alectra
energy solutions

High Voltage Solutions

Case Study - Freeway Group

Rapid Transformer Replacement Keeps Freeway Group Running

For **Freeway Group**, a diversified company with real estate, construction, and property management operations across Canada and the U.S., reliability is everything. That reliability was tested when a sudden equipment failure shut down its 132,000 sq ft headquarters and warehouse in Brampton, Ontario.

The site, home to a tenant producing and shipping products daily to a major home improvement chain, relied on two shifts with more than 150 employees. When its transformer failed, the production line stopped instantly.

"It all happened early in the morning," recalled **Avi Dhaliwal, CEO of Freeway Group**. "The team found flooding on the exterior property, a roof leak, and then smoke in the electrical room. By the time I arrived, the plant was completely shut down. We knew immediately that this wasn't going to be a simple repair."

> "AES sourced, delivered, installed, and secured approvals for a new transformer, all in a matter of mere weeks."
>
> Avi Dhaliwal, CEO & Founder, Freeway Group

A Rapid, Strategic Response

Alectra Energy Solutions (AES) arrived within hours to assess the damage. The verdict was clear: the original 44kV, 1 MVA transformer was beyond repair, along with the secondary switchboard. Worse yet, replacing the unit with the same configuration would mean waiting 40–60 weeks for a custom order—an impossible timeline for Freeway and its tenant.

"We knew speed was critical," said **James Truong, Director at Alectra Energy Solutions**. "Our team had to think differently about the problem. Instead of accepting very long lead times on a non-standard piece of equipment, we worked with the local utility to see if the site could be converted to the more common 27.6kV system. Once we confirmed capacity on the feeder, that opened the door to a faster solution."

AES immediately secured a 1.5 MVA standard transformer and began designing a new site configuration. The installation also relocated the transformer from the middle of the parking lot to the boulevard, improving safety and freeing up space for truck access.

Collaboration Under Pressure

AES oversaw the project from design through to commissioning, expediting every step. Electrical Safety Authority (ESA) approval, which typically takes six weeks, was fast-tracked and secured within a week.

"The cooperation between AES, our electricians, and the ESA was excellent," said Dhaliwal. "Everything was handled quickly, safely, and without disrupting the operations we managed to keep going with a generator."

In the end, AES turned what could have been a year-long outage into a matter of weeks.

Outcomes That Matter

Fast Restoration of Operations

Power was restored in weeks, not months, allowing production to resume far ahead of industry-standard lead times.

Modernized Infrastructure

The new transformer replaced outdated equipment, boosting efficiency and lowering operating costs.

Improved Safety and Logistics

Relocating the transformer reduced operational risks and made truck traffic safer and more efficient.

Flexibility to Reinvest

Reduced energy costs allowed Freeway to reinvest in site upgrades, including repaving, new lighting, and added safety measures.