



CONDITIONS OF SERVICE

Table of Contents

SECTION 1 INTRODUCTION

- 1.1 Identification of Distributor and Territory**
 - 1.1.1 General
- 1.2 Related Codes, and Governing Laws**
- 1.3 Interpretations**
- 1.4 Amendments and Changes**
- 1.5 Contact Information**
- 1.6 Customer Rights**
- 1.7 Distributor Rights**
 - 1.7.1 Force majeure**
- 1.8 Disputes**

SECTION 2 DISTRIBUTION ACTIVITIES (GENERAL)

- 2.1 Connections**
 - 2.1.1 Building that Lies Along
 - 2.1.2 Expansions / Offer to Connect
 - 2.1.2.1 Single Phase services on existing streets with plant (Overhead)
 - 2.1.2.2 Single Phase services on existing streets with plant (Underground)
 - 2.1.2.2 Transformation
 - 2.1.2.2 Three-Phase Service
 - 2.1.3 Connection Denial
 - 2.1.4 Inspections Before Connections
 - 2.1.5 Relocation of Plant
 - 2.1.6 Easements
 - 2.1.7 Contracts



2.2 Disconnection

2.3 Conveyance of Electricity

- 2.3.1 Guaranty of Supply
- 2.3.2 Power Quality
- 2.3.3 Electrical Disturbances
- 2.3.4 Standard Voltage Offerings
 - 2.3.4.1 Secondary Voltage
 - 2.3.4.2 Primary Voltage
- 2.3.5 Voltage Guidelines
- 2.3.6 Back-up Generators
- 2.3.7 Metering
 - 2.3.7.1 General
 - 2.3.7.2 Current Transformer Boxes
 - 2.3.7.3 Interval Metering
 - 2.3.7.4 Meter Reading
 - 2.3.7.5 Final Meter Readings
 - 2.3.7.6 Faulty Registration of Meters
 - 2.3.7.7 Meter Dispute Testing
 - 2.3.7.8 Location
 - 2.3.7.9 Meter Mounting Heights
 - 2.3.7.10 Environment
 - 2.3.7.11 Meter Sockets
 - 2.3.7.12 Cabinets
 - 2.3.7.13 Metering Loops
 - 2.3.7.14 Metal Enclosed Switchgear
 - 2.3.7.15 Switchgear Connected to Wye Source
 - 2.3.7.16 Four Quadrant Metering (Generation)
 - 2.3.7.17 Net metering (Generation)
 - 2.3.7.18 Standard offer metering (Generator)

2.4 Tariffs and Charges

- 2.4.1 Service Connections
- 2.4.2 Energy Supply
 - 2.4.2.1 Wheeling of Power
- 2.4.3 Supply Deposits and Agreements
- 2.4.4 Billing
 - 2.4.4.1 Competitive Charges
 - 2.4.4.2 Non Competitive Charges
 - 2.4.4.3 Billable Engineering Units
 - 2.4.4.4 Use of Estimates
- 2.4.5 Payments and Late Payment Charges
- 2.4.6 Unauthorized Energy Use

2.5 Customer Information



SECTION 3 CUSTOMER SPECIFIC

3.1 Residential

- 3.1.1 General
- 3.1.2 Early Consultation
- 3.1.3 Standard Connection Allowance
- 3.1.4 Variable Connection Fees
- 3.1.5 Point of Demarcation
 - 3.1.5.1 Secondary Service Connection
 - 3.1.5.2 Primary Service Connection
- 3.1.6 Supply Voltage
- 3.1.7 Access
- 3.1.8 Metering
- 3.1.9 Overhead Service
- 3.1.10 Underground Service
- 3.1.11 Street Townhouses and Condominiums
 - 3.1.11.1 Service Information
 - 3.1.11.2 Metering
- 3.1.12 Seasonal or Remote Dwellings
 - 3.1.12.1 Service Information
 - 3.1.12.2 Access
- 3.1.13 Inspection

3.2 General Service (Below 50 kW)

- 3.2.1 General
- 3.2.2 Early Consultation
- 3.2.3 Standard Connection Allowance
- 3.2.4 Variable Connection Fees
- 3.2.5 Point of Demarcation
 - 3.2.5.1 Secondary Service Connection
 - 3.2.5.2 Primary Service Connection
- 3.2.6 Supply Voltage
- 3.2.7 Access
- 3.2.8 Metering
- 3.2.9 Overhead Service
- 3.2.10 Underground Service
- 3.2.11 Supply of Equipment
- 3.2.12 Inspection

3.3 General Service (Above 50 kW)

- 3.3.1 General
- 3.3.2 Early Consultation
- 3.3.3 Standard Connection Allowance



- 3.3.4 Variable Connection Fees
 - 3.3.5 Point of Demarcation
 - 3.3.5.1 Secondary Service Connection
 - 3.3.5.2 Primary Service Connection
 - 3.3.6 Supply Voltage
 - 3.3.7 Access
 - 3.3.8 Metering
 - 3.3.9 Overhead Service
 - 3.3.10 Underground Service
 - 3.3.11 Sub-transmission Service
 - 3.3.12 Supply of Equipment
 - 3.3.13 Short Circuit Capacity
 - 3.3.14 Inspection
- 3.4 General Service (Above 500 kW)**
- 3.4.1 General
 - 3.4.2 Early Consultation
 - 3.4.3 Standard Connection Allowance
 - 3.4.4 Variable Connection Fees
 - 3.4.5 Point of Demarcation
 - 3.4.5.1 Service Installation
 - 3.4.6 Supply Voltage
 - 3.4.7 Access
 - 3.4.8 Metering
 - 3.4.9 Sub-transmission Service
 - 3.4.10 Short Circuit Capacity
 - 3.4.11 Drawings
 - 3.4.12 Pre-Service Inspection
- 3.5 Embedded Generation**
- 3.5.1 General
 - 3.5.2 Protection
 - 3.5.2.1 Internal Faults
 - 3.5.2.2 External Faults
 - 3.5.2.3 Ground Faults
 - 3.5.2.4 Phase Faults
 - 3.5.2.5 Islanding/Abnormal Conditions
 - 3.5.3 Induction Generator
 - 3.5.4 DC Remote Tripping / Transfer Tripping
 - 3.5.5 Maintenance
 - 3.5.6 Metering for Embedded Generators
 - 3.5.7 Transformers
 - 3.5.8 Reporting Requirements
 - 3.5.9 Capital Contribution



- 3.5.10 Compliance
- 3.5.11 Disconnection

3.6 Embedded Market Participant

3.7 Embedded Distributor

3.8 MicroFIT Generators

3.9 Miscellaneous Small Services

- 3.9.1 General
- 3.9.2 Early Consultation
- 3.9.3 Street Lighting
- 3.9.4 Traffic Signals
- 3.9.5 Bus Shelters
- 3.9.6 Decorative Street Lighting

SECTION 4 GLOSSARY OF TERMS

SECTION 5 APPENDICIES

5.1 Security Deposit Policy

5.2 Electrical Planning Requirements Document

5.3 Electric Service Meter Base Verification Document

5.4 Dimension of Cabinet

5.5 General Technical Requirements for Embedded Generators

[Electrical Planning Requirements Document](#)

[Electric Service Meter Base Verification Document](#)

[Contact Information](#)



[Distribution Connection Process](#)

[Request For Connection Form](#)



SECTION 1 INTRODUCTION

1.1 Identification of Distributor and Territory

The Distributor is a corporation, incorporated under the laws of the Province of Ontario to distribute electricity.

The Distributor is licensed by the Ontario Energy Board "OEB" to supply electricity to Customers as described in the Transitional Distribution License and thereafter by the Distribution License issued to the Distributor by the OEB. Additionally there are requirements imposed on the Distributor by the various codes referred to in the License and by the Electricity Act and the Ontario Energy Board Act.

The Distributor is limited to operate distribution facilities within their Licensed Territory as defined in the Distribution License, which is within the limits of the Town of Hawkesbury.

1.1.1 General

Nothing contained in this document or in any contract for the supply of electricity by the Distributor shall prejudice or affect any rights, privileges, or powers vested in the Distributor by law under any Act of the Legislature of Ontario or the Parliament of Canada, or any regulations thereunder.

All operations performed by the distributor and its agents shall be performed within the rules and regulations set out by the appropriate authorities including but not limited to: ESA, Ministry of Labour, Ministry of Transportation, etc.

The Distributor will normally provide one electrical service to each customer location at a nominal service voltage.

Modifications to an existing service must comply with the requirements of the standards in effect at the time of the modifications.

The customer or their authorized representative must make application for new or upgraded electric services and temporary power services.

The customer or their representative shall consult with the Distributor concerning the availability of supply, the voltage of supply, service location, metering and any other details. These requirements are separate from and in addition to those of the Electrical Inspection Authority. The Distributor will confirm, in writing, the Characteristics of Electric Supply available at a specific site.



The customer is required to provide the Distributor sufficient lead-time in order to ensure:

- (a) the timely provision of supply to new and upgraded premises or*
- (b) the availability of adequate capacity for additional loads to be connected in existing premises.*

If special equipment is required or equipment delivery problems occur then longer lead times may be necessary. The customer will be notified of any extended lead times.

Customers will be required to pay the cost of repair or replacement of the Distributors' equipment that has been damaged through the customers' action or neglect.

The supply of electricity is conditional upon the Distributor being permitted and able to provide such a supply, obtaining the necessary apparatus and material, and constructing works to provide the service. Should the Distributor not be permitted to supply or not be able to do so, it is under no responsibility to the customer whatsoever.

The Customer shall not build, plant or maintain or cause to be built, planted or maintained any structure, tree, shrub or landscaping that would or could obstruct the running of distribution lines, endanger the equipment of the Distributor, interfere with the proper and safe operation of the Distributor's facilities or adversely affect compliance with any applicable legislation in the sole opinion of the Distributor.

Prior to commencing any service work, the customer must consult with the Distributor to ensure compliance with current requirements.

The customer is responsible for selecting a qualified/competent contractor. Careful selection of a contractor can significantly affect the cost of a project. The Distributor shall be consulted prior to the selection of a mutually acceptable contractor.

The customer maintains the responsibility to ensure that all work is done in accordance with the distributor's design and technical standards and specifications.

The Distributor, at the expense of the Owner, reserves the right to provide an Inspector who will be on duty for the duration of the work, and the Contractor shall supply him such accommodations as he may require. The Inspector shall have the authority to stop work at any time he feels the Contractor is not proceeding in accordance with these "conditions of service". Work shall not recommence until the Distributor has been notified and the Inspector is present at the site.



Customers may be required to pay Capital Contributions for the addition of new and upgraded electrical services in accordance with the Economic Evaluation process as defined in the Distribution System Code

1.2 Related Codes and Governing Laws

The Distributor is limited in its scope of operation by the:

1. *Electricity Act, 1998*

www.e-aws.gov.on.ca/html/statutes/english/elaws_statutes_98e15_e.htm

2. *Ontario Energy Board Act, 1998*

www.e-laws.gov.on.ca/html/statutes/english/elawsstatutes98o15e.htm

3. *Distribution Licence*

4. *Affiliate Relationships Code*

5. *Distribution System Code*

6. *Retail Settlements Code*

7. *Standard Service Supply Code*

8. *Transmission System Code*

9. *Ontario Regulation 22/04 - Electrical Distribution Safety*

http://www.e-laws.gov.on.ca/html/source/regs/english/2004/elaws_src_regs_r04022_e.htm

10. *Measurement Canada*

http://strategis.ic.gc.ca/epic/site/mc-mc.nsf/en/h_lm03862e.html



In the event of a conflict between this document and the Distribution Licence or regulatory Codes issued by the OEB, or the Electricity Act, the provisions of the Act, the Distribution Licence and associated regulatory Codes shall prevail.

When planning and designing for electricity service, Customers and their agents must refer to all applicable provincial and Canadian electrical codes, and all other applicable federal, provincial, and municipal laws, regulations, codes and by-laws to also ensure compliance with their requirements. The work shall be conducted in accordance with the Ontario Occupational Health and Safety Act, the Regulations for Construction Projects and the E&USA (or the OHSC Safety) rulebook.

1.3 Interpretations

In these Conditions, unless the context otherwise requires:

- *Headings and underlining are for convenience only and do not affect the interpretation of these Rules.*
- *Words referring to the singular include the plural and vice versa.*
- *Words referring to a gender include any gender.*

1.4 Amendments and Changes

The provisions of these Conditions of Service and any amendments made from time to time form part of any Contract made between the Distributor and any connected Customer, Generator or their agents.

In the event of changes to this Conditions of Service, a Public notice shall be made in the form of either a notice in the local newspaper, or a notice on the Distributors' Website.

The Customer is responsible for contacting HHI to ensure that the Customer has, or to obtain the current version of the Conditions of Service. The Distributor may charge a reasonable fee for providing the Customer with a copy of this document.

1.5 Contact Information

HHI and its agents can be contacted during normal working hours (Monday to Friday between 9:00 and 4:00) at 613-632-6689. In the event of an emergency, outside of normal working hours, HHI or its agents can be contacted by phone at 613-632-6689.



1.6 Customer Rights

In those instances where the Customer will own their secondary or primary service, the Customer has the right to hire a Contractor to supply and install the service.

The customer has the right to demand identification from any person purporting to be an authorized agent or employee of the distributor.

A customer, who believes that he has suffered damages to his property or equipment as a result of negligence on the part of the Distributor, may submit a written claim for damages to the Distributor. The Distributor will investigate the claim and respond in writing within 10 business days of the receipt of the claim.

1.7 Distributor Rights

In those instances where the Customer has the authority to hire a Contractor to construct plant which will become part of the Distributors' system, the Distributor shall have the right to require the Contractor to submit proof of previous experience and satisfactory performance, and, the Distributor shall have the right to investigate such proof and approve the Contractor prior to the Owner awarding a contract for the work to the Contractor.

The Distributor shall have access to Customer property in accordance with section 40 of the Electricity Act, 1998.

1.7.1 Force Majeure

Other than for any amounts due and payable by the Customer to THE DISTRIBUTOR or by THE DISTRIBUTOR to the Customer, neither THE DISTRIBUTOR nor the Customer shall be held to have committed an event of default in respect of any obligation under these Conditions of Service if prevented from performing that obligation, in whole or in part, because of a Force Majeure Event.

If a Force Majeure Event prevents either party from performing any of its obligations under these Conditions of Service, that party shall:

- a) other than Force Majeure Events related to acts of God, promptly notify the other party of the Force Majeure Event and its assessment in good faith of the effect that the event will have on its ability to perform any of its obligations. If the immediate notice is not in writing, it shall be confirmed in writing as soon as reasonably practical;
- b) not be entitled to suspend performance of any of its obligations under these Conditions of Service to any greater extent or for any longer time than the Force Majeure Event requires it to do;



- c) use its best efforts to mitigate the effects of the Force Majeure Event, remedy its inability to perform, and resume full performance of its obligations;
- d) keep the other party continually informed of its efforts; and
- e) other than for Force Majeure Events related to acts of God, provide written notice to the other party when it resumes performance of any obligations affected by the Force Majeure Event;
- f) if the Force Majeure Event is a strike or a lock out of THE DISTRIBUTOR's employees or authorized agents, THE DISTRIBUTOR shall be entitled to discharge its obligations to notify its Customers in writing by means of placing an ad in the local newspaper.

1.8 Disputes

If, following good faith negotiations between a customer or other market participant and the Distributor, a resolution cannot be reached, the dispute may be submitted to a dispute resolution process.

Any dispute which shall arise between the Distributor and a customer(s) and other market participants subject to the terms of these Conditions of Service concerning the rights, duties or obligations of the Distributor or others subject to these Conditions of Service, shall be subject to the following dispute resolution procedure:

Mediation

- Either party (the "Initiating Party") may invoke the dispute resolution procedure by sending a written notice to the other party (the "Respondent Party") describing the nature of the dispute and designating a representative of the Initiating Party with appropriate authority to be its representative in negotiations relating to the dispute. The responding Party shall, within five business days of the receipt of such notice, send a written notice to the Initiating Party, designating a representative of the Responding party with the appropriate authority to be its representative in negotiations relating to the dispute.
- Within ten business days of the receipt by the Initiating Party of the written notice of the Responding Party the designated representatives shall enter into good faith negotiations with a view to resolving the dispute. If the dispute is not resolved in thirty days of the commencement of such negotiations, or such longer period as may be agreed upon, either party may, by written notice to the other party, require that the parties be assisted in their negotiations by the Ontario Energy Board. In accordance with the OEB dispute resolution process, The Ontario Energy Board will complete its review of the dispute within 150 days.



SECTION 2 DISTRIBUTION ACTIVITIES (GENERAL)

2.1 Connections

This section includes information that is applicable to all customer classes of the distributor. Items that are applicable to only a specific customer class are covered in Section 3.

2.1.1 Building that Lies Along

As provided in Section 28 of the Electricity Act 1998 the Distributor has the Obligation to Connect any Building that ‘lies along’ its distribution system. A building ‘lies along’ a distribution line if it can be connected to the distributor distribution system without an expansion or enhancement, and meets the conditions listed in the Conditions of Service of the distributor who owns or operates the distribution line.

A Building that ‘lies along’ a distribution line may be refused connection to that line should the distribution line not have sufficient capacity for the requested connection.

A Building that ‘lies along’ a distribution line may be refused connection to that line should the connection be bad or unsafe for the system.

A Building that appears to ‘lie along’ a distribution line may be refused connection to that line should the distribution line not have sufficient capacity for the requested connection. In such instances, the distributor shall make an offer to connect which will include the cost of the enhancement

2.1.2 Expansions / Offer to Connect

The Distributor will make an Offer to Connect to any customer requesting a connection within the Distributors licensed territory. As required by the Distribution Code, the Offer to Connect must be Fair and Reasonable and be based on the distributors’ design standard. The Offer to Connect must also be made within a reasonable time from the request for connection and the receipt of all required information from the Customer.

