



HOMEOWNER MANUAL

NEW BRUNSWICK - FOURTH EDITION



KNOW YOUR HOME • RECOGNIZE TROUBLE • CALL THE RIGHT ELECTRICIAN

Homeowner education • electrical passport • maintenance planner • emergency card

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Licensed & Insured - NB Group 3 Licence 908539 - Revised August 2026

How to use this manual

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SAFETY BOUNDARY

This publication teaches observation, documentation, prevention and emergency response. It does not teach homeowners to alter wiring, remove electrical covers or enter an electrical hazard zone.

The GoRight action colours

One consistent decision system throughout the manual.

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

- Unplug or switch off the affected appliance only if this can be done safely.
- Do not reset repeatedly, bypass protection or improvise a repair.
- Call GoRight and explain what changed.

RED - LEAVE THE AREA / EMERGENCY

- Smoke, fire, active arcing, serious shock, energized metal, downed lines or water contacting electrical equipment.
- Move people to safety; call 911, NB Power or emergency services as applicable.



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

Your home electrical passport

Complete this page once, then update it after every electrical change.

Home address

Panel location

Panel manufacturer / model

Main service rating, if documented

Installation or upgrade year

Last electrical contractor / permit record



GORIGHT HABIT

Photograph this completed page and your circuit directory. Store copies with permits, inspection records, equipment manuals and invoices.

Panels, breakers and repeat trips

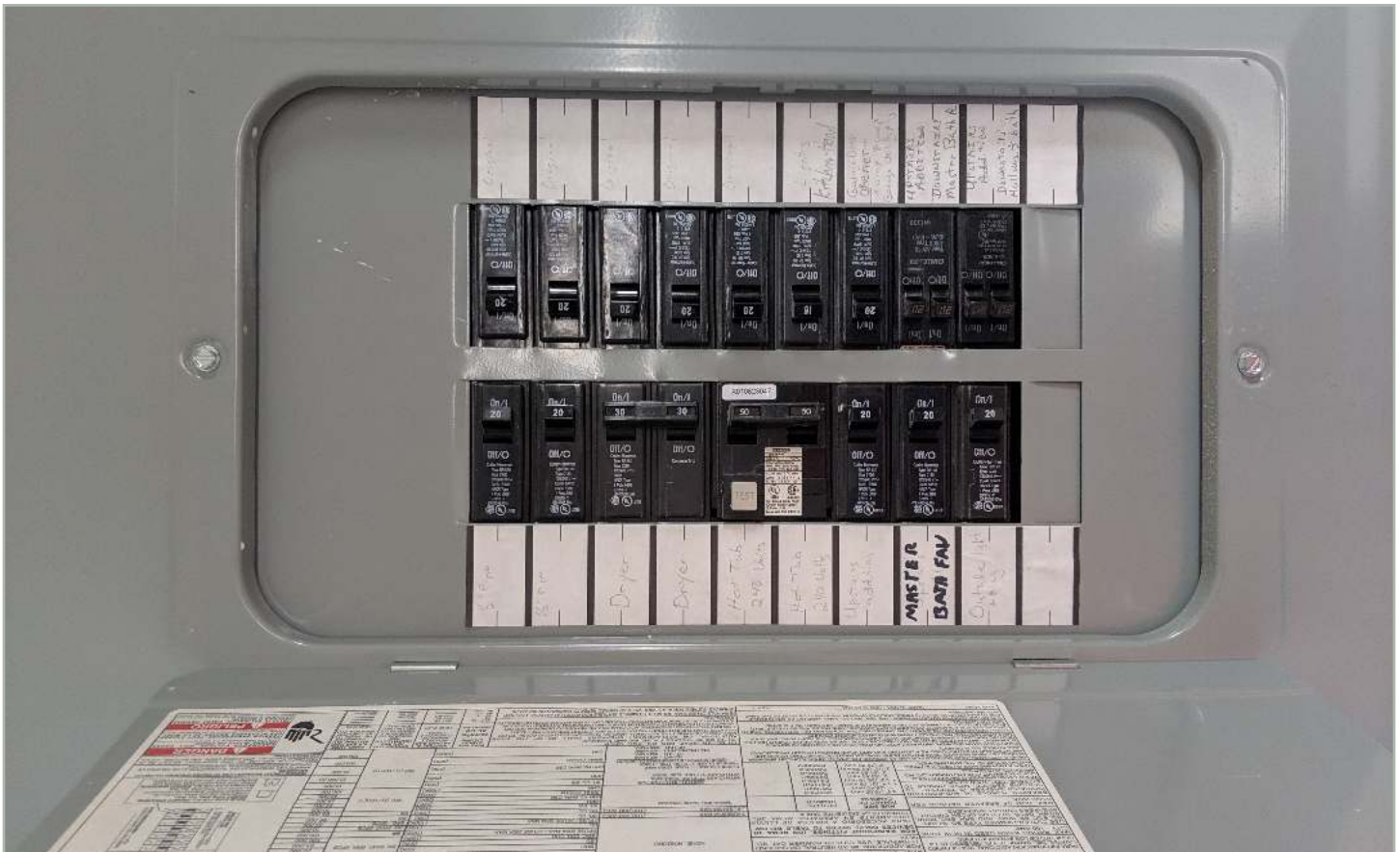
Green: observe and record. Amber/red: stop and call.

