Room-by-room observation checklist

Look, listen and smell. Do not remove covers or touch damaged parts.

SAFE ROOM CHECK

- Look at cords, plugs, covers and user test buttons.
- Listen for buzzing or crackling.
- Notice heat, burning smells, water or discolouration.
- Keep exits and the path to the panel clear.

STOP AND CALL WHEN

- A device is hot, loose, buzzing, scorched, wet or damaged.
- A breaker trips again.
- Several lights brighten and dim together.
- There is smoke, arcing, shock or immediate danger.



Left: kitchen receptacle and appliances. Right: clear, dry access to a closed panel.

OBSERVE ONLY Stop using anything that is hot, loose, buzzing, scorched, wet or damaged.

Electrical emergency action card

Home address

Panel location

Major electrical systems

Household emergency contact

IMMEDIATE DANGER: leave, stay away from water and downed lines, then call 911. NB Power: 1-800-663-6272. GoRight: 506-223-0820.

Report: address, what you observe, when it began, affected circuit or equipment, and any water, heat, smoke or odour.

Emergency and service contacts

Complete this page before an outage, renovation, insurance claim or urgent service event.

CONTACT	PHONE / RECORD
GoRight Electric	
Electricity supplier / outage / downed line	
Emergency services	
Home insurer / policy number	
Generator service provider	
Alarm monitoring provider	
Other important service contact	

DOWNED LINE Stay at least 10 m (33 ft) away and call 911. Report it to NB Power at 1-800-663-6272 or Saint John Energy at 506-658-5252, as applicable. Treat every line as energized.

Homeowner confidence check

Check each confident answer. Every unchecked item becomes a plan, not a failure.

HomeReady check	Yes
The panel is accessible and the circuit directory is accurate.	☐
GFCI and alarm test locations are known.	☐
Extension cords are temporary, visible and correctly rated.	☐
Generator connection and outdoor location are verified.	☐
The electrical passport and service records are current.	☐
Household members know the red emergency boundaries.	☐
Future major loads are discussed before purchase.	☐
Electrical safety concerns are corrected or scheduled.	☐
TOTAL CHECKS (0-8)	

SCORE WITHOUT SHAME 0-3: start the passport and correct urgent warnings. 4-6: complete records and schedule a review. 7-8: maintain the annual rhythm. Every unchecked item becomes a next step.

Community support request and privacy

- Use the secure form at www.gorightelectric.ca/forms/home-concern.
- Before sending information, read the privacy notice shown with the form.
- Send only the details and photographs needed to explain the concern.
- Do not send passwords, banking details, government identification or medical records.
- For urgent danger, call 911 or the proper emergency service instead of using a form.
- A submitted request does not replace an on-site inspection.



Share only the information needed to explain the concern.



**Open the secure
Home Concern
form**

[www.gorightelectric.ca
/forms/home-concern](http://www.gorightelectric.ca/forms/home-concern)



**Language
support and
current editions**

[https://
www.gorightelectr
ic.ca](https://www.gorightelectric.ca)

Electrical-trade pathway guidance

- Newcomers may share their training, work experience and goals.
- GoRight can help organize questions about learning, apprenticeship and certification.
- Skilled Trades New Brunswick makes official decisions about eligibility and examinations.
- Guidance does not guarantee credit, employment, a licence or exam success.



Organized experience and goals make career guidance more useful.



Open the secure Electrical-Trade Pathway form

www.gorightelectric.ca/forms/trade-pathway

Plain-language glossary

AFCI	A protective device intended to reduce fire risk from certain dangerous arcing conditions.
Circuit	A path carrying electricity from protective equipment to lights, receptacles or equipment.
CO	Carbon monoxide: a colourless, odourless poisonous gas.
Disconnect	A switch intended to isolate identified equipment or a supply.
GFCI	A protective device intended to reduce shock risk from current leaking outside its normal path.
Load	Equipment that uses electricity, such as a heater, appliance, charger or light.
Service capacity	The amount of electrical load a service can supply under an approved calculation—not simply the number on a panel label.
Qualified person	A person with the training and authorization appropriate to the task.

HOMEOWNER ASSURANCE BASIS: New Brunswick Electrical Installation and Inspection Act; Regulation 84-165; CSA C22.1-24 as adopted in New Brunswick; GNB Technical Inspections; NB Power and Saint John Energy safety information; Health Canada carbon-monoxide and generator guidance.

This guide helps you observe and ask questions. It does not replace emergency help, an inspection or professional advice.