The Distributor may require a customer to pay all or a part of the costs of electrical plant installed to supply only that customer. Such capital contributions will be calculated using the guidelines set out by the OEB in the Distribution System Code. If an expansion or enhancement of the distribution system is required to facilitate a connection, the LDC may need to perform an Economic Evaluation to establish the capital contribution required from the Customer. The Customer should review the attached Distribution Connection Process for further information.



2.1.2.1 Single Phase services on existing streets with plant (Overhead)

The “Basic Connection” is defined as supply and installation of up to 30 m of overhead triplex, transformation and metering for up to a 200 amp, 120/240 volt service. Any additional costs related to providing service (additional wire, easements, etc) will be invoiced to the customer (contractor). The meter base is to be outside at a location approved by HH. The demarcation point between HH plant and customer plant will be at the top of the service mast. The maximum service size is typically limited to 200A, 120/240V. Due to technical constraints, single-phase secondary services greater than 200 A may not be available in all areas. For services in excess of 200 amp, the customer is responsible for service conductors and wire.

2.1.2.2 Single Phase services on existing streets with plant (Underground)

The customer will be pay the additional cost beyond that of a Basic Connection for an underground service (usually a minimal cost for the underground conductor as well as the customer is responsible for acquiring all municipal permits and providing all civil work excavation. The maximum service size is typically limited to 200A, 120/240V. Due to technical constraints, single-phase secondary services greater than 200 A may not be available in all areas. For services in excess of 200 amp, the customer is responsible for service transformer, conductors and wire.

Residential customer meters shall be located outdoors as follows:

- a) Service locations are to be on the driveway side of the premises and must be located two meters from the front of the premises or as per ESA Inspection.
- b) All service locations are to be approved by HH prior to contractor performing any work.

2.1.2.2 Transformation

Utility will supply overhead transformation on the street at no charge to the customer for 120/240 volt supply as part of the basic connection. In the event that the customer requires a pad mount single phase transformer specifically, the installation shall be completed at customer cost. Transformer cost adjustment to be provided, based on the difference between equivalent pole mount transformer and pad mount. The customer is responsible for all civil work, ducts, and pad and ground rods in accordance with HH specifications. HH will accept transformers sizes as follows:

12,400/7200 Volts: Up to 1500 KVA Loads in excess of the above will require that the customer supply their own 44 KV transformer and station

2.1.2.2 Three-Phase Service

The customer will be responsible for the cost of three phase services (primary and secondary). HH will provide an allowance for the transformation (using standard sizes and voltages). In most cases the demarcation point will be at the HHI distribution system.

All installations must meet ESA inspection. No PCB transformers are to be used.



2.1.3 Connection Denial

The Distribution System Code in section 3.1 sets out the conditions for a Distributor to deny connections. A Distributor is not obligated to connect a building within its service territory if the connection would result in any of the following:

- Contravention of existing Canadian Laws, and those of the Province of Ontario.
- Violations of conditions in a Distributors' Licence.
- Use of a distribution system line for a purpose that it does not serve and that the Distributor does not intend to serve.
- Adverse effect on the reliability and safety of the distribution system.
- Imposition of an unsafe work situation beyond normal risks inherent in the operation of the distribution system.
- A material decrease in the efficiency of the distributors' distribution system.
- A material adverse effect on the quality of distribution services received by an existing connection.
- Discriminatory access to distribution services.
- Potential increases in monetary amounts that already are in arrears with the distributor
- Any other conditions documented in the distributors Conditions of Service document that are consistent with the conditions identified above and with the goals delineated in the Energy Competition Act, 1998

The distributor shall inform the person requesting the connection of the reason(s) for not connecting and, where the distributor is able to provide a remedy, make an offer to connect. If the distributor is unable to provide a remedy to resolve the issue, it is the responsibility of the customer to do so before a connection may be made.

2.1.4 Inspections Before Connections

The Distributor has the right to request an inspection prior to any connection.

All customer electrical installations shall be inspected and approved by the Electrical Safety Authority, referred to herein as the ESA.

The Distributor requires notification from the ESA of this approval prior to the connection of a customer's service.

Services that have been disconnected for a period of six months or longer shall also be re-inspected and approved by the ESA prior to reconnection.

Temporary services, for construction purposes, are approved by the ESA for a period of twelve months and must be re-inspected should the period of use exceed twelve months.



The Distributor reserves the right to inspect and approve Transformer rooms, Vaults and Pads prior to during and following the installation of equipment.

Provision for metering shall be inspected and approved by the Distributor prior to connection.

Customer owned substations must be inspected by both the Electrical Safety Authority and the Distributor, prior to connection to the Distribution system.

Duct banks and road crossings shall be inspected and approved by the Distributor prior to the pouring of concrete and again before backfilling.

The Distributor reserves the right to inspect any underground trenches prior to backfilling.

The Distributor reserves the right to approve the installation and location of all submarine cable. All documentation and permits required for laying of submarine cable must be provided to the Distributor. The installation of submarine cable must meet the requirements of all governing legislation.

All work done on existing Distributor plant must be authorized by the Distributor and carried out in accordance with all applicable safety acts and regulations.

In accordance with the Distribution System Code, if the Distributor refuses to connect a building in its service territory that lies along one of its distribution lines, the distributor shall inform the person requesting the connection of the reasons for not connecting, and where the distributor is able to provide a remedy, make an offer to connect. If the Distributor is unable to provide a remedy to resolve the issue, it is the responsibility of the customer to do so before a connection can be made.

2.1.5 Relocation of Plant

The Distributor will, where feasible, accommodate requests to relocate electrical plant such as poles and metal enclosed equipment.

The customer will be required to pay all of the costs incurred by the relocation.

Requests by civic authorities to relocate distribution facilities will be done so in accordance with the appropriate regulations. See Public Service Works on Highways Act.

2.1.6 Easements

To maintain the reliability, integrity and efficiency of the distribution system, the Distributor has the right to have supply facilities on private property registered against title to the property. Easements are required whenever the Distributors' underground or overhead plant is to be located on private property or crosses over an adjacent private property to service a Customer.



The Customer shall acquire and grant in the distributors name, at no cost to the Distributor, where required, an easement to permit installation and maintenance of service. The width and extent of this easement shall be determined by the Distributor. The easement shall be granted prior to connection of the service.

The Owner shall furnish to the Distributor, free and clear of all encumbrances, sufficient easements to enable the servicing of all existing or proposed developments or subdivisions from plants located on the Owners' property.

Sufficient property at suitable locations shall be made available for the purpose of the installation of distributors' assets.

The Customer will prepare at its own costs a reference plan and associated easement documents to the satisfaction of the Distributors' solicitor prior to its registration and register the easement plan. Details will be provided upon application for service.

Where surface restoration by the Distributor is required following any repairs or maintenance to a service, the Distributor will in so far as is practicable, restore the property to its original condition; and provide compensation for any damages caused by the entry that cannot be repaired.

2.1.7 Contracts

Standard Form of Contract - Connection to the electrical distribution system will be provided upon completion of a signed contract between the customer and the distributor, and receipt of approval by the Electrical Safety Authority.

All customers will be required to complete and sign the standard form of contract to apply for the supply of an electrical energy connection. A Standard Contract for service shall be considered as being in force from the date it is signed by the Customer and the Distributor and shall remain in force until terminated by either party.

Implied Contract - In all cases, notwithstanding the absence of a formal contract, the taking and using of electrical energy from the Distributor by any Person or Persons constitutes the acceptance of the terms and conditions of all regulations, conditions and rates as established by the Distributor. Such acceptance and use of energy shall be deemed to be the acceptance of a binding contract with the Distributor and the Person so accepting shall be liable for payment for such energy and the contract shall be binding upon the Person's heirs, administrators, executors, successors or assigns.



Special Contracts - Special contracts that are customized in accordance with the service requested by the Customer normally include, but are not necessarily limited to, the following examples:

- *construction sites*
- *mobile facilities*
- *non-permanent structures*
- *special occasions, etc.*
- *generation*

2.2 Disconnection

The Distributor has the right and/or obligation to disconnect the supply of electrical energy to a Customer for causes including but not limited to:

- *Overdue amounts payable to the Distributor, Retailer, or Wholesaler (provided the Distributor provides the Customer with reasonable notice of the proposed shut off of electricity).*
- *Hazardous conditions.*
- *Electrical disturbance propagation caused by Customer equipment that is not corrected in a timely fashion.*
- *Energy diversion, fraud or abuse on the part of the Customer.*
- *When ordered to do so by any authority having the legal right to issue such an order.*
- *Adverse effect on the reliability and safety of the distribution system.*
- *Imposition of an unsafe worker situation beyond normal risks inherent in the operation of the distribution system.*
- *A material decrease in the efficiency of the distributor's distribution system.*
- *A materially adverse effect on the quality of distribution services received by an existing connection.*
- *Inability of the distributor to perform planned inspections and maintenance.*
- *Failure of the consumer or customer to comply with a directive of a distributor that the distributor makes for purposes of meeting its license obligations.*

- *contravention of the laws of Canada or the Province of Ontario including the Ontario Electrical Safety Code;*
- *violation of conditions in a distributor's licence;*

- *if the person requesting the connection owes the distributor money for distribution services, or for non-payment of a security deposit.*



2.3 Conveyance of Electricity

2.3.1 Guaranty of Supply

The Distributor agrees to use reasonable diligence in providing a regular and uninterrupted supply but does not guarantee a constant supply or the maintenance of unvaried frequency or voltage and will not be liable in damages to the Customer by reason of any failure in respect thereof.

Customers requiring a higher degree of security than that of normal supply are responsible to provide their own back-up or standby facilities.

When power is interrupted, or the Customer is experiencing power quality problems the Customer or their electrical contractor shall first ensure that interruption is not due to problems within the customer owned installation. If after verifying that the cause of the problem does not reside on the customers' installation, the customer shall contact the Distributor. The Distributor will respond to and take reasonable steps to restore power. The Distributor reserves the right to recover costs from the customer for making false claims of interruptions.

Although it is the Distributors' policy to minimize inconvenience to Customers, it is necessary to occasionally interrupt a Customers' supply to maintain or improve the Distributors' system, or to provide new or upgraded services to other Customers. Whenever practical and cost effective, as determined by the Distributor, arrangements suitable to the Customer and the Distributor may be made to minimize any inconvenience. The Distributor will endeavor to provide the Customer with reasonable advance notice, except in cases of emergency, involving danger to life and limb, or impending severe equipment damage.

The Distributor will endeavor to notify Customers prior to interrupting the supply to any individual service. However, if an unsafe or hazardous condition is found to exist, or if the use of electricity by apparatus, appliances, or other equipment is found to be unsafe or damaging to the Distributor or the public, service may be discontinued without notice.

Depending on the outage duration and the number of Customers affected, the Distributor may issue a news release to advise the general public of the outage.

2.3.2 Power Quality

The distributor will respond to and take reasonable steps to investigate consumer power quality complaints and report to the consumer on the results of the investigation. The method and level of investigation will be at the discretion of the Distributor.

If the source of a power quality problem is caused by the consumer making the complaint, the distributor may seek reimbursement for the time and cost spent to investigate the complaint.



If the source of a power quality problem is caused by a consumer, the Distributor may direct the consumer to take corrective action. If the Consumer does not take such action within a reasonable time, the Distributor may disconnect the supply of power to the Customer.

2.3.3 Electrical Disturbances

There are levels of voltage fluctuation and other disturbances that can cause flickering lights and more serious difficulties for Customers connected to the Distributor distribution system.

Some types of electronic equipment, such as video display terminals, can be affected by the close proximity of high electrical currents that may be present in transformer rooms.

No electrical equipment, which may produce an undesirable system disturbance, shall be connected by a customer to a customer's service without prior approval of the Distributor.

Examples of equipment, which may cause disturbance, are large motors, welders and variable speed drives. In planning the installation of such equipment, the customer is required to consult with the Distributor.

The Distributor will endeavour to maintain voltage variation limits, under normal operating conditions, at the Customers' Delivery Points, as specified by the latest edition of the Canadian Standards Association, C235. However, more sensitive electronic equipment such as computers can be seriously affected by variations in quality of supply voltage. Customers who need electrical power of high quality and with rigid voltage tolerances are responsible for providing their own power conditioning equipment.

Customers requiring a three-phase supply should install protective apparatus to avoid damage to their equipment, which may be caused by the interruption of one phase, or non-simultaneous switching of phases of the Distributors' supply.

The customer shall provide such protective devices as may be necessary to protect his property or equipment from any disturbance beyond the control of the distributor.



2.3.4 Standard Voltage Offerings

2.3.4.1 For Secondary Voltage

The Supply Voltage governs the limit of supply capacity for any Customer. General guidelines for supply from overhead street circuits are as follows:

- *at 120/240 V. single phase, or*
- *347/600 V. three phase, four wire, or*
- *120/208 V three phase, four wire,*

OR

Where street circuits are buried, the Supply Voltage and limits will be determined upon application to the Distributor.

OR

Where the Customer or Developer provides a pad on private property;

- *at 120/240 V single phase, or*
- *at 120/208 V three phase, four wire, or*
- *at 347/600 V three-phase, four-wire*

2.3.4.2 For Primary Voltage

Primary supplies to transformers or customer-owned substations will be one of the following as determined by the Distributor:

- *7,200/12,400 volts Wye 3 phase 4 wire*
- *44,000 volts Wye 3 phase 3 wire*

An electrical requirement in excess of 200 kVA may require a customer owned Substation supplied at the voltage as determined by the distributor.

The customer shall contact the Distributor when planning their service to verify standard transformer availability and supply capacity.



2.3.5 Voltage Guidelines

The Distributor maintains service voltage at the Customers' service entrance within the guidelines of C.S.A. Standard CAN3-C235 (latest edition) which allows variations from nominal voltage of: <http://www.csa-intl.org>

6% for Normal Operating Conditions

8% for Extreme Operating Conditions

Where voltages lie outside the indicated limits for Normal Operating Conditions but within the indicated limits for Extreme Operating Conditions, improvement or corrective action will be taken on a planned and programmed basis, but not necessarily on an emergency basis.

Where voltages lie outside the indicated limits for Extreme Operating Conditions, improvement or corrective action will be taken on an emergency basis. The urgency for such action will depend on many factors such as the location and nature of load or circuit involved, the extent to which limits are exceeded with respect to voltage levels and duration, etc.

2.3.6 Back-up Generators

Customers with portable or permanently connected emergency generation capability shall comply with all applicable criteria of the Ontario Electrical Safety Code <http://www.esainspection.net/code.html> and in particular, shall ensure that customer emergency generation does not back-feed on the Distributors' system.

To access the Code: <http://www.esasafe.com>

To review Generator Safety Info: <http://www.esasafe.com/GeneralPublic>

Customers with permanently connected emergency generation equipment shall notify the Distributor regarding the presence of such equipment.

The distributor reserves the right to have the connection of this equipment inspected.

Generation systems found to be feeding into the Distribution system without proper approval of the Distributor shall be subject to immediate disconnection.



2.3.7 Metering

2.3.7.1 General

2.3.7.1.1 Access

The Distributor or its agents shall have the right to access and read any of the Distributors' electricity meters on the Customer's premises.

All metering installations shall be accessible from a public area.

2.3.7.1.2 Costs

All the Distributor metering equipment located on the Customer's premises are in the care and at the risk of the Customer and if destroyed or damaged, other than by normal usage, the Customer will pay for the cost of repair or replacement.

Regardless of any charges for metering installations, all meters and meter instrumentation equipment shall remain the property of the Distributor and maintenance of this equipment shall be the Distributors' responsibility.

2.3.7.1.3 Voltage

Generally, metering will be at utilization voltage. Where the Distributor provides primary transformation, primary voltage metering will be allowed only in special circumstances following full discussion with the Distributor.

Customer-owned substations may require primary metering. The provisions required for these installations shall be specified and approved by the Distributor for each application.

2.3.7.1.4 Primary / Bulk Metering

Primary metering units may be installed outdoors or within an electrical vault as outlined in the current Electrical Safety Code. Where the Owner prefers not to provide an approved electrical vault, the Distributor at additional cost can provide a metering unit with non-flammable coolant.

2.3.7.1.5 Bulk Metering

Non-residential or mixed-use buildings will normally be bulk metered by a single meter. However, where specific areas are clearly and permanently defined and in other respects as a separate entity, individual metering of the loads will be considered.



Individual residential condominium or apartment units should be metered individually to empower the residents with control over their individual costs. In such instances, one or more bulk meters may still be required at the facility for the purpose of calculating house loads and/or transformer allowances (on customer owned transformers) where applicable.

In all installations where the Customer requests revenue metering remote from the secondary entrance equipment or downstream from a Customer-owned dry-core transformer, provisions are required for a bulk meter directly after the main switch. This bulk metering is required in addition to any public metering provisions. The Customer will be required to contribute to the cost of the metering installation.

Where more than one meter exists, the meters shall be grouped where practicable.

The customer/contractor shall permanently and legibly identify all metered services with respect to correct municipal 911 address and unit #. The identification shall be applied to all service switches and breakers and to all meter cabinets and meter mounting devices that are not immediately adjacent to the service switch. The customer/contractor shall insure that all service identifications are accurate and by not doing so will be held totally responsible. The Distributor shall issue a Meter Verification Sheet for this purpose to the owner or contractor.

In any case, a copy of the metering layout plan shall be forwarded to the Distributor for review and approval.

If the distribution of the metered load circuit is in dispute, (ie: circuits from one premise is found to supply a second premise) the Distributor reserves the right to transfer all accounts into the Property Owners' name until such time as the problem has been resolved, and the individual metering can be clearly identified with the individual units.

2.3.7.1.6 Locks

All devices on the line side of the Distributor metering shall have provisions for padlocking.

For commercial and industrial services the Customer's main switch shall have provisions for padlocking the switch handle in the open position and the switch cover or door in the closed position.

When a disconnect device has been locked in the "OFF" position by the Distributor, under no circumstances shall anyone remove the lock and energize it without first receiving approval from the Distributor.

At the discretion of the Distributor, a dual locking arrangement, a Distributor master key arrangement, a key box arrangement, or a copy of the access key will be required for access.