HOMEOWNER ACTION

- Read the circuit label and note what was operating.
- With dry hands and a dry floor, unplug or switch off loads.
- Reset once only when there is no heat, smell, smoke, water or damage.

STOP AND CALL

- A second trip or a breaker that will not reset.
- Heat, buzzing, crackling, loose devices or burning odour.
- Lights brightening/dimming together or several circuits acting abnormally.



Training view only: never remove the panel cover.

GOOD SERVICE-CALL NOTE

Describe what happened, where, when, what was operating and whether heat, smell, water, repeated tripping or injury is present.

Receptacles, plugs, cords and power bars

Green: observe and record. Amber/red: stop and call.

HOMEOWNER ACTION

- Use certified products and fully seated plugs.
- Keep cords temporary, visible, dry and correctly rated.
- Stop using damaged, loose, hot or discoloured devices.
- Have fixed wiring devices inspected and replaced by a licensed electrical contractor.

STOP AND CALL

- Power bars connected to power bars.
- Portable heaters or high-wattage appliances on extension cords.
- Cords under rugs, through doors, pinched or repaired with tape.



Safe temporary use on the left; overload and permanent-cord hazards on the right.

GOOD SERVICE-CALL NOTE

Describe what happened, where, when, what was operating and whether heat, smell, water, repeated tripping or injury is present.

GFCI, AFCI and test buttons

Green: observe and record. Amber/red: stop and call.

HOMEOWNER ACTION

- Use only the device manufacturer's TEST/RESET procedure.
- Keep hands and surrounding surfaces dry.
- Record what was operating before any protective trip.

STOP AND CALL

- A device will not test, reset or hold.
- Repeated GFCI/AFCI trips.
- Replacing protection with a standard device to stop trips.



A test button is intended for the user; tools and disassembly are not.

GOOD SERVICE-CALL NOTE

Describe what happened, where, when, what was operating and whether heat, smell, water, repeated tripping or injury is present.

Lights and switches tell a story

Green: observe and record. Amber/red: stop and call.

HOMEOWNER ACTION

- Note room, device, timing and other loads operating.
- Capture intermittent flicker on video from a safe position.
- Record lamp, fixture and dimmer changes.

STOP AND CALL

- Buzzing, crackling, hot plates or burning smell.
- Flicker on several circuits or brightening/dimming together.
- Water stains, exposed parts or repeated lamp failure.



Observe and record; do not touch a warm or damaged device.

GOOD SERVICE-CALL NOTE

Describe what happened, where, when, what was operating and whether heat, smell, water, repeated tripping or injury is present.