2.3.7.1.7 Meter Seals

All devices used by the Distributor for metering are sealed. Only the Distributor or its authorized agents have the authority to break this seal. Tampering with the seal will require the Distributor to investigate the cause of the tampering. Following the investigation, the proper authorities will be contacted as required (*ESA, Police, Fire*). The customer shall be responsible for all reasonable costs associated with the investigation.

2.3.7.2 Current Transformer Boxes

Where a current transformer box is required, it shall be CSA approved, of a size and type as stipulated by the Distributor, and include a provision for padlocks. A removable plate shall be provided in the box for mounting the equipment.

As an alternative to a separate CT box and meter, a single enclosure combining both functions may be feasible. Contact the Distributor for details.

In cases where the CTs only meter a portion of the metal clad switchgear (such as house loads), a separate disconnect switch must be installed ahead of the metering compartment so that the service can be de-energized without any interruption to the main service supply.

Generally, one house load meter only will be allowed. Additional house load meters will require authorization from the Distributor.

Conductors should enter the current transformer box at the top and leave at the bottom, or vice versa. If this cannot be arranged, the next largest CT box must be used to enable conductors to be trained in place. Where parallel conductors are used, the sum of the conductors will determine the size of the CT box to use. In all cases the Customer shall supply suitable cable termination lugs.

On all electrical services that require current transformers and the neutral for metering, an isolated neutral block shall be provided in the current transformer box.

2.3.7.3 Interval Metering

The Distribution System Code, as amended from time to time, requires the Distributor to meter Customers of specific load levels with pulse-recording meters, or interval meters, which are interrogated remotely. The Distributor, at its' sole discretion, may also require such metering on any customer whose load characteristics may have a significant impact on the Net System Load Shape, or where reasonable access to the meter for the purpose of acquiring metering data may be limited due to location.



A customer that requests interval metering shall compensate a distributor for all incremental costs associated with that meter, including the capital cost of the interval meter, installation costs associated with the interval meter, ongoing maintenance (including allowance for meter failure), verification and re-verification of the meter, installation and ongoing provision of communication line or communication link with the customer's meter, and cost of metering made redundant by the customer requesting interval metering. The communication system utilized for interval meters shall be in accordance with the distributors' requirements.

Where such metering exists the Distributor will consider customer requests to provide a secondary pulse for load control or customer-owned metering at the customers' expense.

In keeping with the intent of the Legislation and accompanying amendments, once an interval meter installation is processed as part of the distributors' settlement process, and has affected the relevant changes to the distributors net system load, the installation must not be changed back to a non-interval meter installation.

Where a customer submits a request to read their own interval meter, the Distributor shall make this access available given the following conditions are met:

- The meter has the capability of read-only password protection
- The customer provides a signed copy of the "Interval Metering Access Agreement" to the Distributor.

2.3.7.3.1 Interval Metering Communications

- Solid-state recorders and/or Electronic Interval Meters installed by the Distributor have provision for remote interrogation over a telephone line. To accommodate this feature the Owner will provide shared access to a telephone line for the Distributors' metering purposes.
- At its' sole discretion, for metering installations where loss of metering data would cause a substantial impact on the Distributors Settlement System, the Distributor may require the phone line to be dedicated for metering purposes only.
- A voice quality telephone line, which is active 24 hours a day to the metering location extension jack, which is mounted on the metering board.
- When such dedicated phone lines are required, phone lines must be installed and functioning prior to the new service being energized
- A dedicated phone line is a voice quality telephone line, which is active 24 hours a day to the metering location extension jack, which is mounted on the metering board
- Phone lines must be installed and functioning prior to the new service being energized.



2.3.7.3.2 Smart Meters

The Ontario Government has mandated the installation of Smart Meters as a replacement to current metering technology. The LDC will install smart meters in accordance with regulations and policies set out by Government authorities.

Residential and small General Service customers, who are billed on an energy-only basis, will be provided with a smart meter free of charge during the smart meter conversion. Metering requirements for Large General Service customers will be reviewed in concert with any new Regulations.

2.3.7.4 Meter Reading

The Distributor will read all meters on a regularly scheduled basis whenever possible. If an actual meter reading is not obtained, the Customer shall pay a sum based on an estimated demand and/or energy for electricity used since the last meter reading.

2.3.7.5 Final Meter Reading

When a service is no longer required, or the Customer is switching Energy Providers, the Customer shall provide the Distributor sufficient notice of the date so that a final meter reading can be obtained. The Customer shall provide access to the Distributor or its agents for this purpose.

If a final meter reading is not obtained, the Customer shall pay a sum based on an estimated demand and/or energy for electricity used since the last meter reading.

2.3.7.6 Faulty Registration of Meters

Metering electricity usage for the purpose of billing is governed by the Federal Electricity and Gas Inspection Act and associated regulations, under the jurisdiction of Measurement Canada, Industry Canada. The Distributors' revenue meters are required to comply with the accuracy specifications established by the regulations under the above Act.

In the event of incorrect electricity usage registration, the Distributor will determine the correction factors based on the specific cause of the metering error and the Customer's electricity usage history. The Customer shall pay for all the energy supplied, a reasonable sum based on the reading of any meter formerly or subsequently installed on the premises by the Distributor, due regard being given to any change in the character of the installation and/or the demand.

If the incorrect measurement is due to reasons other than the accuracy of the meter, such as incorrect meter connection, incorrect connection of auxiliary metering equipment, or incorrect meter multiplier used in the bill calculation, the billing correction will apply for the duration of the error. The Distributor will correct the bills for that period in accordance with the regulations under the Act.



2.3.7.7 Meter Dispute Testing

The Distributor will attempt to resolve billing enquiries. However, to give Customers confidence in the accuracy of electricity meters, the Distributor will conduct an internal investigation to verify the accuracy of any meter the Customer believes to be recording incorrectly. If the internal investigation does not resolve the matter, the Customer or the Distributor may request Measurement Canada to test the meter.

If the test indicates that the meter is not accurate, the Customer's historic billing will be adjusted, and the Distributor shall pay the full costs of the meter dispute testing.

2.3.7.8 Location

The location of the indoor or outdoor meter shall be readily accessible at all times and acceptable to the Distributor. If a meter is recessed or enclosed after installation, without the prior approval of the Distributor, the service may be subject to disconnection.

The location of the service entrance, routing of duct banks, metering, and all other works will be established through consultation with the Distributor. Failure to comply may result in relocation of the service plant at the Owner's expense.

In all locations where Commercial/Industrial revenue metering is accessible to the general public, a lockable enclosure or a room for service equipment and meters, shall be provided by the Owner at the discretion of the Distributor, as follows:

- *An electrical room reserved solely for metering equipment or*
- *Metal enclosed switchgear approved by the Distributor or*
- *A suitable metal metering cabinet or*
- *A vandal proof cage.*

2.3.7.9 Meter Mounting Heights

Provision for metering shall facilitate a practical mounting height for revenue meters in compliance with all applicable codes and regulations.



2.3.7.10 Environment

The following requirements apply to the areas allocated for revenue metering.

The customer to the satisfaction of the Distributor shall provide where there is the possibility of danger to workmen, or damage to equipment from moving machinery, dust, fumes, or moisture, protective arrangements.

A clear safe working space of not less than 1.2 m (48") in front of the installation from the floor to ceiling with a minimum ceiling height of 2.1 m (84") provided to insure the safety of the Distributor or other authorized employee(s) who may be required to work on the installation.

Where excessive vibration may affect or damage metering equipment, adequate shock-absorbing mounting shall be provided and installed by the customer.

2.3.7.11 Meter Sockets

The owner will supply and install a meter socket as specified by the Distributor. Meter sockets will be directly accessible to the Distributors' staff.

A listing of approved revenue metering sockets is available from the Distributor.

2.3.7.12 Cabinets

Where required by these Conditions of Service the Owner shall supply and install a meter cabinet to The Distributors' requirements.

Meter cabinets shall be installed indoors, except where special permission is granted by the Distributor to install the meter cabinet outside. In such cases, an approved weather proof, lockable, C.S.A. approved meter cabinet shall be provided by the Customer.

2.3.7.13 Metering Loops

Three-phase, four-wire services will require a loop for metering, within the meter cabinet, for all three phases.

Mineral insulated, solid, or hard drawn wire conductors are not acceptable as metering loops.



2.3.7.14 Metal Enclosed Switchgear

The following regulations apply to the installation of instrument transformers and metering equipment within metal enclosed switchgear.

The Distributor will provide the following revenue metering equipment as required:

- Colour coded secondary wiring
- Revenue meters

The Owner shall:

- Consult with The Distributor regarding the metering equipment to be provided which may include,
 - Potential transformers
 - Potential transformer fuse holders and fuses
 - Current transformers
 - Phone line for remote interrogation of meters
 - Duplicate Pulse Initiators
 - Provide complete shipping instructions for instrument transformers for those projects where these are to be provided by the Distributor for installation by the switchboard manufacturer.
 - Install instrument transformers, metering cabinet and conduit.
 - Each main bus bar to be drilled and tapped (10-32) or (10-24) on the line side of the removable current transformer link.
- Submit two copies of the manufacturer's switchboard drawings, for approval, dimensioned to show provision for and arrangement of The Distributors' metering equipment.

Meters shall be installed by the Distributor in a customer-owned metal cabinet of a size and type pre-approved by the Distributor, mounted at an approved location separate from the switchgear.

Tamper proof or sealable rigid conduit or any equally approved conduit of a size and type specified by the Distributor shall be installed between the CT compartment of the switchgear and the meter cabinet.

For conduit installations greater than 30 m (100'), in length or where several bends are necessary, larger conduits or other special provision may be required, at the discretion of the Distributor.



2.3.7.15 Switchgear Connected to Wye Source

Where a Wye source neutral connection is to be used or grounded, the Owner shall provide a conductor sized to the requirements of the Ontario Electrical Safety Code from the instrument transformer compartment to the neutral connection.

2.3.7.16 Four Quadrant Metering (Generation)

All Ontario Energy Board-licensed generators connected to the distribution system that sell energy and settle through the distributor's retail settlement process shall be required to install metering that meets the requirements of the Distribution System Code as approved by the Ontario Energy Board, and/or the Market Rules as approved by the Independent Electricity Market Operator. <http://www.ieso.com/>

2.3.7.17 Net Metering for Embedded Generation

Customers with specific generation facilities may reduce their net energy costs by exporting surplus generated energy back onto the utility distribution system. Surplus energy exported onto the utility distributions system will be calculated as a credit against the energy the customer consumes from the distribution system.

All customers wishing to become a Net Metering participant must meet all of the following conditions:

1. The electricity is generated primarily for the customer's own use;
2. The electricity generated is conveyed to the customer's own consumption point without reliance on the utility's distribution system;
3. The maximum cumulative output capacity of the generator does not exceed 500 kW; and
4. The electricity is solely generated from a renewable energy source (such as wind, drop in water elevation, solar radiation, agricultural bio-mass, or any combination thereof).

In order to participate in the Net Metering program, the customer will be required to meet all the parallel generation requirements for Connecting Micro-Generation Facilities (10 kW or less) or Other Generation Facilities (greater than 10 kW and less than 500 kW), as applicable to the generator size, as found in Section 3.5 - Embedded Generation Facilities

The customer must have a bi-directional revenue meter that records energy flow in both directions.



2.3.7.18 Ontario Power Authority (OPA) Standard Offer Program for Embedded Generation

The Ontario Power Authority has established a Standard Offer Program (SOP) to encourage and promote greater use of renewable energy sources such as wind, solar, photovoltaic (PV), renewable biomass, biogas, bio-fuel, landfill gas, or drop in water elevation for generating electricity. Renewable energy electricity generation projects with a capacity of 10 MW or less that meets the program's requirements may be connected to the distribution system in order to export electricity.

Generating facilities participating in the Standard Offer Program will connect directly to the distribution system at a voltage of 44kV or less. Output from the generating facility shall be metered in a manner to ensure proper collection of required information for settlements. Such metering may include:

- a. for generators of 10 kW or less and connected to the line side of the load meter
 - (i) a bi-directional kWh meter to measure energy consumed and energy exported; or
 - (ii) a bi-directional interval meter to measure hourly energy consumed and energy exported
- b. for all other generators, an interval meter must be installed.

In some instances, the load meter may also have to be changed in order to accommodate proper settlement calculations for the SOP. The generator will be solely responsible for any costs associated with the connection to the distribution system and any required metering installation.

2.4 Tariffs and Charges

2.4.1 Service Connection

Charges for Service Connections are set out in the Distributors approved rates, (Miscellaneous Rates and Charges) and may be obtained by request from the Distributor. Notice of Rate revisions may be published in the local newspapers and or mailed out to all customers with the first billing issued at revised rates.

2.4.2 Energy Supply

The Distributor shall provide Customers connected to the Distribution System with access to electricity through Standard Supply Service as defined in the Retail Settlement Code published by the OEB or as mandated through Legislation or Regulations issued by the Ministry of Energy.

Disputes arising from charges relating to Standard Supply Service shall be directed to the Distributor.



Customers will be switched to their Retailer of choice only if the retailer has a Service Agreement with the Distributor. The Customer's authorized Retailer through the Electronic Business Transaction system (EBT) must make the Service Transfer Request (STR) in accordance with the rules established and amended from time to time by the Ontario Energy Board.

Disputes arising from charges relating to Retailer Service shall be directed to the Retailer.

The Distributor may, at its discretion, refuse to process a Service Transfer Request for a Customer to switch to a Retailer if that Customer owes money to the Distributor for Distribution Services and or Standard Supply Service.

2.4.2.1 Wheeling of Power

Customers considering delivery of electricity through the Distributors' Distribution System shall contact the Distributor for technical requirements and current applicable Rates.

2.4.3 Supply Deposits & Agreements

Whenever required by the Distributor, the Customer shall provide and maintain security in an amount that the Distributor has been mandated to collect, or deems necessary and reasonable. The Distributor shall require security amounts based on the existing security and deposit policies.

Where a developer proposes the development of premises that requires the Distributor to place equipment orders for special projects, the developer is required to sign the necessary Supply Agreements and furnish a suitable deposit before such equipment is ordered by the Distributor. If an expansion or enhancement of the distribution system is required to facilitate a connection, the LDC may need to perform an Economic Evaluation to establish the capital contribution required from the Customer. The Customer should review the attached Distribution Connection Process for further information.

2.4.4 Billing

The Distributor may, at its option, render bills to its Customers on either a monthly, bi-monthly, quarterly or annual basis. The option applicable to the customer shall be identified to the customer at the time of application for service.

Prorating of Service and Demand charges will be performed at the discretion of the Distributor.



2.4.4.1 Competitive Charges:

Are based on rates as determined by:

- i. the Hourly Ontario Spot Market Price (HOEP); or
- ii. the utilities Weighted Average Price (WAP) as determined by net system load; or
- iii. the customers retailer contract rate; or
- iv. the rates published by the OEB; or
- v. Legislation or Regulations issued by the Ministry of Energy.

2.4.4.2 Non-competitive Charges:

Are based on rates approved by the Ontario Energy Board, and fall outside the scope of this document. Approved rates as they relate to the transmission, distribution and other non-competitive elements may be attained through the utilities rate documents. These documents will be provided by the utility at the customer's request.

2.4.4.3 Billable Engineering Units:

Customers will be billed on:

- i. actual or estimated meter reading data; or
- ii. derived consumption data (Streetlights, sentinel lights and other scattered loads); or
- iii. a flat rate, depending on the type of load being billed.

2.4.4.4 Use of Estimates:

In months where a bill is issued, but no reading is obtained, the Distributor estimates usage in order to determine billing quantities. The estimate is based on historical usage for the premise, or a pre-determined quantity if there is no historical usage information available.

2.4.5 Payments and Late Payment Charges

Bills are rendered for distribution services and electrical energy used by the Customer. Bills are payable in full by the due date.

Customer bills will be due, in most cases, 16 calendar days following the statement date of the bill. Payments made after the billing due date will be subject to late charges at a rate approved by the Ontario Energy Board.



Where payment is made by mail, payment will be deemed to be made on the date post-marked. Where payment is made at a financial institution acceptable to the utility, payment will be deemed to be made when stamped/acknowledged by the financial institution or an equivalent transaction record is made. A partial payment will be applied to any outstanding arrears before being applied to the current billing, unless special considerations have been made by the utility.

Outstanding bills are subject to the collection process and may ultimately lead to the service being discontinued or limited. Service will be restored once satisfactory payment has been made. Discontinuance of service does not relieve the Customer of the liability for arrears.

The Distributor shall not be liable for any damage on the Customer's premises resulting from such discontinuance of service. A reconnection charge may apply where the service has been disconnected due to non-payment.

The Customer will be required to pay additional charges for the processing of non-sufficient fund (N.S.F.) cheques.

2.4.6 Unauthorized Energy Use

The Distributor shall use its discretion in taking action to mitigate unauthorized energy use. Upon identification of possible unauthorized energy use, the Distributor shall notify, if appropriate, Measurement Canada, The Electrical Safety Authority, Police Officials, Retailers that service customers affected by an authorized energy use, or other entities.

The Distributor may recover from the parties responsible for the unauthorized energy use all costs incurred by the Distributor arising from unauthorized energy use, including an estimate of the energy used, inspection and repair costs.

A service disconnected due to unauthorized use of energy shall not be reconnected until such time as all arrears resulting from the unauthorized use has been resolved to the satisfaction of the Distributor.

Prior to reconnection, the Distributor shall require proper authorization from applicable authorities.

2.5 Customer Information

The Distributor reserves the right to request specific information from the customer in order to facilitate the normal operation of its business. Failure of a customer to supply such information may prevent the normal continuation of service.

The Retail Settlement Code as amended from time to time specifies the rights of customers and their



retailers to access current and historical usage information and related data and the obligations of distributors in providing access to such information.

Under these requirements, the Distributor shall upon authorization by a customer make the following information available to the Customer or the Retailer that provides electricity to a customer connected to the Distributors' distribution system:

- The Distributors' account number for the customer,
- The Distributors' meter number for the meter or meters located at the customer's service address
- The customer's service address,
- The date of the most recent meter reading,
- The date of the previous meter reading,
- Multiplied kilowatt-hours recorded at the time of the most recent meter reading,
- Multiplied kilowatt-hours recorded at the time of the previous meter reading,
- Multiplied kW for the billing period (if demand metered),
- Multiplied kVA for the billing period (if available),
- Usage (kWh's) for each hour during the billing period for interval-metered customers
- An indicator of the read type (e.g., distributor read, consumer read, distributor estimate, etc.)
- Average distribution loss factor for the billing period

This information will be provided to the Customer / Retailer upon request twice per year at no charge. The Distributor may request a fee to recover costs for additional requests. A request is considered to be data delivered to a single address. Thus, a single request to send information to three locations is considered three requests.

The Distributor acknowledges that no confidential information regarding its' customers shall be released to a third party without the expressed prior written consent of the customer unless the request is rightfully received from the third party requesting the information, or the Distributor is legally required to disclose such information under the terms and in accordance with the Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. F.31.



SECTION 3 CUSTOMER SPECIFIC

3.1 Residential

This section refers to the supply of electrical energy to Customers residing in residential dwelling units.

For capital contribution purposes, residential rate class customers are defined as those residential rate class customers connected as detached, semidetached or duplex dwelling units. It does not include residential rate class customers in apartments, condominiums, row housing or any other abode that is not a detached, semi-detached or duplex dwelling unit. The definition does not include the installation of primary, transformation and secondary to the hand holes in a new subdivision. All items excluded from the residential rate class definition, as above, shall be treated as general service rate class customers for capital contribution purposes.

To qualify for residential Rates an electrical service shall meet all of the following conditions:

- a. The electricity shall be intended for and used primarily for a residence in which one or more person(s) reside.
- b. The electrical service shall be individually metered, no bulk metering allowed.

3.1.1 General

Energy is generally supplied as single phase, 3-wire, 60-Hertz, having a nominal voltage of 120/240 Volts.

There shall be only one Delivery Point to a dwelling.

In circumstances where two existing services are installed to a dwelling, and one service is to be upgraded, the upgraded service will replace both of the existing services.

All new single-family homes will be required to install their primary and secondary service wires to the specifications contained within the Distributors' technical specification document.

Whether the method of supply will be overhead or underground will be at the discretion of the distributor. The Distributor will adhere to any existing regulations subject to requirements of authorities.

Unless specifically documented otherwise to the Customer, where the distributor has taken ownership of such plant all services installed by the Distributor or by an approved contractor using approved materials, will be maintained by the Distributor.



3.1.2 Early Consultation

The Customer shall supply a completed Site Planning document and related information to the Distributor well in advance of installation commencement. (see appendix) The information shall be supplied in a manner requested by the Distributor at the time of the application.

3.1.3 Standard Connection Allowance

For the purposes of calculating customer connection fees, the Basic Connection for Residential consumers is defined as 200 amp 120/240 volt overhead service.

The basic connection for each customer shall include;

- i. supply and installation of overhead distribution transformation capacity or an equivalent credit for transformation equipment; and
- ii. up to 30 meters of overhead conductor or an equivalent credit for underground services.

In the case of an upgrade to an existing service, where the existing service is below the basic connection, the credit up to the basic connection will apply. . Any additional costs related to providing service (additional wire, easements, etc) will be invoiced to the customer (contractor).

Secondary services exceeding the basic 30 meter length may require specific design approved by the Distributor to ensure power quality.

3.1.4 Variable Connection Fees

Any requirements above the defined basic connection shall be subject to a variable connection charge to be calculated as the costs associated with the installation of connection assets above and beyond the basic connection. The distributor may recover this amount from a customer through a connection charge or equivalent payment.

3.1.5 Point of Demarcation

In all cases the final Demarcation Point will be the decision of the Distributor. Unless otherwise specified by HHI, the Operational Demarcation Point for Residential Rate Class customer shall be at the service mast for an overhead service or the line side lugs of the meter base for underground service.

The Customer must obtain a Demarcation Point Location from the Distributor before proceeding with the installation of any service. Failure to do so may result in the Demarcation Point having to be relocated at the Customer's expense.



Maintenance of the portion of the Secondary Service owned by the Distributor includes repair and like-for-like replacement of a wire or cable that has failed irreparably. The Customer is responsible for all civil work, supports, vegetation and landscaping associated with any such repair or replacement of the portion of Secondary Service owned by the Distributor.

3.1.5.1 Secondary Service Connections

The Point of Demarcation for residential services up to (<400amps) 400 amps is at the line side of the Meter Base for Underground services, and at the top of the stack for Overhead services, beyond which the customer bears full responsibility for installation and maintenance.

The Point of Demarcation for residential services over 400 amps is at the secondary side of the transformer.

For Secondary Services wholly owned and maintained by the Customer, the Demarcation Point is the secondary connection at the transformer or the service bus.

The Customer shall install, own, and maintain the secondary conductor under any of the following conditions:

- (a) conductor terminations are inside the Customer's building;
- (b) conductor is installed beyond the service entrance;
- (c) conductor is connected to a Primary Service; or
- (d) conductor is a non-standard installation.

3.1.5.2 Primary Service Connections

For Primary Service, the Demarcation Point is the primary connection at the Distributor's Distribution system.

Where a Residential Rate Class customer, is proposing to install a Service Entrance on the Customer's real property and the length of Secondary Service required to feed the proposed Service Entrance, excluding any road crossing, exceeds 75 meters, the Customer shall be required to install a Customer owned Primary Service.

Where an overhead Distribution System exists, the Customer may choose to install either an overhead or an underground Primary Service. Where an underground Distribution System exists, only an underground Primary Service may be installed. In either situation, the installation shall be Customer



installed, owned and maintained.

3.1.6 Supply Voltage

- A Residential building is supplied at one service voltage per land parcel.
- Depending upon the location of the building the supply voltage will be one of the following:
 - *120/240 Volts 1 Phase 3 Wire*
 - *120/208 Volts 1 Phase 3 Wire*
 - *120/208 Volts 3 Phase 4 Wire*
 - *347/600 Volts 3 Phase 4 Wire*
- The Owner shall make provision to take delivery at one of the nominal utilization voltages as specified by the Distributor. The Owner shall obtain prior approval from the Distributor for the use of any specific voltage at any specific location.
- If three phase is required by the owner then the demarcation point is as per 3.1.5.2

3.1.7 Access:

At the Distributors discretion, service locations requiring access to adjacent properties (mutual drives, narrow side setbacks, etc.) will require the completion of an easement in the Distributors' name, or a "Letter of Permission" from the property owner(s) involved.

The Customer will provide unimpeded and safe access to the Distributor at all times for the purpose of installing, removing, maintaining, operating or changing metering and distribution equipment.

3.1.8 Metering:

The owner will supply and install a meter socket complete with collar acceptable to the Distributor. Meter sockets will be directly accessible to the Local Distribution Company and:

- Mounted 1.7 meters from the finished grade to the center of the meter and, either on the exterior of the front of the building or, within 3 meters of the front of the building on the driveway side.
- Installed ahead of (on the line side of) the main disconnect switch.
- Installed in a location, which is and will remain unobstructed by fences, hedges, expansions, sunrooms, porch enclosures, and any other impediments.
- If the meter is not to be installed on the actual building, it is important to contact the Distributor



for specific location instructions prior to installation.

For more details refer to section 2.3.7 in these Conditions of Service.

3.1.9 Overhead Service

The Owner will provide service equipment to both the Distributors' and ESA requirements, and be of sufficient height to maintain proper minimum clearances. The Owner's main switch and the overhead service conductors will be of compatible capacity.

3.1.10 Underground Service

Underground secondary services will be installed at the Owners' expense, to the Distributor's specifications. The Owner's main switch and the underground service conductors will be of compatible capacity.

3.1.11 Street Townhouses and Condominiums:

NOTE: Street Townhouses and Condominiums requiring centralized bulk metering will be covered under section 3.2 of these Conditions of Service. Also 3.1.11.2

3.1.11.1 Service Information:

The Owner will enter into a Servicing Agreement with the Distributor, governing the terms and conditions under which the electrical distribution system and services will be designed and installed.

The Owner will provide all of the civil works to accommodate the Distributor and will pay the complete cost of the electrical distribution system, design and services.

- The distribution system and services shall be underground unless otherwise approved.
- One service will be provided for each unit.
- The nominal service voltage will be 120/240 volts, 1 phase, 3 wire.
- The Distributor will approve the location of duct banks, service routings and meter bases.
- Distribution plant shall not be installed until grade is at +/- 150 mm of final grade unless otherwise approved by the Distributor.
- Street lighting will be to Municipal standards and installed at the Owner's expense.



3.1.11.2 Metering:

The Owner will supply and install meter sockets specified by the Distributor.

Multiple or grouped meter bases will be accepted only when prior approval has been given by the Distributor both as to type and proposed location. A completed meter verification form shall be provided to the distributor prior to energization.

Meter sockets will be located on the exterior front wall of the units and will be directly accessible to the Distributor.

- Mounted on the front wall 1.7 metres above finished grade to the centre of the meter
- Installed ahead of (on the line side of) the main disconnect switch
- Installed in a location, which is and will remain unobstructed by fences, hedges, expansions, sunrooms, porch enclosures, and any other impediments.
- If the meter is not to be installed on the actual building, it is important to contact the Distributor for specific location instructions prior to installation.

Normally the service will not be energized until the outside finish in the area of the revenue meter has been completed. If exceptions are made to this, then the general contractor will be responsible for ensuring that the meter is suitably protected while work is being done on the exterior wall adjacent to the meter. The general contractor will be entirely responsible for all costs for materials and labour for repairing or replacing a damaged meter. Meters must always remain fully accessible for reading, replacement, repair, and general maintenance. Customers and/or their contractors should contact the Distributor prior to enclosing meters and/or meter bases to ensure that safety and access are not compromised or the Distributor may disconnect the service until remedial action, as determined by the Distributor, are undertaken

3.1.12 Seasonal and Remote Dwellings:

Due to the varied nature of Seasonal and Remote Dwellings some special arrangements may be required to service these locations. Arrangements will be made in such a manner to provide services such as restoring power, maintenance of equipment or new construction requests to water access or remote customers, without endangering personnel or the public.

3.1.12.1 Service Information:

The Owner will enter into a Servicing Agreement with the Distributor, governing the terms and conditions under which the electrical distribution system services will be provided.

In the event of a power interruption, the Distributor will respond to and take reasonable steps to restore power. The Distributor reserves the right to recover costs from the customer for making false claims of interruptions.



3.1.12.2 Access:

All operations performed by the distributor and its agents shall be performed within the rules and regulations set out by the appropriate authorities including but not limited to: ESA, Ministry of Labour, Ministry of Transportation, etc.

- **Night crossings**
The Distributors' transportation equipment will not be used to cross any water ½ hour before sunset and ½ hour after sunrise due to safety concerns. It will be at the discretion of the Distributor whether they will board customer owned transportation equipment in these circumstances.
- **Ice conditions**
Recognizing seasonal ice hazards, the Distributor reserves the right to suspend water passage during freeze up and spring thaw, as well as any such time deemed unsafe by the Distributor.
- **Severe weather conditions**
Recognizing that severe weather conditions may pose undue safety hazards, the Distributor reserves the right to postpone attempts to restore power until restoration can be performed in a safe manner.

3.1.13 Inspection:

Prior to connection of the service the Local Distribution Company requires notification from the Electrical Safety Authority that the electrical installation has been inspected and approved for connection.

Provision for metering shall be inspected and approved by the Distributor prior to connection.

The Distributor or Distributor-approved Contractor generally installs all services. All work done shall be as per the specifications of the Distributor and subject to inspection by the Distributor.



3.2 General Service (Below 50 kW)

3.2.1 General

This section refers to the supply of electrical energy to General Service Buildings requiring a connection with a connected load less than 50 kW, and, Town Houses and Condominiums described in section 3.1.8 that require centralized bulk metering.

General Service buildings are defined as buildings that are used for purposes other than single-family dwellings.

To qualify for general service Rates an electrical service shall meet all of the following conditions:

- The electrical service shall not qualify as a Residential Rate Class service.
- The electrical service shall have a peak demand less than 50 kilowatts.

3.2.2 Early Consultation

Detailed regulations cannot be stated which would be applicable to all cases, therefore the Owner will consult with the Distributor in the early planning stages to ascertain the Distributors' requirements.

The Owner shall supply a completed Electrical Planning Requirements Form to the Distributor well in advance of installation commencement to allow the Distributor time for proper planning, ordering of equipment etc.

3.2.3 Standard Connection Allowance

All costs attributed to the connection of a new General Service customer (Below 50 kW) shall be recovered through a variable connection Fee.

3.2.4 Variable Connection Fees

All costs associated with the installation of connection assets shall be subject to a variable connection charge. The distributor may recover this amount from a customer through a connection charge or equivalent payment. If an expansion or enhancement of the distribution system is required to facilitate a connection, the LDC may need to perform an Economic Evaluation to establish the capital contribution required from the Customer. The Customer should review the attached Distribution Connection Process for further information.



For capital contribution purposes the general service rate class includes those residential rate class customers that are not in detached, semi-detached or duplex dwelling units. The general service rate class also includes subdivision developments and all customers not defined as residential rate class customers.

3.2.5 Point of Demarcation

In all cases the final Demarcation Point will be the decision of the Distributor. Unless otherwise specified by HHI, the Operational Demarcation Point for General Service Rate Class, served at Secondary shall be the secondary side of the transformer. For primary voltage it shall be at the distribution system.

The Customer must obtain a Demarcation Point Location from the Distributor before proceeding with the installation of any service. Failure to do so may result in the Demarcation Point having to be relocated at the Customer's expense.

Maintenance of the portion of the Secondary Service owned by the Distributor includes repair and like-for-like replacement of a wire or cable that has failed irreparably. The Customer is responsible for all civil work, supports, vegetation and landscaping associated with any such repair or replacement of the portion of Secondary Service owned by the Distributor.

The Distributor shall perform the maintenance or replacement of all underground looped cables that form *part of the Distribution plant circuits*. Following maintenance, surface restoration by the Distributor will include only soil, sod, gravel or asphalt.

Where damage can be shown to be the Owner's liability, maintenance and repair are at the Owners' expense

3.2.5.1 Secondary Service Demarcations

A General Service Customer Demarcation Point is at the *secondary side of the transformer*, or as otherwise set by the distributor, beyond which the customer bears full responsibility for installation and maintenance.

In some instances, where it is in the best interest of the operation of the distribution system, the Distributor may establish the Demarcation Point at the top of stack for overhead services or at the meter base for underground services.

The Demarcation Point might be located on an adjacent property. In such cases, a registered easement must exist.



3.2.5.2 Primary Service Demarcations

For Primary Service, the Demarcation Point is the primary connection at the *Distributor's Distribution system*.

3.2.6 Supply Voltage

- (a) A General Service building is supplied at one service voltage per land parcel.
- (b) Depending upon the location of the building the supply voltage will be one of the following:
 - 120/240 Volts 1 Phase 3 Wire
 - 120/208 Volts 1 Phase 3 Wire
 - 120/208 Volts 3 Phase 4 Wire
 - 347/600 Volts 3 Phase 4 Wire
- (c) The Owner shall make provision to take delivery at one of the nominal utilization voltages as specified by the Distributor. The Owner shall obtain prior approval from the Distributor for the use of any specific voltage at any specific location.

3.2.7 Access:

At the Distributors discretion, service locations requiring access to adjacent properties (mutual drives, narrow side setbacks, etc.) will require the completion of an easement in the Distributors' name, or a "Letter of Permission" from the property owner(s) involved.

The Customer will provide unimpeded and safe access to the Distributor at all times for the purpose of installing, removing, maintaining, operating or changing metering and distribution equipment.

3.2.8 Metering:

The owner will supply and install a meter socket complete with collar acceptable to the Distributor. Meter sockets will be directly accessible to the Distributor and unless otherwise specified during the early consultation process:

- Mounted 1.7 meters from the finished grade to the center of the meter and, either on the exterior of the front of the building or, within 3 meters of the front of the building on the driveway side.
- Installed ahead of (on the line side of) the main disconnect switch.
- Installed in a location, which is and will remain unobstructed by fences, hedges, expansions, sunrooms, porch enclosures, and any other impediments.
- If the meter is not to be installed on the actual building, it is important to contact the Distributor for specific location instructions prior to installation.



For more details refer to section 2.3.7 in these Conditions of Service.

3.2.9 Overhead Service:

In circumstances where Commercial buildings cannot reasonably be supplied electrical energy by an underground service, the Distributor shall use its' sole discretion based on acceptable industry practices in establishing the specific requirements for the service installation.

3.2.10 Underground Service:

Under normal circumstances, Commercial buildings are supplied electrical energy by an underground service through a single point of entry for each land parcel, at a location specified by the Distributor.

3.2.11 Supply of Equipment:

The owner may ask the Distributor to supply, installs and maintains subject to the variable connection fee.

- Primary switchgear.
- Primary transformation equipment.
- Meter and secondary metering transformers.

The Owner shall supply, install and maintain any additional equipment required for the connection beyond the point of Demarcation.

3.2.12 Inspection:

Prior to connection of the service the Local Distribution Company requires notification from the Electrical Safety Authority that the electrical installation has been inspected and approved for connection.

Provision for metering shall be inspected and approved by the Distributor prior to connection.

The Distributor or Distributor-approved Contractor generally installs all services. All work done shall be as per the specifications of the Distributor and subject to inspection by the Distributor.

(Refer to section 2.1.4 for further inspection details)



3.3 General Service (Above 50 kW)

3.3.1 General

This section refers to the supply of electrical energy to General Service Customers requiring a connection with a connected load greater than 50 kW.

To qualify for general service Rates (Equal To or Greater Than 50KW) an electrical service shall meet all of the following conditions:

- The electrical service shall not qualify as a Residential Rate Class service.
- The electrical service shall not qualify for General Service Rate Class.