Major loads need whole-home planning

Green: observe and record. Amber/red: stop and call.

HOMEOWNER ACTION

- Send model/nameplate and instructions before purchase.
- List existing and future loads.
- Ask about load calculation, routing, permits and restoration.

STOP AND CALL

- Assuming an empty breaker space equals capacity.
- Assuming a receptacle shape proves suitability.
- Buying uncertified equipment or copying a neighbour's design.



EV charging is part of the whole home load and protection plan.

GOOD SERVICE-CALL NOTE

Describe what happened, where, when, what was operating and whether heat, smell, water, repeated tripping or injury is present.

Smoke and carbon-monoxide alarms

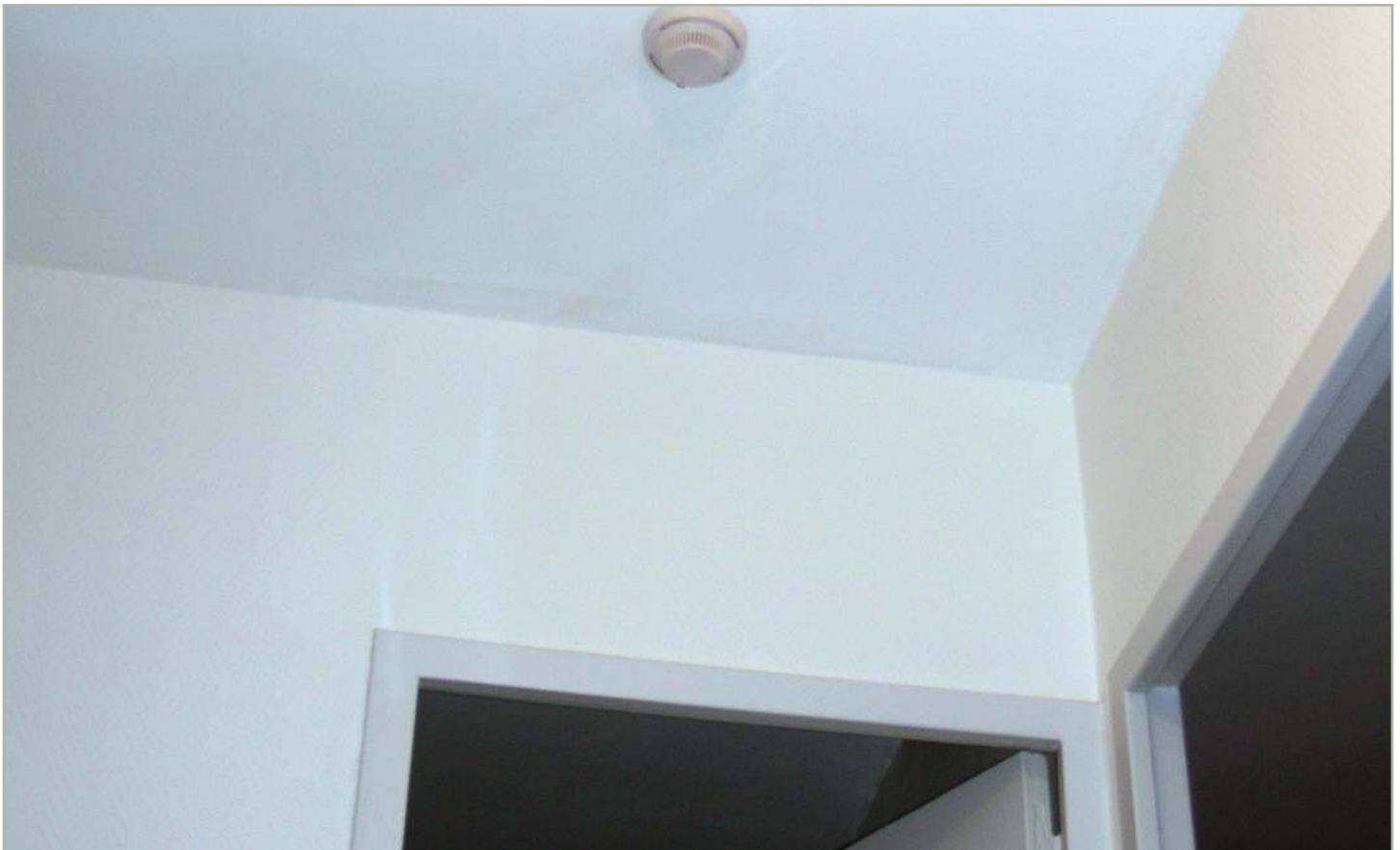
Green: observe and record. Amber/red: stop and call.