General Service Rate Class customers having loads with an average peak demand equal to or greater than 200 kW (200KVA transformer bank) and up to but not including 1500 kW (1500KVA transformer bank) will be serviced by an underground Primary Service to a transformer located on the Customer's real property. General Service Rate Class customers shall be required to pay a capital contribution for all connection assets. ESA requirements must be met at all time.

General Service Rate Class customers having loads greater than 1500 KW (1500KVA transformer) are considered major Customers and will require the installation of a Customer owned substation fed from the subtransmission system, complete with metering and isolation switches. All costs associated with this service installation will be borne by the customer. The Customer shall retain ownership and maintenance responsibility of the substation.

The Customer will pay all costs associated with the necessary system Expansions and Enhancements to bring HHI's supply at the Utility standards as adopted from time to time to the property line of the substation.

The Customer is responsible for the preparation, execution and registration of necessary easements and servicing agreements. The Substations installation must meet ESA requirements.

3.3.2 Early Consultation

Detailed regulations cannot be stated which would be applicable to all cases, therefore the Owner will consult with the Distributor in the early planning stages to ascertain the Distributors' requirements.

The Owner shall supply a completed Electrical Planning Requirements Form to the Distributor well in advance of installation commencement to allow the Distributor time for proper planning, ordering of equipment etc.



3.3.3 Standard Connection Allowance

All costs attributed to the connection of a new General Service customer (Above 50 kW) shall be recovered through a variable connection Fee.

3.3.4 Variable Connection Fees

All costs associated with the installation of connection assets shall be subject to a variable connection charge. The distributor may recover this amount from a customer through a connection charge or equivalent payment. If an expansion or enhancement of the distribution system is required to facilitate a connection, the LDC may need to perform an Economic Evaluation to establish the capital contribution required from the Customer. The Customer should review the attached Distribution Connection Process for further information.

3.3.5 Point of Demarcation

In all cases the final Demarcation Point_ will be the decision of the Distributor. Unless otherwise specified the demarcation point is at the distribution system of HHI.

The Customer must obtain a Demarcation Point Location from the Distributor before proceeding with the installation of any service. Failure to do so may result in the Demarcation Point having to be relocated at the Customer's expense.

Maintenance of the portion of the Secondary Service owned by the Distributor includes repair and like for-like replacement of a wire or cable that has failed irreparably. The Customer is responsible for all civil work, supports, vegetation and landscaping associated with any such repair or replacement of the portion of Secondary Service owned by the Distributor.

The Distributor shall perform the maintenance or replacement of all underground looped cables that form part of the Distribution plant circuits. Following maintenance, surface restoration by the Distributor will include only soil, sod, gravel or asphalt.

Where damage can be shown to be the Owner's liability, maintenance and repair are at the Owners' expense

3.3.5.1 Secondary Service Connections

A General Service Customer Demarcation Point for customers above 50 kW is at the secondary side of the transformer, or as otherwise set by the distributor, beyond which the customer bears full responsibility for installation and maintenance.

In some instances, where it is in the best interest of the operation of the distribution system, the



Distributor may establish the Delivery point at the top of stack for overhead services or at the meter base for underground services.

The location of the service entrance, routing of duct banks and all other works will be established through consultation with the Distributor. Failure to comply may result in relocation of the service plant at the Owner's expense.

The Demarcation Point might be located on an adjacent property. In such cases, a registered easement must exist.

3.3.5.2 Primary Service Connections

For Primary Service, the Demarcation Point is the primary connection at the Distributor's Distribution system.

In most circumstances the owner will be required to construct a private pole line. Primary conductors will be terminated complete with cut-out(s) at the Demarcation Point by the Distributor at the owners' expense.

Where a private pole line is to be constructed by the Owner with an approved contractor, this shall be constructed to the ESA and the Distributors' requirements.

An electrical requirement in excess of 200 kVA equires a customer owned substation.

In some instances primary metering may be required.

3.3.6 Supply Voltage

A General Service building is supplied at one service voltage per land parcel. Depending upon the location of the building the supply voltage will be one of the following:

- *120/240 Volts 1 Phase 3 Wire*
- *120/208 Volts 3 Phase 4 Wire*
- *347/600 Volts 3 Phase 4 Wire*

Depending upon the location of the building Primary supplies to transformers and Customer owned Sub-Stations will be one of the following as determined by the Distributor:

- *7,200/12,400 volts 3 phase 4 wire*
- *44,000 Volts - 3 Phase 3 Wire*



The Owner shall make provision to take delivery at one of the nominal utilization voltages as specified by the Distributor. The Owner shall obtain prior approval from the Distributor for the use of any specific voltage at any specific location.

3.3.7 Access:

At the Distributors discretion, service locations requiring access to adjacent properties (mutual drives, narrow side setbacks, etc.) will require the completion of an easement in the Distributors' name, or a "Letter of Permission" from the property owner(s) involved.

The Customer will provide unimpeded and safe access to the Distributor at all times for the purpose of installing, removing, maintaining, operating or changing metering and distribution equipment.

3.3.8 Metering:

Meter installations will be directly accessible to the Distributor. The owner will consult with the Distributor well in advance of installation commencement to allow the Distributor time for proper planning and ordering of equipment.

For more details refer to section 2.3.7 in these Conditions of Service.

3.3.9 Overhead Service:

In circumstances where Commercial buildings cannot reasonably be supplied electrical energy by an underground service, the Distributor shall use its' sole discretion based on acceptable industry practices in establishing the specific requirements for the service installation.

3.3.10 Underground Service:

Under normal circumstances, Commercial buildings are supplied electrical energy by an underground service through a single point of entry for each land parcel, at a location specified by the Distributor.

3.3.11 Sub-transmission Service:

The Owner will pay for the full cost of sub-transmission services and may in some circumstances be required to construct a private pole line. The Distributor will terminate sub-transmission conductors complete with live line loops and hardware at the Demarcation Point.



3.3.12 Supply of Equipment:

The owner may ask the Distributor to supply, installs and maintains subject to the variable connection fee.

- Primary switchgear.
- Primary transformation equipment.
- Meter and secondary metering transformers.

The Owner shall supply, install and maintain any additional equipment required for the connection beyond the point of Demarcation.

3.3.13 Short Circuit Capacity:

The Owner shall ensure that the service entrance equipment has an adequate short-circuit interrupting capability.

3.3.14 Inspection:

Prior to connection of the service the Local Distribution Company requires notification from the Electrical Safety Authority that the electrical installation has been inspected and approved for connection.

Provision for metering shall be inspected and approved by the Distributor prior to connection.

The Distributor or Distributor-approved Contractor generally installs all services. All work done shall be as per the specifications of the Distributor and subject to inspection by the Distributor.

(Refer to section 2.1.4 for further inspection details)

3.4 General Service (Above 500 kW)

3.4.1 General

This section refers to the supply of electrical energy to General Service Services requiring a connection at a connected load greater than 500 kW.

3.4.2 Early Consultation

Detailed regulations cannot be stated which would be applicable to all cases, therefore the Owner will consult with the Distributor in the early planning stages to ascertain the Distributors' requirements.



The Customer shall supply a completed Electrical Planning Requirements Form to the Distributor well in advance of installation commencement to allow the Distributor time for proper planning, ordering of equipment and coordination with ESA requirements etc.

Note: Larger services may require approval by the ESA to ensure compliance with their design requirements. The customer should contact the ESA early in the planning stages.

The Distributor will:

- *Advise the customer of the suitability of the in-service date*
- *Arrange with the customer for a Service Contract*
- *Review the submitted drawings; return one set to the customer with comments and/or approval. If requested by the Distributor, the customer shall resubmit the drawings where the comments are extensive and require major changes*
- *Specify the required main fuse link or relay setting for co-ordination with the system. In case of multiple transformer stations, a complete co-ordination study shall be submitted by the customer for approval.*
- *Make the final connection to the source of supply*
- *Determine metering requirements*
- *Advise the Transmitter of the particulars of the customer owned substation*

3.4.3 Standard Connection Allowance

All costs attributed to the connection of a new General Service customer (Above 500 kW) shall be recovered through a variable connection Fee.

3.4.4 Variable Connection Fees

All costs associated with the installation of connection assets shall be subject to a variable connection charge. The distributor may recover this amount from a customer through a connection charge or equivalent payment. If an expansion or enhancement of the distribution system is required to facilitate a connection, the LDC may need to perform an Economic Evaluation to establish the capital contribution required from the Customer.



3.4.5 Point of Demarcation

In all cases the final Demarcation Point will be at HHI distribution system

The Customer must obtain a Demarcation Point Location from the Distributor before proceeding with the installation of any service. Failure to do so may result in the Demarcation Point having to be relocated at the Customer's expense.

Maintenance of the portion of the Primary Service owned by the Distributor includes repair and like for-like replacement of a wire or cable that has failed irreparably. The Customer is responsible for all civil work, supports, vegetation and landscaping associated with any such repair or replacement of the portion of Secondary Service owned by the Distributor.

The Distributor shall perform the maintenance or replacement of all underground looped cables that form part of the Distribution plant circuits. Following maintenance, surface restoration by the Distributor will include only soil, sod, gravel or asphalt.

Where damage can be shown to be the Owner's liability, maintenance and repair are at the Owners' expense

The Distributor reserves the right to direct the operations of any customer owned switchgear connected to the distribution system including those located beyond the point of demarcation.

3.4.5.1 Service Installation

In General, the Demarcation Point for a General Service Customer with a demand of over 500 kW is at HHI's distribution system. This delivery point might be located on an adjacent property from which the Distributor has an authorized easement. In all cases the final Demarcation Point will be the decision of the Distributor.

The location of the service entrance, routing of duct banks, metering facilities, and all other works will be established through consultation with the Distributor. Failure to comply may result in relocation of the service plant at the Owner's expense.

The Distributor will install overhead supply lines and required cut-outs to the first point of support on private property. The location of this support must be approved by the Distributor and shall be within 30 metres of the Distributors' existing overhead plant. All costs for materials and labour shall be at the customers' expense.

The service pole or first point of support on private property shall be considered self-supported and shall be complete with suitable hardware for attaching the suspension insulators. The Customer shall be responsible for all costs associated with equipment, installation, and inspection.



Where the customer wishes an underground supply, the customer shall supply and install the underground cables and termination pole complete with primary switch, fuses and lightning arresters. The installation shall be subject to ESA inspection and specific approval of the Distributor. The customer owned termination pole must comply with items as prescribed by the Distributor.

At the Distributors' discretion, the customers' underground service may be connected to a termination pole owned by the distributor. In such cases, the Distributor shall supply and install at the customers expense, any required primary switch, fuses, and lightning arresters.

When requested, the customer shall make provision in the substation switchgear or transformer, for loop feeding the Distributors' supply cables via load interrupter switches.

If the transformers transformer capacity on site exceeds 1,500 kVA. The Entrepreneur must supply and install a Customer owned 44 kV or 110 kV substations with primary metering.

3.4.6 Supply Voltage

A General Service building is supplied at one service voltage per land parcel.

General Service connections above 500 kW may require a customer owned substation.

Depending upon the location of the building, Primary supplies to transformers and Customer owned Sub-Stations will be one of the following as determined by the Distributor:

- *7,200/12,400 volts 3 phase 4 wire*
- *44,000 Volts - 3 Phase 3 Wire*
- *110,000 volts*

The Owner shall make provision to take delivery at one of the nominal utilization voltages as specified by the Distributor. The Owner shall obtain prior approval from the Distributor for the use of any specific voltage at any specific location.

3.4.7 Access:

At the Distributors discretion, service locations requiring access to adjacent properties (mutual drives, narrow side setbacks, etc.) will require the completion of an easement in the Distributors' name, or a "Letter of Permission" from the property owner(s) involved.

The Customer will provide unimpeded and safe access to the Distributor at all times for the purpose of installing, removing, maintaining, operating or changing metering and distribution equipment.



Where the high voltage interrupting switches are located inside a building, a direct outside entrance to the switchgear room must be provided.

The outside door providing direct access to the transformer or switchgear room must be compliant with all applicable codes and requirements, and of a quality to be approved by the Distributor.

3.4.8 Metering:

The owner will supply and install provisions for metering following the details outlined both in these Conditions of Service, and technical documents provided to the customer during the consultation process.

For more details refer to section 2.3.7 in these Conditions of Service.

3.4.9 Sub-transmission Service:

The Owner will pay for the full cost of sub-transmission services and may in some circumstances be required to construct a private pole line.

The Distributor will terminate sub-transmission conductors complete with live line loops and hardware at the Demarcation Point.

A general rate class customer who accepts an offer to connect for Connection at Subtransmission Voltage shall be subject to the following. The Customer will pay a capital contribution for all metering and Connections. The Customer will supply, install, own and maintain all overhead and underground lines on real property and shall supply, install, own and maintain a 44 kV or 110kV substation.

3.4.10 Short Circuit Capacity:

The Owner shall ensure that the service entrance equipment has an adequate short-circuit interrupting capability.

3.4.11 Drawings

Apart from the regular drawings submission to the ESA, the customer shall provide two sets of the following drawings and details to the Distributor.

Survey Plan: prepared by an Ontario Land Surveyor, showing the property limits, registered plan and existing buildings or easements if any.



Site Plan: showing the location of the station relative to buildings, structures and set backs from adjacent property lines. The site plan shall also include the exact location of existing Distributor owned plant and the proposed route of the incoming supply.

Schematic or Single-Line Diagram: indicating the major components of the station and their electrical ratings. Where additions or alterations are being made, these shall be clearly distinguished from unchanged portions of the installation.

Electrical Details: sufficient details shall be provided in order to enable fast processing and approval of the station drawings. The following represents the minimum data required.

- Plan, elevation and profile views of the station structure, switchgear, transformer(s), termination poles, duct banks, etc.
- Dimensions to clearly indicate the electrical, physical and working clearances as well as relative location of all equipment.
- Pole or structure for dead-ending the Distributor lines shall be complete with suitable hardware for attaching the suspension insulators that will be supplied and installed by the Distributor.
- Fencing arrangement.
- Grounding details. (In the case of indoor metal enclosed switchgear, when the Distributor has operating control of any interrupter switches, the assembly shall further incorporate ground rod parking stands and stirrups per the Distributors Specifications.)
- Details of vault construction (if indoor substation).
- Manufacturer's drawings of metal-enclosed switchgear showing internal arrangement of equipment, clearances, means of access, interlocking and provision for personal safety. Where the Distributors' cables terminate in the switchgear, the customer shall provide suitable terminators for the size and type of cable as specified by the Distributor.
- When the customer's switchgear is used for loop feeding the Distributors' supply cables, provision for padlocking the in and out load interrupter switches and the associated bay doors shall be required.
- Indoor and outdoor switchgear assemblies shall contain a space heater and protective guard in each bay, along with thermostat(s), sized to promote air circulation and to prevent condensation from forming.
- At the discretion of the distributor, the customer shall make provisions for a future system neutral connection to the customer's dead-ending pole or structures installed by the Distributor.



Where the Distributors' neutral terminates in the customer's switchgear, the customer shall provide a suitable connector on the ground bus for the size and type of cable specified by the Distributor.

3.4.12 Pre-Service Inspection

The customer shall present to the Distributor a final "Pre-service Inspection Report" a minimum of 3 working days before connection can be affected.

The "Pre-Service Inspection Report" shall outline and document the results of all tests and inspection carried out on the substation components. The information contained in the report must be to the satisfaction of the Distributor before connection can be authorized.

The "Pre-Service Inspection Report" shall be required in case of:

- **New Substation**: *in which case all components of the substation shall be reported upon.*
- **Modified substation**: *in which case all components of the substation shall be reported upon.*

Prior to connection of the service the Local Distribution Company requires notification from the Electrical Safety Authority that the electrical installation has been inspected and approved for connection.

Provision for metering shall be inspected and approved by the Distributor prior to connection.

The Distributor or Distributor-approved Contractor generally installs all services. All work done shall be as per the specifications of the Distributor and subject to inspection by the Distributor.

(Refer to section 2.1.4 for further inspection details)



3.5 Embedded Generation

3.5.1 General

An Embedded Generator shall provide the Distributor with proof of compliance of IMO or OEB registration Requirements, and appropriate Licences. Refer to *Hawkesbury Hydro – Guidelines for Distributed Generators* for information regarding the connection process for embedded generation facilities.

The Distributor shall collect costs reasonably incurred with making an offer to connect a generator from the entity requesting the connection. Costs reasonably incurred include costs associated with:

- Preliminary review for connection requirements.
- Detailed study to determine connection requirements.
- Final proposal to the generator.

A Generator that is or wishes to become connected to the distributors' distribution system shall enter into a Connection Agreement with the Distributor.

If damage or increased operating costs result from a connection with a Generator, the Generator shall reimburse the Distributor for these costs.

The Embedded Generator is responsible for providing suitable embedded generator equipment to protect his plant and equipment for any conditions on the distributor and interconnected transmission systems such as reclosing, faults and voltage unbalance.

To incorporate the connection of embedded generator to the distribution system, the line/feeder protection including settings and breaker reclosing circuits must be reviewed and modified if necessary by the distributor or transmission authority. This process may be complex and may require significant time.

The embedded generator must submit a proposed single line diagram and protection scheme for review to the distributor contact as identified by the distributor.

Based on the transformer connection proposed by the embedded generator additional significant protection cost may be incurred (e.g. delta HV transformer winding may require 3 phase HV breaker / reclosure device). The embedded generator shall not order the protection equipment and transformer until the station line diagram is reviewed and accepted by the distributor.

The purpose of the distributor review is to establish that the embedded generator electrical interface design meets the distributor requirements.



The protection schemes shall incorporate adequate facilities for testing/maintenance.

Negative phase sequence protection shall be installed where required, to detect abnormal system condition as well as to protect the generator.

The embedded generator may be required to install utility grade relays for those protections that could affect the distributor or transmission authority system.

The embedded generator may be required to submit a Ground Potential Rise study for review by the distributor, if telecommunications circuits are specified for remote transfer trip protection.

3.5.2 Protection

The embedded generator should provide protection systems to cover the following conditions:

3.5.2.1 Internal Faults:

The Generator should provide adequate protections to detect and isolate generator and station faults.

3.5.2.2 External Faults:

The protection system should be designed to provide full feeder coverage complete with a reliable DC supply. In some cases redundancy in protection schemes may be required.

Normally the following fault detection devices are required for synchronous generator(s) installation(s).

3.5.2.3 Ground Faults:

When the HV winding of the Generator station transformer is wye connected with the neutral solidly grounded, then ground over-current protection in the neutral is required to detect ground faults.

If the Embedded generator station transformer HV winding connected to the Distributor system is ungrounded wye or delta, then ground under-voltage and ground over-voltage protections shall be required to detect ground faults.

Depending on the size, type of generator and point of connection, a distributor may require the relaying system to be duplicated, complete with separate auxiliary trip relays and separately fused DC supplies to ensure reliable protection operation and successful isolation of the embedded generator.



3.5.2.4 Phase Faults:

To detect phase faults, at least one of the following protections should be installed with acceptable redundancy where required depending on fault values:

- Distance
- Phase directional over-current
- Voltage-restrained over-current
- Over-current
- Under-voltage

3.5.2.5 Islanding/Abnormal Conditions:

Voltage and frequency protections are required to separate the embedded generator from the distribution system for an islanded condition and thus maintain the quality of supply to distribution system customers. This also will enable speedy restoration of the distribution system.

Typically, the protections required to detect islanding/abnormal conditions are:

- Over-voltage
- Under-voltage
- Over-frequency
- Under-frequency
- Voltage-balance

The above protections should be timed to allow them to ride through minor disturbances.

3.5.3 Induction Generator

Due to the operating characteristics of the induction generator the protection package required is normally less complex than the synchronous generator. An embedded generator should design the protection scheme to trip for the same conditions as stated for synchronous generators. An induction generator is an asynchronous machine that requires an external source such as a healthy distribution system to produce normal 60 Hz power. Alternatively, if there is an outage in the distribution system then there is unlikely to be 60 Hz output from the induction generator. In certain instances, an induction generator may continue to generate electric power after the source is removed. This phenomenon, known as self-excitation, can occur whenever there is sufficient capacitance in parallel with the induction generator to provide the necessary excitation and when the connected load has certain resistive characteristics.



3.5.4 DC Remote Tripping / Transfer Tripping

Remote or transfer tripping may be required between the Generator and the feeder circuit breaker if the Generator is connected at a critical location in the distribution system. This feature will provide for isolation of the embedded generator when certain faults or system disturbances are detected at the feeder circuit breaker location.

Additional Protection Features, such as Remote Trip and Generator end open signal, may be required in some applications. Remote Trip Protection will often involve the participation of a neighboring or Host LDC. Early consultation is important to ensure a timely connection to the system.

3.5.5 Maintenance

An Embedded Generator shall have a regular scheduled maintenance plan to assure the Distributor that all connection devices and protection & control systems are maintained in good working order. These provisions shall be included in the Connection Agreement. A complete copy of the inspection report shall be delivered to the Distributor within 30 days.

In developing a maintenance plan, the Generator should consider the following requirements:

- Qualified personnel should carry out all inspections and repairs.
- Periodic tests should be performed on protection systems to verify that the system operates as designed. Testing intervals for protection systems should not exceed four (4) years for microprocessor-based systems and two (2) years for electro-mechanical based systems.
- Isolating devices at the point of connection should be operated at least once per year.
- The Generator facility should be inspected visually at least once per year to note obvious maintenance problems such as broken insulators or other damaged equipment.
- Any deficiencies identified during inspections shall be noted and repairs scheduled as soon as possible, with timing dependent on the severity of the problem, due diligence concerns (of both the Distributor and the Generator) and financial and material requirements. The Distributor shall be notified of any deficiencies involving critical protective equipment.
- The Distributor shall be provided with copies of all relevant inspection and repair reports that may affect the protection and performance of the Distributors' systems. The Distributor has the right to witness any relevant test being performed by the generator.



3.5.6 Metering for Embedded Generation Facilities

The metering shall be installed at the demarcation point of connection of the embedded generation facility to the distribution system. The point of demarcation for an embedded generation facility is the primary live line clamp or lines switch that is installed on or at THE DISTRIBUTOR's distribution line. If this is not practical, THE DISTRIBUTOR shall apply loss factors to the generation output in accordance with the loss factors applied for retail settlements and billing.

The embedded generator or OEFC (if applicable) shall install four-quadrant interval meter in accordance with the distribution system code and THE DISTRIBUTOR's standard metering requirements. The embedded generator shall provide THE DISTRIBUTOR with the technical details of the meter installation.

An embedded generator that may, at any time, delivery power to the distribution system shall be responsible for the ownership, installation and maintenance (using a registered meter service provider), of an approved meter.

3.5.7 Transformers

Any step-up transformation equipment required to step-up the embedded generation facility's output voltage to primary voltage of THE DISTRIBUTOR's distribution line shall be supplied, installed, owned and maintained by the embedded generator.

For customers connected to the distribution system that wish to install an embedded generation facility with a total installed generation capacity of less than 10 kW, THE DISTRIBUTOR may, at its sole discretion, permit the embedded generation facility to be connected through THE DISTRIBUTOR's existing transformer. In such cases, the embedded generator shall be responsible for any and all damage to the THE DISTRIBUTOR facilities and equipment caused by the operation of the embedded generation facility.

3.5.8 Reporting Requirements

All embedded generators over 100kVA shall report any significant event to THE DISTRIBUTOR within five (5) business days. The Connection Agreement may include a list of events deemed significant and provide a standard report format.

The embedded generator shall keep a written log of the operation of its protections that result in the tripping of its interrupting devices. On request, the embedded generator must provide a copy of the log to THE DISTRIBUTOR. The log shall contain, at a minimum, the following information:

- a) date and time of event/operation of protections;
- b) which relay or protection feature of the relay initiating the trip;
- c) conditions and unit output at the time of the trip that may be related to the operation (e.g. lightning, outage of feeder, etc.).



3.5.9 Capital Contribution

When THE DISTRIBUTOR is required to add new THE DISTRIBUTOR facilities and equipment, alter existing THE DISTRIBUTOR facilities and equipment, or increase the capacity of the distribution system to connect a new embedded generation facility (an “expansion”), THE DISTRIBUTOR will perform an economic evaluation to determine the embedded generator’s capital contribution for the equipment, labour and ongoing maintenance costs of the expansion (the “expansion costs”). THE DISTRIBUTOR will use the Discounted Cash Flow Model and assume that future revenue will be zero.

3.5.10 Compliance

All equipment of embedded generators connected, is deemed to be in compliance with THE DISTRIBUTOR’s performance requirements except for the requirements of the Electrical Safety Authority and isolating device requirements identified in Section 3.5.2.

THE DISTRIBUTOR may require that the equipment deemed compliant above be brought into actual compliance with THE DISTRIBUTOR’s performance requirements within a timeframe established by THE DISTRIBUTOR, but not to exceed 12 months, where, at THE DISTRIBUTOR’s sole opinion, there is:

- a) a material deterioration of the distribution system reliability resulting from the performance of the embedded generator’s equipment; or
- b) a material negative impacts on the power quality of an existing or a new customer resulting from the performance of the equipment at the embedded generation facility; or
- c) a material increase in generating capacity at the site where the equipment deemed compliant is located.

3.5.11 Disconnection of Embedded Generation Facility

THE DISTRIBUTOR has the right to disconnect an embedded generation facility from its distribution system where, in the sole opinion of THE DISTRIBUTOR, any of the following conditions, exist:

- a) there is a material deterioration of the distribution system reliability resulting from the performance of the embedded generator’s equipment;
- b) there is a material negative impact on the quality of power of an existing or a new customer resulting from the performance of the equipment at the embedded generation facility;
- c) the embedded generator has failed to re-verify the protection and control systems every 48 months or as specified in the Connection Agreement or failed to submit the report within 30 days; or the embedded generator’s report of the re-verification of the protection and control systems shows unacceptable deficiencies.



3.6 Embedded Market Participant

An Embedded Market Participant shall provide the Distributor with proof of compliance of IESO registration Requirements, and appropriate Licences.

Where the Conditions of Service of this Distributor exceed the technical requirements of any other licence or participant obligations, these Conditions of Service shall take precedence.

The Embedded Market Participant must meet at a minimum, the standards as set out in these Conditions of Service in order to connect to the Distributors' distribution facilities.

3.7 Embedded Distributor

An Embedded Distributor shall provide the Distributor with proof of compliance of IESO and OEB registration Requirements, and appropriate Licences.

Where the Conditions of Service of this Distributor exceed the technical requirements of any other licence or participant obligations, these Conditions of Service shall take precedence.

The Embedded Distributor must meet at a minimum, the standards as set out in these Conditions of Service in order to connect to the Distributors' distribution facilities.

Metering requirements of the Embedded Distributor shall be at the discretion of the Host Distributor.

3.8 microFIT Generators

“This classification applies to an electricity generation facility meeting the eligibility requirements of the Ontario Power Authority’s microFIT program and connected to the distributor’s distribution system. To be eligible for the microFIT program, the nameplate capacity of the generation facility can not be greater than 10 kW.”

A microFIT Generator shall provide the Distributor with proof of compliance of IESO, OPA and OEB registration Requirements, and appropriate Licences.

The Distributor shall collect costs reasonably incurred with making an offer to connect a generator from the entity requesting the connection. Costs reasonably incurred include costs associated with:

- ❖ Directly connected
- ❖ Indirectly connected
- ❖ Owned by the load customer entity at that location vs. owned by different entity

3.9 Miscellaneous Small Services

This section pertains to the supply of electrical energy for Street Lighting, Traffic Signals, Bus Shelters, Telephone Booths, Cable T.V. Amplifiers, Decorative Street Lighting, Bill Boards, and other similar small loads.

3.9.1 General

At the discretion of the Distributor, the service voltage will be:

120/240 volts, single phase three wire or
120 volts, single phase two wire or
347/600V three phase, four wire

The method and location of the supply will vary based on the conditions present on the Distributors’ plant, and will be established for each application through consultation with the Distributor.

Where specified by the Distributor during the Early Consultation process, the Customer will provide underground ducts to the Distributor’s specifications.

The Owner shall be responsible for all costs associated with the supply and installation of service conductors

The Distributor at the Owners’ expense will install required transformation.

Where at the discretion of the Distributor, a meter is not installed, energy consumption will be based on the connected wattage and the calculated hours of use.

Prior to energization of a service the Distributor will require notification from the ESA that the installation has been inspected and approved for connection.

3.9.2 Early Consultation

The Owner shall supply a completed Electrical Planning Requirements Form to the Distributor well in advance of installation commencement to allow the Distributor time for proper planning, ordering of equipment etc. Information required includes:

- Required in-service date
- Requested Service Entrance Capacity and voltage rating of the service entrance equipment
- Locations of other services, gas, telephone, water and cable TV
- Survey plan and site plan indicating the proposed location of the service equipment with respect to public rights-of way and lot lines.

3.9.3 Street Lighting

Town street-lighting that is designed, installed, and maintained by the Distributor shall be fully funded by the Municipality to ensure adherence to the Affiliate Relationship Code and the Distributors' Licence.

3.9.4 Traffic Signals

Traffic Signals and Crosswalk Lights are owned and maintained by the applicable road authority.

3.9.5 Bus Shelters

Bus Shelter Lighting is owned and maintained by the Customer.

3.9.6 Decorative Street Lighting

Such installations could be lighting for festive occasions or "neighbourhood character" street-scaping and will be maintained by the Customer.

SECTION 4 GLOSSARY OF TERMS

“Conditions of Service” means the document developed by the distributor in accordance with subsection 2.3 of the Distribution System Code, that describes the operating practices and connection rules for the distributor;

“Condominiums” are located on common land, which is the property of a condominium corporation or is owned by the Owner of all of the units (rental property). These units usually front onto internal roads that are also privately owned;

“Condominium Development” is a structure or complex of structures each containing more than two residential units. A single residential customer would occupy each unit and have direct outside access at ground level;

“Connection” means the process of installing and activating connection assets in order to distribute electricity to a customer;

“Connection Agreement” means an agreement entered into between a distributor and a person connected to its distribution system that delineates the conditions of the connection and delivery of electricity to that connection;

“Connection assets” means that portion of the distribution system used to connect a customer to the existing main distribution system, and consists of the assets between the point of connection on a distributors’ main distribution system and the ownership Demarcation Point with that customer;

“Consumer” means a person who uses, for the person’s own consumption, electricity that the person did not generate;

“Customer” means a person that has contracted for or intends to contract for connection of a building. This includes developers of residential or commercial sub-divisions;

“Demand meter” means a meter that measures a consumers’ peak usage during a specified period of time;

“Demarcation Point” means the point at which the obligation of the Distributor ends and those of the Customer begin for the purposes of maintenance and repair of the distribution service;

“Disconnection” means a deactivation of connection assets, which results in cessation of distribution services to a consumer;

“Distribute”, with respect to electricity, means to convey electricity at voltages of 50 kilovolts or less;

“Distribution losses” means energy losses that result from the interaction of intrinsic characteristics of the distribution network such as electrical resistance with network voltages and current flows;

“Distribution loss factor” means a factor(s) by which metered loads must be multiplied such that when summed equal the total measured load at the supply point(s) to the distribution system.;

“Distribution services” means services related to the distribution of electricity and the services the Board has required distributors to carry out, for which a charge or rate has been approved by the Board under section 78 of the Act.

“Distribution system / plant” means a system for distributing electricity, and includes any structures, equipment or other things used for that purpose. A distribution system is comprised of the main system capable of distributing electricity to many customers and the connection assets used to connect a customer to the main distribution system;

“Distribution System Code,” means the code, approved by the Board, and in effect at the relevant time, which, among other things, establishes the obligations of a distributor with respect to the services and terms of service to be offered to customers and retailers and provides minimum technical operating standards of distribution systems;

“Distributor” means a person who owns or operates a distribution system;

“Electricity Act” means the *Electricity Act, 1998*, S.O. 1998, c.15, Schedule A;

“Energy Competition Act” means the *Energy Competition Act, 1998*, S.O. 1998, c. 15;

“Electrical Safety Authority” or **“ESA”** means the person or body designated under the *Electricity Act* regulations as the Electrical Safety Authority;

“Embedded Distributor” means a distributor who is not a wholesale market participant and that is provided electricity by a host distributor;

“Embedded Generator” or **“Embedded Generation Facility”** means a generator whose generation facility is not directly connected to the IMO-controlled grid but instead is connected to a distribution system;

“Embedded Load Displacement Generation Facility” means an embedded generation facility connected to the customer side of the revenue meter where the generation facility does not inject electricity into the distribution system for the purpose of sale;

“Embedded Market Participant” means a consumer who is a wholesale market participant whose facility is not directly connected to the IMO-controlled grid but is connected to a distribution system;

“Emergency” means any abnormal system condition that requires remedial action to prevent or limit loss of a distribution system or supply of electricity, or that could adversely affect the reliability of the electricity system;

“Emergency backup generation facility” means a generation facility that has a transfer switch that isolates it from a distribution system;

“Enhancement” means a modification to an existing distribution system that is made for purposes of improving system operating characteristics such as reliability or power quality or for relieving system capacity constraints resulting, for example, from general load growth;

“Expansion” means an addition to a distribution system in response to a request for additional customer connections that otherwise could not be made; for example, by increasing the length of the distribution system;

“Four-quadrant Interval Meter” means an interval meter that records power injected into a distribution system and the amount of electricity consumed by the customer;

“Generate”, with respect to electricity, means to produce electricity or provide ancillary services, other than ancillary services provided by a transmitter or distributor through the operation of a transmission or distribution system;

“Generation Facility” means a facility for generating electricity or providing ancillary services, other than ancillary services provided by a transmitter or distributor through the operation of a transmission or distribution system, and includes any structures, equipment or other things used for that purpose;

“Generator” means a person who owns or operates a generation facility;

“Geographic Distributor” with respect to a load transfer, means the distributor that is licensed to service a load transfer customer and is responsible for connecting and billing the load transfer customer;

“Good Utility Practice” means any of the practices, methods and acts engaged in or approved by a significant portion of the electric utility industry in North America during the relevant time period, or any of the practices, methods and acts which, in the exercise of reasonable judgment in light of the facts known at the time the decision was made, could have been expected to accomplish the desired result at a reasonable cost consistent with good practices, reliability, safety and expedition. Good utility practice is not intended to be limited to the optimum practice, method, or act to the exclusion of all others, but rather to be acceptable practices, methods, or acts generally accepted in North America;

“Holiday” means a Saturday, Sunday, statutory holiday, or any day as defined in the Province of Ontario as a legal holiday;

“IESO” means the Independent Electricity Market Operator established under the Electricity Act;

“IESO-Controlled Grid” means the transmission systems with respect to which, pursuant to agreements, the IMO has authority to direct operation;

“Interval meter” means a meter that measures and records electricity use on an hourly or sub-hourly basis;

“Lies Along” means a property can be connected to the distributor distribution system without an expansion or enhancement, and meets the conditions listed in the Conditions of Service of the distributor who owns or operates the distribution line.