HOMEOWNER ACTION

- Test and maintain exactly as the manufacturer directs.
- Know location, power source, interconnection and replacement date.
- Confirm alarms can be heard in sleeping rooms with doors closed.

STOP AND CALL

- Missing, painted, damaged or repeatedly chirping alarms.
- A hardwired alarm that will not test or interconnect.
- Any alarm activation or CO symptoms: leave and call emergency services.



Use the provided test control - never open flame or improvised smoke.

GOOD SERVICE-CALL NOTE

Describe what happened, where, when, what was operating and whether heat, smell, water, repeated tripping or injury is present.

Storms, outages, generators and downed lines

Green: observe and record. Amber/red: stop and call.

HOMEOWNER ACTION

- Prepare flashlights, radio, batteries, power banks and contacts.
- Operate portable fuel-burning generators outdoors at least 6 m (20 ft) from buildings.
- Use approved transfer equipment installed by a New Brunswick-licensed electrical contractor.

STOP AND CALL

- Never connect a generator through a wall or dryer receptacle.
- Never operate it in a garage, shed, porch or covered area.
- Stay 10 m (33 ft) from downed lines. Call 911 and report the line to your electricity supplier.



Emergency supplies inside; generator outdoors and away from openings.

GOOD SERVICE-CALL NOTE

Describe what happened, where, when, what was operating and whether heat, smell, water, repeated tripping or injury is present.

Water and electricity: stop before you step

Green: observe and record. Amber/red: stop and call.

HOMEOWNER ACTION

- Keep people and pets out of the affected area.
- Contact your electricity supplier when disconnection is needed.
- Document water height and affected rooms only from a dry, safe position.

STOP AND CALL

- Never enter water to reach a panel, receptacle, appliance or pump.
- Do not reset breakers or reconnect exposed equipment.
- Smoke, arcing or energized metal: leave and call 911.



The safe position is the dry landing - never the flooded floor.

GOOD SERVICE-CALL NOTE

Describe what happened, where, when, what was operating and whether heat, smell, water, repeated tripping or injury is present.

Renovations, permits and records

Green: observe and record. Amber/red: stop and call.

HOMEOWNER ACTION

- Use a licensed electrical contractor and written scope.
- Identify products, permit, inspection, utility and restoration duties.
- Update circuit directory and electrical passport at closeout.

STOP AND CALL

- Hidden or unrecorded alterations.
- Known asbestos, lead, water or access hazards not disclosed.
- Electrical work proceeding without permit/inspection decisions documented.



Planning before demolition protects the finished project.

GOOD SERVICE-CALL NOTE

Describe what happened, where, when, what was operating and whether heat, smell, water, repeated tripping or injury is present.

Buying, selling or inheriting a home

Green: observe and record. Amber/red: stop and call.

HOMEOWNER ACTION

- Collect permits, inspection records, invoices and equipment manuals.
- Ask for a focused electrical assessment when concerns are found.
- Create an immediate / near-term / planned / routine priority list.

STOP AND CALL

- Inaccessible or unlabelled panel.
- Permanent extension cords, repeated trips or older ungrounded devices.
- Major additions without supporting records.



A non-invasive electrical walk-through turns uncertainty into priorities.