“Load Transfer” means a network supply point of one distributor that is supplied through the distribution network of another distributor and where this supply point is not considered a wholesale supply or bulk sale point;

“Load Transfer Customer” means a customer that is provided distribution services through a load transfer;

“Market Rules” means the rules made under section 32 of the *Electricity Act*;

“Measurement Canada” means the Special Operating Agency established in August 1996 by the *Electricity and Gas Inspection Act*, 1980-81-82-83, c. 87., and *Electricity and Gas Inspection Regulations* (SOR/86-131);

“Medium Sized Embedded Generation Facility” means an embedded generation facility with a name-plate rated capacity of less than 10 MW and:

- a) more than 500 kW in the case of a facility connected to a less than 15kV line;
- b) more than 1 MW in the case of a facility connected to a 15 kV or greater line;

“Meter Service Provider” means any entity that performs metering services on behalf of a distributor; generator, or registered market participant;

“Meter Installation” means the meter and, if so equipped, the instrument transformers, wiring, test links, fuses, lamps, loss of potential alarms, meters, data recorders, telecommunication equipment and spin-off data facilities installed to measure power past a meter point, provide remote access to the metered data and monitor the condition of the installed equipment;

“Metering Services” means installation, testing, reading and maintenance of meters;

“Micro Embedded Load Displacement Generation Facility” means an embedded load displacement generation facility with a name-plate rated capacity of 10 kW or less;

“Net Metering” means a settlement process for Embedded Generation behind a Load Customer meter as defined by Ontario Regulation 541/05

“Ontario Electrical Safety Code” means the code adopted by O. Reg. 164/99 as the Electrical Safety Code;

“Ontario Energy Board Act” means the *Ontario Energy Board Act, 1998*, S.O. 1998, c.15, Schedule B;

“Operational Demarcation Point” means the physical location at which a distributors’ responsibility for operational control of distribution equipment including connection assets ends at the customer;

“Ownership Demarcation Point” means the physical location at which a distributors’ ownership of distribution equipment including connection assets ends at the customer;

“Physical Distributor” with respect to a load transfer, means the distributor that provides physical delivery of electricity to a load transfer customer, but is not responsible for connecting and billing the load transfer customer directly;

“Point of Supply” with respect to an embedded generator, means the connection point where electricity produced by the generator is injected into a distribution system;

“Rate” means any rate, charge or other consideration, and includes a penalty for late payment;

“Rate Handbook” means the document approved by the Board that outlines the regulatory mechanisms that will be applied in the setting of distributor rates;

“Regulations” means the regulations made under the *Act or the Electricity Act*;

“Retail”, with respect to electricity means,

- a) To sell or offer to sell electricity to a consumer
- b) To act as agent or broker for a retailer with respect to the sale or offering for sale of electricity, or
- c) To act or offer to act as an agent or broker for a consumer with respect to the sale or offering for sale of electricity.

“Retail Settlement Code” means the code approved by the Board and in effect at the relevant time, which, among other things, establishes a distributors’ obligations and responsibilities associated with financial settlement among retailers and customers and provides for tracking and facilitating customer transfers among competitive retailers;

“Retailer” means a person who retails electricity;

“Service Area” with respect to a distributor, means the area in which the distributor is authorized by its license to distribute electricity;

“Small Embedded Generation Facility” means an embedded generation facility which is not a micro-embedded generation facility with a name-plate rated capacity of 500 kW or less in the case of a facility connected to a less than 15 kV line and 1MW or less in the case of a facility connected to a 15 kV or greater line;

“Smart Meter” means a device that measures electrical energy use (kilowatt-hours, kWh) on an hourly or sub-hourly basis and is part of an integrated data management system. The meter records, stores and transmits date and time-stamped meter readings to a utility’s computer to facilitate Time-of-Use and Hourly billing. Smart meters may also include other capabilities and features to aid in load management and energy conservation.

“Standard Offer” means a settlement process for distribution connected Embedded Generation under contract for supply with the Ontario Power Authority

“Total losses” means the sum of distribution losses and unaccounted for energy;

“Townhouses” are usually a free hold property, the land is owned by the individual Owners of each unit, fronting onto a municipal street;

“Townhouse Development” is a structure or complex of structures each containing more than two residential units. A single residential customer would occupy each unit, and have direct outside access at ground level;

“Transmission System” means a system for transmitting electricity, and includes any structures, equipment or other things used for that purpose;

“Transmission System Code” means the Board approved code that is in force at the relevant time, which regulates the financial and information obligations of the Transmitter with respect to its relationship with customers, as well as establishing the standards for connection of customers to, and expansion of a transmission system;

“Transmit” with respect to electricity, means to convey electricity at voltages of more than 50 kilovolts;

“Transmitter” means a person who owns or operates a transmission system;

“Unaccounted-for Energy” means all energy losses that cannot be attributed to distribution losses. These include measurement error, errors in estimates of distribution losses and un-metered loads, energy theft and non-attributable billing errors;

“Un-metered loads” means electricity consumption that is not metered and is billed based on estimated usage;

“Validating, Estimating and Editing (VEE)” means the process used to validate, estimate and edit raw metering data to produce final metering data or to replicate missing metering data for settlement purposes;

“Wholesale Market Participant” means a person that sells or purchases electricity or ancillary services through the IMO-administered markets;

SECTION 5 APPENDICIES

APPENDIX 5.1 Security Deposit Policy

Policy No: 2002-0146

Purpose:

This Credit and Collection Policy (referred to in this document as the "Policy") sets out the standards of Hydro Hawkesbury Inc. ("Hawkesbury Hydro") with respect to customer bill payment deadlines, late payment charges, collection costs, and customer deposits. The Policy applies to all customers of Hydro Hawkesbury Inc., in the manner set out herein. This Policy was developed in cooperation with other electricity distributors, with the intention of establishing fair and equitable credit and collection policies for customers of Hydro Hawkesbury Inc. This Policy will form part of Hydro Hawkesbury Inc.'s Conditions of Service.

Authority:

Local Electricity Distribution Companies ("Distributors" or "LDC's") are regulated by the Ontario Energy Board (OEB), by the powers granted to OEB by the Ontario Provincial Government through the enactment of Bill 35, the Energy Competition Act, 1998, of which Schedule A; the Electricity Act, 1998; and Schedule B, the Ontario Energy Board Act, 1998 (the "Acts") form parts.

The Acts, and various Codes and Handbooks established by OEB, including the Retail Settlement Code, the Standard Supply Service Code, the Distribution System Code and the Electricity Distribution Rate Handbook, provide for minimum payment periods, authorize Distributors to use those means available to them under law to mitigate customer non-payment risk, and allow Distributors to establish prudent and commercially sound Credit and Collection Policies.

Methodology:

With the enactment of the Energy Competition Act, local Municipal Electric Utilities (MEU's) were required to incorporate under the Ontario Business Corporations Act (OBCA). Under the Municipal Act and the Public Utilities Act, MEU's had the ability to collect any outstanding arrears by placing a lien on the owner's property. Once the MEU was incorporated as an OBCA corporation, it no longer had the power to lien a property and no longer had the ability to add a delinquent customer's utility bill to the municipal tax rolls. This Policy provides for a means of obtaining deposits from customers for the payment of their accounts, with the primary objective of reducing the number and amount of potential annual write-offs Hydro Hawkesbury Inc. may experience due to poor customer payment practices. In the development of this policy, Hydro Hawkesbury Inc. considered whether it would require customers to provide deposits. It was concluded that it is commercially reasonable, and typical of other commercial entities including banks and credit card issuers, to consider the creditworthiness of a potential customer prior to providing the customer with credit. This Policy was developed with the assumption that a current residential customer whose account with Hydro Hawkesbury Inc. is in good standing will may remain connected to the distribution system without a deposit provided that the customer meets the generally accepted commercial credit requirements set out in section 9 of this policy. However, all new customers will be required to provide a deposit in a form acceptable to Hydro Hawkesbury Inc., and in an amount set out in this Policy, prior to being permitted to connect to the distribution system. Where an existing customer no longer meets the criteria for an exemption from the requirement to provide a deposit, the customer will provide a deposit in the manner set out in this Policy as a condition of Hydro Hawkesbury Inc. continued supply of electricity to that customer.

Effective Date: This Policy comes into effect on August 1, 2004 .

1. Demand of Service Agreement:

All new or existing customers relocating to a new service address in the Hydro Hawkesbury Inc. service area must enter into a Demand of Service Agreement in the form provided by Hydro Hawkesbury Inc. The Service Agreement, when signed, forms a binding contract between the Customer and the Distributor, and will be evidence of the fact that the Distributor and the Customer have accepted and mutually agreed to the terms of the Demand of Service Agreement. Personal information such as the customer's driver's licence number, the name of the customer's employer, and the customer's social insurance number will be requested from all customers (photo identification is preferred).

2. Account Set-up Charge:

Customers will be subject to an Account set-up charge as approved by the OEB.

3. Deposit:

A "new customer" is defined in this Policy as a customer of electricity that does not have an account with Hydro Hawkesbury Inc. prior to the date that this Policy comes into force, and that requests that Hydro Hawkesbury Inc. open an account with the customer and commence the supply of electricity to the customer on or after the date that this Policy comes into force. Deposits will be required from all new customers, to the extent permitted by OEB's Distribution System Code, regardless of their Customer Class, and regardless of whether they are on Standard Supply Service (SSS) or they have entered into contracts with electricity retailers. The amount of the deposit for each class will be calculated according to sections 4 to 8 of this Policy. Where the customer is a party to a contract with an electricity retailer, the following policies shall apply according to the billing option selected by the retailer.

3.1 Distributor-Consolidated Billing and Standard Supply Service

Under these options, Hydro Hawkesbury Inc. will continue to issue a bill to the customer. Hydro Hawkesbury Inc. is responsible for customer non-payment risk. Hydro Hawkesbury Inc. will impose a deposit, according to the requirements set out below.

3.2 Retailer-Consolidated Billing

Under this option, Hydro Hawkesbury Inc. will not issue a bill to a customer. The retailer is responsible for issuing the bill to the customer, and for customer non-payment risk. Hydro Hawkesbury Inc. will not require a deposit from the customer. If Hydro Hawkesbury Inc. is in possession of a customer's deposit at the time of a switch to retailer-consolidated billing, the deposit shall be applied to the customer's final bill under the billing type in respect of which Hydro Hawkesbury Inc. has required a deposit, and any unapplied balance of the deposit will be returned to the customer.

3.3 Split Billing

Under this option the Distributor and a retailer shall each be responsible for customer non-payment risk for the bills that each issues to the customer. If a customer already has a deposit with Hydro Hawkesbury Inc., Hydro Hawkesbury Inc. will retain a portion of the deposit amount that reflects the non-payment risk associated with the new billing option. Any excess deposit amount will be returned to the customer. For customers making new application for service, Hydro Hawkesbury Inc. shall require a deposit in an amount that shall depend upon Hydro Hawkesbury Inc.'s assessment of the customer's likely risk of non-payment, according to the requirements set out below.

4. Residential Customers

4a) Every new customer requesting the establishment of an account with Hydro Hawkesbury Inc. as a Residential customer and the delivery of electricity to the customer's service address shall pay a deposit prior to the commencement of service to the customer. This deposit can be waived or reduced upon presentation of a reference letter from another electricity or gas utility that confirms one (1) year of good payment history or a satisfactory credit check at the customer's expense.

4b) The requirements are as follows:

Customers billed Monthly: 2.5 x estimated bill based on the customer's average monthly load with the distributor during the most recent 12 consecutive months within the past two years or, in the case of a service address to which service has not been provided throughout the preceding 12 month period, 2.5 x estimated bill based on the customer's average monthly load for a building or unit with a similar anticipated load profile with a minimum of \$400.00 for electric dwellings and \$200.00 for non-electric dwellings.

Customers billed Bi-Monthly: 1.75 x estimated bill based on the customer's average monthly load with the distributor during the most recent 12 consecutive months within the past two years or, in the case of a service address to which service has not been provided throughout the preceding 12 month period, 1.75 x estimated bill based on the customer's average monthly load for a building or unit with a similar anticipated load profile with a minimum of \$400.00 for electric dwellings and \$200.00 for non-electric dwellings.

*****Bi-monthly customers who adhere to a pre-authorized monthly budget plan will be allowed a reduction of 33% of their deposit.***

4c) Residential Customers deposits can be pre-arranged in the form of cash or in equal instalments for a period of 4 months. *(Instalments not permitted on deposit adjustments)*

4d) A Residential customer that is not a new customer will not be required to provide a deposit to Hydro Hawkesbury Inc., provided that the customer has an "Acceptable Payment History", as defined in Section

4e) A Residential customer will lose their "Acceptable Payment History" as a result of any one or more of the following offences are committed:(i) Two (2) Cheques returned for non-sufficient funds or for reasons of non-payment initiated by the customer in the preceding 12 consecutive months; or(ii) Two (2) disconnect notices in the preceding 12 consecutive months or;(iii) One disconnection of service for a non-collection of account in the preceding 12-months.

4f) Where a Residential customer was not required to provide a deposit pursuant to Section 4a) above, and where that customer no longer has an "Acceptable Payment History" as a result of having exceeded

any of the limits set out in Subsection 4e), the customer shall provide a deposit to Hydro Hawkesbury Inc., in an amount calculated in accordance with Section 4b) above.

4g) Where a deposit becomes payable by the Residential customer, Hydro Hawkesbury Inc. will notify the customer that the deposit is payable, and will add the amount of the deposit to the next bill issued to the customer.

5. General Service and Large User Customers:

5a) Every new customer requesting the establishment of an account with Hydro Hawkesbury Inc. as a General Service or Large User customer and the delivery of electricity to the customer's service address shall pay a deposit prior to the commencement of service to the customer.

For general service <5000 kW, this deposit can be waived or reduced upon presentation of a reference letter from another electricity or gas utility that confirms five (5) years of good payment history or a satisfactory credit check (Ex. Dominion Bond...) at the customer's expense.

For general service >5000 kW, this deposit can be waived or reduced upon presentation of a satisfactory credit rating that confirms seven (7) years of good payment history at the customer's expense.

The requirements are as follows:

Customers billed Monthly: 2.5 x estimated bill based on the customer's average monthly load with the distributor during the most recent 12 consecutive months within the past two years or, in the case of a service address to which equivalent service has not been provided throughout the preceding 12 month period, 2.5 x estimated bill based on the customer's average monthly load for a building or unit with a similar anticipated load profile with a minimum of \$500.00.

Customers billed Bi-Monthly: 1.75 x estimated bill based on the customer's average monthly load with the distributor during the most recent 12 consecutive months within the past two years or, in the case of a service address to which equivalent service has not been provided throughout the preceding 12 month period, 1.75 x estimated bill based on the customer's average monthly load for a building or unit with a similar anticipated load profile with a minimum of \$500.00.

*****Bi-monthly customers who adhere to a pre-authorized monthly budget plan will be allowed a reduction of 33% of their prepaid deposit.***

5b) Deposits may be pre-arranged in the form of any of the following:

- i. Cash or certified cheque,
- ii. An irrevocable and automatically renewable letter of Credit from a Chartered Bank, Trust Company or Credit Union in a form acceptable to Hydro Hawkesbury Inc.
- iii. Surety Bond in a form acceptable to Hydro Hawkesbury Inc.
- iv. A guarantee in a form acceptable to Hydro Hawkesbury Inc. provided by a person that is an affiliate of the customer, as the term "affiliate" is defined in the Business Corporations Act (Ontario), and that has a credit rating from a major bond rating agency such as Standard and Poors or such other agency as may be identified by Hydro Hawkesbury Inc.

5c) A General Service customer <5000 kW that is not a new customer, will not be required to provide a deposit to Hydro Hawkesbury Inc., provided that the customer has an "Acceptable Payment History", as defined in Section 6 below, as of the date that this Policy comes into force, and provided further that the customer maintains that "Acceptable Payment History".

All General Service customers >5000 kW and Large User customers that are not new customers will receive 50% of their deposit upon achieving 7 years of "Good Payment History". A credit rating would be required to receive a refund that exceeds 50%. If a credit rating is provided, it would replace "Good Payment History" in determining the deposit refund (ranging from 75% - 100%), with the refund based on the customer's individual rating in accordance with section 5d. The reductions set out in those sections are not cumulative, and may not be combined. A customer may only use one of the possible reductions in either section 5d).

In order to obtain a waiver or reduction of the deposit, all General Service customers must maintain its "Acceptable Payment History" as outlined in Section 6 below

5d) Those customers that are able to provide a Specified Credit Rating will be eligible for a reduction in their deposit as outlined in the charts below.

With Specified Credit Ratings Table 1

Credit Rating with Standard and Poor’s Rating Terminology		Allowable Reduction in Deposit
AAA- and above or equivalent	>	100% of deposit in accordance with section 5a)
AA-, AA, AA+ or equivalent	>	95% of deposit in accordance with section 5a)
A-, From A, A+ to below AA or equivalent	>	85% of deposit in accordance with section 5a)
BBB-, From BBB, BBB+ to below A or equivalent	>	75% of deposit in accordance with section 5a)
Below BBB- or equivalent	>	Zero (0)

6. Delinquent General Service Accounts:

6a) In order to maintain a reduction or waiver of its deposit requirement pursuant to Section 5c) or 5d) above, a General Service or Large User customer must maintain its “Acceptable Payment History”. General Service and Large User customers, will lose their “Acceptable Payment History” as a result of any one or more of the following offences are committed:

- (i) Two (2) Cheques returned for non-sufficient funds or for reasons of non-payment initiated by the customer in the preceding 12 consecutive months; or
- (ii) Two (2) disconnect notices in the preceding 12 consecutive months or;
- (iii) One disconnection of service for a non-collection of account in the preceding 12 months.

If a General Service or Large User customer’s deposit is waived or reduced due to the provisions in section 5 above and loses its “Acceptable Payment History” status by exceeding any of the limits set out in this Section 6, the customer shall provide to Hydro Hawkesbury Inc. a deposit from the customer as calculated in accordance with section 5a) of this Policy.

6b) Where a deposit becomes payable by the General Service customer, Hydro Hawkesbury Inc. will notify the customer that the deposit is payable, and will add the amount of the deposit to the next bill issued to the customer.

7. Collection of deposit:

Deposits are required to be paid in full when the customer is making application for service, or prior to connection or provision of service i.e., before move-in, and in certain circumstances, as a condition of continued service. The Distributor, may extend special payment arrangements to those customers unable to make full payment of the deposit. In these circumstances, Hydro Hawkesbury Inc. will provide the customer with equal instalments for a period of 4 months to make full payment of the deposit. After 4 months, should the customer fail to make full payment of the deposit, Hydro Hawkesbury Inc. will forward a written reminder of the overdue account followed by a disconnect notice after four (4) business days. Non-payment of the deposit will result in disconnection of service as detailed in Sections 15 and 16.