GOOD SERVICE-CALL NOTE

Describe what happened, where, when, what was operating and whether heat, smell, water, repeated tripping or injury is present.

Your annual electrical care calendar

A repeatable rhythm makes change easier to notice.

MONTHLY

- Test alarms and user-testable protection at the manufacturer-specified interval; many devices require monthly testing.
- Look for damaged cords and blocked panel access.

SPRING

- Review outdoor covers, sump-pump supply and water risks.
- Update renovation and major-load plans.

FALL

- Review electric-heating loads and outage supplies.
- Confirm generator and carbon-monoxide alarm readiness.

ANNUALLY

- Update the electrical passport and service history.
- Schedule a professional electrical wellness review when concerns or planned changes warrant it.



A comfortable home is easier to maintain when electrical care becomes part of the seasonal routine.

GoRight HomeReady safety score

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

- ☐ 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.
- ☐ Electrical passport and service records are current.
- ☐ Household members know the red emergency boundaries.
- ☐ Future major loads have been discussed before purchase.
- ☐ Identified electrical safety concerns are corrected or scheduled for correction.

TOTAL CHECKS (0-8)

0-3 • START

- Create your passport.
- Correct urgent warning signs.

4-6 • BUILD

- Complete missing records.
- Schedule a wellness review.

7-8 • MAINTAIN

- Keep the annual rhythm.
- Update after every change.

NO SHAME - ONLY NEXT STEPS

The safest homeowner is not the one who knows how to wire; it is the one who notices change, respects limits, keeps records and calls early.

Your electrical service history

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

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



Continuity is valuable: one electrical team can understand the home’s history instead of restarting every visit.

GoRight HomeCare membership

Customer-care options for maintaining records, planning future loads and scheduling preventive reviews.

HOMESAFE ANNUAL

- Annual visual wellness visit
- Passport and directory review
- Reminder schedule
- Written priority summary

HEMOCARE PLUS

- Everything in HomeSafe
- Priority booking target
- Major-load planning conversation
- Defined member labour benefit

PRIORITY HOME

- Everything in HomeCare Plus
- Two scheduled touchpoints
- One included standard diagnostic visit
- Expanded service-history review



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

AVAILABILITY AND TERMS

- Current prices, eligibility, benefits, exclusions, booking targets, renewal and cancellation terms are confirmed in the written HomeCare Customer Agreement.
- No plan promises 24/7 emergency response.

Membership interest and home priorities

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

Name**Phone****Email**☐ Annual wellness visit☐ Priority scheduling☐ Circuit-directory update☐ Generator/outage planning☐ EV / heat-pump planning☐ Smoke/CO alarm review☐ Renovation planning☐ Home purchase assessment**Best day/time to contact you****Package of interest**

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

Circuit directory - panel record

Record the directory exactly as labelled; ask GoRight to verify unclear or inaccurate descriptions.

CKT	BREAKER	VOLTAGE	AFCI/GFCI	AREA / LOAD	NOTES

DIRECTORY RULE

Do not guess. Use “unknown - verify” when a circuit cannot be identified safely. No exposed electrical parts.



Circuit directory - room and device map

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

ROOM / AREA	DEVICE OR LOAD	CIRCUIT	PROTECTION / NOTES

INCLUDE

- Kitchen small-appliance circuits
- Heating and heat-pump equipment
- Sump pump, freezer and alarms

UPDATE AFTER

- Renovation or new circuit
- Panel replacement or service upgrade
- New EVSE, spa, pool or generator

Major-load and equipment register

Keep nameplate and instruction information available 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; do not bypass protection.

DATE	DEVICE / LOCATION	TEST / OBSERVATION	RESULT	FOLLOW-UP

USEFUL RECORDS

- GFCI/AFCI user-test date
- Smoke/CO alarm test and replacement date
- Surge-protection status indicator

CALL GORIGHT WHEN

- A device will not test or reset
- Protection trips repeatedly
- Damage, heat, odour or water is present

Emergency and service contacts

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

GoRight Electric

Phone / record

Electricity supplier / outage / downed line

Phone / record

Emergency services

Phone / record

Home insurer / policy number

Phone / record

Generator service provider

Phone / record

Alarm monitoring provider

Phone / record

Other important service contact

Phone / record

DOWNED LINE

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

HomeCare prices, benefits and limits

Launch pricing in Canadian dollars, before HST. Monthly plans require a 12-month agreement.

HOMESAFE ANNUAL \$189 / YEAR - One scheduled visual wellness visit - Electrical passport and directory review - Written priority summary - Annual reminder	HOMECARE PLUS \$29.99 / MONTH \$329 / YEAR - Everything in HomeSafe - Priority booking target during regular hours - 10% eligible-labour discount; \$150 annual cap - One major-load planning review	PRIORITY HOME \$49.99 / MONTH \$549 / YEAR - Everything in HomeCare Plus - Two scheduled customer touchpoints - One included standard diagnostic call - 10% eligible-labour discount; \$300 annual cap
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IMPORTANT LIMITS

- Parts, materials, permits, inspection charges, travel-zone charges and HST are additional.
- Discount applies to eligible GoRight labour only; it is not cash, does not carry forward and cannot be combined with another offer.
- Priority means earlier available booking during stated business hours - not guaranteed same-day or 24/7 emergency response.
- Included diagnostic call covers the published standard weekday service-call scope; repairs are quoted separately.

FAIR-VALUE PRINCIPLE

The annual plan is priced against GoRight’s published \$189 standard weekday service call. It rewards continuity without promising unlimited labour or emergency availability.

HomeCare customer terms summary

Plain-language commercial summary. The separate customer agreement controls if wording differs.

YOUR PLAN

- Starts when accepted and paid.
- Monthly option: 12 monthly payments.
- Annual option: one prepaid term.
- Renews only under the signed agreement.

SCHEDULING AND ACCESS

- Customer provides 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 or restoration.
- Hazard remediation outside electrical scope.

CANCELLATION AND LIMITS

- Benefits are for 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

☐ I understand this page is a summary and enrolment requires the full GoRight HomeCare Customer Agreement.

FULL AGREEMENT REQUIRED

- This summary does not replace the signed HomeCare Customer Agreement.
- Ask GoRight for current prices, business hours, payment, rescheduling, cancellation, renewal and privacy terms before enrolling.

Scan, enrol and schedule

Open the mobile HomeCare page, compare plans, submit your priorities and schedule the first review.



SCAN TO REQUEST A QUOTE

www.gorightelectric.ca/quote

START HERE

- 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.

CONTACT GORIGHT

506-223-0820

info@gorightelectric.ca • gorightelectric.ca

PRIVACY

- Review the website privacy notice before submitting.
- Provide only the contact, property and service information GoRight needs to respond, prepare a quote and administer an accepted plan.

Emergency action card and official references

Photograph this page and keep it with household emergency information.

RED ACTION

- Fire, smoke, active arcing, serious shock or energized metal: leave and call 911.
- Do not touch a person who is still in contact with electricity.
- Downed line: stay 10 m (33 ft) away; call 911 and the applicable electricity supplier.
- Floodwater near electrical equipment: stay out and request utility disconnection guidance.

Home address

Panel location

Household medical / accessibility needs

OFFICIAL REFERENCES - VERIFIED AUGUST 2026

Electrical Installation and Inspection Act

New Brunswick enabling legislation

NB Regulation 84-165

General Regulation and NB amendments

CSA C22.1-24

CEC Part I, 26th Edition, as adopted by NB

GNB Technical Inspections

Licences, permits and electrical bulletins

Electricity suppliers

NB Power and Saint John Energy safety information

Health Canada

Carbon-monoxide and generator safety

This guide provides homeowner education only. It is not a site assessment, permit decision, Code interpretation, emergency service or substitute for equipment instructions. Confirm requirements for the actual installation.

GORIGHT

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