8. Deposit adjustments:

Deposits will be reviewed yearly and may be adjusted accordingly. Adjustments will be debited or credited to the customer's account on the bill following the adjustment.

9. Retention/Refund of Deposit:

9a) Deposits will be refunded to a customer, in whole or in part according to the circumstances giving rise to the refund, upon an application for a refund, and only where:

- (i) The customer terminates its service with Hydro Hawkesbury Inc. The deposit will be applied to the balance owing on the customer's final bill, and any amount not required for this purpose will be refunded to the customer within 6 weeks of account closure;
- (ii) If a customer switches to retailer-consolidated or split billing, in which case the deposit will be reduced to a level set out in the Ontario Energy Board's Distribution System Code, after Hydro Hawkesbury Inc. has recovered any outstanding arrears on the customer's account;
- (iii) The customer has achieved the required (1, 5 or 7 years) of good payment history as outlined in sections 4, 5 and 6.

9b) Where the customer moves within the Hydro Hawkesbury Inc. service area, the deposit may be applied to the customer's account in respect of the customer's new service address. Hydro Hawkesbury Inc. may adjust the deposit in consideration of the historical consumption or the customer's anticipated load profile at the new service address, in accordance with Sections 4b) and 5a) above.

9c) Where the customer's account is in arrears, then in addition to any other remedy that Hydro Hawkesbury Inc. may have, Hydro Hawkesbury Inc. may at its sole discretion apply all or part of the customer's deposit to those arrears. Where Hydro Hawkesbury Inc. has applied all or part of the deposit to a customer's arrears, then Hydro Hawkesbury Inc. will add to the customer's next bill the amount necessary to restore the deposit.

10. Interest on deposit:

(i) Interest at the *Prime Business rate less 2%* will be paid monthly on all cash deposits. Interest will not be paid on Letters of Credit or other forms of deposit.

(ii) Interest will accrue monthly on all cash security deposits and interest earned will be applied monthly to the customer's account, or whenever deposits are returned, whichever occurs first.

11. Payment of Bills:

The customer must make payment of any outstanding accounts to the Distributor on the due date as identified on the bill. Where a payment is made by mail, the payment will be deemed to be made on the date received. Where a payment is made at a financial institution acceptable to the Distributor, the payment will be deemed to be made when stamped/acknowledged by the financial institution. A partial payment will be applied to any outstanding arrears before being applied to the current billing, and partial payments will be applied first to non-regulated charges.

12. Late Payment Charge:

Late payment charges will apply to any arrears unpaid after the due date of the bill. Hydro Hawkesbury Inc. will charge late payment charges at an interest rate approved by the Ontario Energy Board as per the Distributor's annual Rate order submission.

Bills are due on the billing date. If payment is not received within 14 days of the billing date, a late payment charge of 1.5%, compounded monthly (19.56% per year) is applied to the outstanding balance. A late payment charge is calculated from the billing date to the date your next bill is issued. If partial payment is made within 14 days of the billing date, the late payment charge will apply only to the amount still outstanding.

13. Returned Cheques:

The customer shall reimburse immediately any cheque or pre-authorized payments charged back by the bank for whatever reasons. Any denied payment will be reversed on the customer's account and a returned cheque fee charged to the customer in accordance with Hydro Hawkesbury Inc.'s Electricity Distribution Rate Order. Hydro Hawkesbury Inc. will attempt to make contact with the customer to obtain payment for any outstanding amounts owed by the customer on account of the returned cheque, including all associated service charges, and Hydro Hawkesbury Inc. may, in its sole discretion, apply all or part of any deposit held by Hydro Hawkesbury Inc. in respect of the customer's account. Where Hydro Hawkesbury Inc. has applied all or part of the deposit to a customer's arrears, then Hydro Hawkesbury Inc. will add to the customer's next bill the amount necessary to restore the deposit. Should such an attempt fail, Hydro Hawkesbury Inc. shall forward a Disconnect Notice detailing all charges owed by the customer.

14. Load Limiters:

Load limiters may be used as alternatives to disconnecting the customer's service from the Distribution grid. Load limiters may be used specifically during the winter months. The intent for the use of load limiters is that it may encourage the customer to pay the utility bill while maintaining a minimum supply of current to operate a furnace for heating the home.

15. Disconnection of Electricity Service:

Where a customer's account is in arrears and where the Ontario Energy Board's Retail Settlement Code permits Hydro Hawkesbury Inc. to disconnect the customer's service, Hydro Hawkesbury Inc. will issue a Reminder Notice seven (7) calendar days after the due date in the customer's account, unless payment has been received or payment arrangements acceptable to Hydro Hawkesbury Inc. have been made. A disconnection notice will be issued seven (7) calendar days after the reminder notice unless payment is received or payment arrangements acceptable to Hydro Hawkesbury Inc. have been made. Prior to disconnecting the service a company representative will make reasonable efforts to establish direct contact with the customer in accordance with the Ontario Energy Board's Electricity Distribution Rate Handbook. Payments must be received at the Distributor's office by the scheduled disconnect date. Failure to do so will result in a disconnection of service and reconnection charges.

16. Reconnection of Electrical Service:

Where the customer's service has been disconnected due to arrears, the customer must pay to Hydro Hawkesbury Inc. the full amount of the customer's arrears, and must restore any deposit which Hydro Hawkesbury Inc. may have applied to those arrears, and payment in full must be received by Hydro Hawkesbury Inc. before Hydro Hawkesbury Inc. will restore the customer's service. If the customer requests the service to be connected after normal hours of work, full payment must be given to Hydro Hawkesbury Inc.'s service technician on duty prior to reconnection and an "after hours" service charge will apply. Customers must be present during reconnection.

17. Billing Errors:

Billing errors will be resolved in accordance with Section 7.7 of the Ontario Energy Board's Retail Settlement Code, as that Code may be amended from time to time.

18. Final Bills:

(i) Forwarding address:

- a) If a customer neglects to pay its final bill, the deposit will be applied to reduce the Final Bill.
- b) If the forwarding address is within Hydro Hawkesbury Inc.'s service area and the Customer sets up a new account at new forwarding address within the Distributor's service area, the customer will be provided the option to transfer the balance to the new account or use the deposit to pay the bill and the deposit will be calculated accordingly.

(ii) No Forwarding Address:

- a) If a customer neglects to pay its final bill the deposit will be used to reduce the final bill.
- b) If the amount of the deposit is not sufficient to pay the entire bill amount and the customer moves out of Hydro Hawkesbury Inc.'s service area, Hydro Hawkesbury Inc. staff will make an attempt to locate forwarding address, and may request the assistance of other licensed Distributors. If this yields no results, the account will be referred to a collection agency.

(iii) If a personal guarantee has been provided by a General Service customer or an officer or director or other principal of a General Service customer in that customer's Service Agreement with Hydro Hawkesbury Inc., and the individual executing the guarantee has another account of any kind with Hydro Hawkesbury Inc., then any amounts outstanding on that final bill may be transferred to that individual's other account.

Appendix 5.2 Electrical Planning Requirements

It is essential that the following information be provided to:

- a) enable an assessment to be made on the impact of the proposed project on the Electrical Distribution System.
- b) enable the Distributor to prepare pertinent information for the developer.

Please supply answers to the following questions as soon as possible as electrical planning cannot proceed until the Distributor has reviewed this information. Preliminary electrical site plan drawings are to be submitted together with this form. Electrical drawings are to be submitted to the Distributor for approval prior to any related job tenders or the commencement of any electrical construction. The drawings shall be drawn to a scale usable by the Distributor, shall show local pole locations, proposed transformer location, proposed electrical room/metering location and show how access to the metering would be gained (i.e.: the path to the metering).

Electrical site plan drawings are to be submitted to the Distributor on one (1) Paper copy and in an electronic format as approved by the Distributor.

Project Location: _____

DEMARCATIION POINT: AT DISTRIBUTOR'S

Name of Project: _____

DISTRIBUTION SYSTEM

Name of Applicant: _____

Address: _____

Contact Name: _____

Address: _____

E-Mail: _____

Telephone: (____) _____

<p>Service Classification (: as many as apply):</p> <p><input type="checkbox"/> Residential</p> <p><input type="checkbox"/> General Service < 50kW</p> <p><input type="checkbox"/> General Service > 50kW</p> <p><input type="checkbox"/> General Service >500kW</p> <p><input type="checkbox"/> Unmetered os Miscellaneous Load</p> <p><input type="checkbox"/> Temporary Service</p>
--

<p>Service Entrance Switchboard with Utility and PT Compartment ~ Yes ~ No CT</p>
--

<p>Capacity of Main Service (in Amperes):</p> <p>Maximum rated capacity:</p>

<p>Estimated Connected Load - Demand in kW:</p> <p>Maximum initial Demand: kW</p> <p>Maximum Future Demand: kW</p>

one only):

- What service voltage is required (**
- ❖ 120/240 Volt Single phase
 - ❖ 120/208 Volt Three Phase
 - ❖ 347/600 Volt Three Phase

<p>Metering Type (: one only):</p> <p><input type="checkbox"/> Single Meter</p> <p><input type="checkbox"/> Multiple Meters</p> <p style="text-align: right;">Quantity of Meter installations</p> <p>100A or less:</p> <p>101A to 200A:</p> <p>more than 200A:</p>

<p>Required In-Service Date:</p> <p>Month / Day / Year _____ / _____ / _____</p>

Comments: _____

Signed: _____
(Representative of Applicant)

Date:

Appendix 5.3

Electric Service Meter Base/ Billing Address Verification Form

This form **must** be completed by the Owner and/or their Electrical Contractor if applicable prior to service connection.

Electric Service Municipal Address _____

Name of Owner: _____

Telephone: () _____ Fax: () _____

Name of Contractor: _____

Telephone: () _____ Fax: () _____

In area (A) provided below, carefully sketch the Front View layout of the Electric Meter Bases(s). Match the corresponding (B) **BILLING ADDRESS** for each meter base(s) shown in (A). In area (C) if backplate is required, provide sketch of backplate details

(A) FRONT VIEW OF ELECTRIC METER BASE(S)	(B) BILLING ADDRESS
	1)
	2)
	3)
<p data-bbox="172 1283 478 1317">(C) Back Plate Details</p> <div style="display: flex; justify-content: space-between;"> Line Side Load Side </div> <div style="border: 1px solid black; width: 100%; height: 100%; margin-top: 10px;"></div>	5)
	7)
	8)
	9)
	10)

I/We the undersigned, acknowledge the information provided above has been verified and is accurate.

Signature of Owner: _____ Date: _____

Signature of Contractor: _____ Date: _____

5.4 Dimension of Cabinet

DIMENSIONS OF CABINETS FOR INSTALLATION OF INSTRUMENT TRANSFORMERS, METERS AND ASSOCIATED EQUIPMENT

PHASE	WIRE	SERVICE SIZE IN AMPERES		48"X48"X12"
		Over	Up	
1	3	200	400	X
1,2	3	400	800	X
3	4	200	400	X
3	4	400	800	X
3	3	100	400	X

Notes:

- i. When a cable size exceeds main switch capacity, a larger cabinet size may be required.
- ii. When more than two conductors per phase are used, a larger cabinet size may be required.
- iii. When service capacity exceeds 900 amperes, the Supply Authority shall be consulted regarding cabinet size.

5.5 General Technical Requirements for Embedded Generators

This section provides an overview of the technical and functional requirements that embedded generation facilities must satisfy in order to connect to the Hawkesbury Hydro distribution system. In addition, the distributed generation facility must comply with all of the requirements of the Ontario Electrical Safety Code, as administered by the Electrical Safety Authority.

The point of connection between the Generator's system and Hawkesbury Hydro's distribution system shall be clearly identified in the design of the distributed generation facility and on the single-line diagram. The Generator is responsible for the design, construction, maintenance, and operation of all equipment and facilities on its side of the point of connection, unless specified otherwise in a connection agreement.

Disconnecting Device

The Generator shall provide, install and maintain suitable disconnecting device(s) at the point of supply. The device(s) shall effectively isolate the generating facility from the distribution system and shall be:

- i. located at or near to the point of interface of the distributed generation facility and the distribution system

- ii. clear from obstructions, and readily accessible by Hawkesbury Hydro at all times
- iii. capable of providing a visible point of disconnect either by viewing window or by opening of the front cover
- iv. capable of being opened, locked, & tagged by Hawkesbury Hydro
- v. capable of being energized from both sides
- vi. CSA approved and satisfy Ontario Electrical Safety Code requirements

Grounding

The Generator shall design a proper grounding system for the distributed generation facility in accordance with the Ontario Electrical Safety Code and manufacturer's recommendations.

Grounding installations shall be capable of carrying the maximum foreseeable fault current, for the duration of such fault, without risking safety to the public or other personnel that may be present on site when a fault occurs.

The grounding system design shall prevent equipment damage and interference with the operation of the Hawkesbury Hydro distribution system and any communication system that may be present.

The grounding system design shall prevent equipment damage and interference with the operation of the Hawkesbury Hydro distribution system and any communication system that may be present.

The Generator shall provide grounding system design and ground potential rise (GPR) study if requested by Hawkesbury Hydro.

Islanding & Disturbances

Islanding is a situation where a portion of the distribution system that contains both loads and distributed generation becomes separated from the remainder of the system but remains energized. Islanding is not permitted on the Hawkesbury Hydro system unless all requirements are agreed to in advance.

The Generator's facility shall cease to energize the Hawkesbury Hydro distribution system following the formation of an unintentional island.

The Generator's protection system must be designed to properly coordinate with the operation of Hawkesbury Hydro's circuit breakers and line reclosers. After a portion of the system is isolated by operation of Hawkesbury Hydro circuit breaker(s) or recloser(s), the Generator's facility, if energizing the isolated portion, must cease to energize prior to the first automatic reclose operation of such circuit breaker(s) or line recloser(s).

Following a disturbance on the Hawkesbury Hydro distribution system, reconnection of the distributed generation facility shall not be permitted until voltage and frequency are within limits specified in CSA CAN3-C235 standard. The Generator's interconnection system shall include a fixed or adjustable delay which allows reconnection to be delayed until distribution system's steady state frequency and voltage have been restored for a period of 5 minutes.

Power Quality

The Generator's facility must not significantly impact the power quality of the distribution system. If there are negative impacts to the system and/or the customers it serves once the distributed generation facility is in service, the facility must be disconnected from the system until appropriate measures have been taken to prevent such negative impacts.

The distributed generation facility shall not cause objectionable flicker on the distribution system and loss of synchronism protection may need to be implemented if necessary to limit flicker.

Inverter connected generation facilities shall comply with the CSA 22.2 No.107.1 current distortion limits.

The distributed generation facility shall not inject a D.C. current greater than 0.5% of the unit rated output current after a period of six cycles following energizing of the distribution system.

Electromagnetic interference shall not interfere with the operation of the distributed generation facility's interconnection system.

The distributed generation facility's interconnection system shall have the capability to withstand voltage and current surges.

The distributed generation facility's paralleling-device shall be capable of withstanding 220% of the interconnection system rated voltage.

Voltage Regulation

The distributed generation facility must operate satisfactorily within the extreme voltage level variation limits specified in CSA Standard CAN3-C235-83.

The distributed generation facility must not interfere with Hawkesbury Hydro's requirement to supply customers with adequate voltage levels as per CSA Standard CAN3-C235-83. Voltage levels must be satisfactory with and without the operation of the distributed generation facility for minimum and maximum feeder loading conditions.

The distributed generation facility must be capable of operating with a voltage imbalance that may be present and inevitable on the Hawkesbury Hydro distribution system due to the servicing of single-phase loads, and must not cause further deterioration to an existing imbalance.

The IESO requires that (for facilities with capacity in excess of 10MW), during normal operation and whenever possible, the generation facility is loaded and unloaded gradually to allow voltage regulating devices adequate time to respond.

Power Factor

Distributed generation facilities must operate in the range of 0.9 lagging to 0.95 leading.

The Generator is required to incorporate power factor correction equipment into the design of the distributed generation facility, if necessary to ensure that the system will operate with a power factor in the preferred range.

Metering & Monitoring

The metering arrangement implemented for a particular distributed generation facility will be determined by Hawkesbury Hydro, dependent on the physical setup of the connection, the capacity of the facility, whether or not the Generator is a wholesale market participant, and other factors.

The metering system and account settlement shall be in accordance with Ontario Energy Board, Ontario Ministry of Energy, and Independent Electricity System Operator requirements (where such requirements apply).

For accurate settlement, Hawkesbury Hydro may apply loss factors to metered electricity supply depending on the metering configuration (if it is not practical to install the meter at the point of connection).

All meters must be Measurement Canada approved and connected in accordance with Measurement Canada and Ontario Energy Board policies and procedures.

Metering and communications hardware required for measurement and settlement of electricity delivered by the distributed generation facility to Hawkesbury Hydro's system shall be paid for by the Generator and owned and fully accessible by Hawkesbury Hydro.

Participants in the wholesale market must meet the requirements specified in Chapter 6 Wholesale Metering, "Market Rules for the Ontario Electricity Market", published by the IESO.

Distributed generation facilities with capacity greater than 250kW must be monitored remotely for connection status, real & reactive power output, and voltage at the point of connection.

Distributed generation facilities with capacity greater than 10MW must have a four-quadrant interval meter installed and be monitored in real time.

Protection Requirements

The distributed generation facility must have a protection system, consisting of one or more relays that will trip circuit breaker(s), isolating generator(s), in the event of any of the following conditions:

- i. Phase overcurrent (overload & short-circuit)
- ii. Ground fault
- iii. Overvoltage
- iv. Undervoltage
- v. Over/under frequency

The Generator shall provide overcurrent protection for all equipment and conductors from each source of supply. Overcurrent devices must be capable of interrupting the maximum available fault current at their respective locations.

The distributed generation facility's protection system shall automatically isolate generator(s) from the distribution system if there is an internal fault within the facility or an external fault in the distribution system.

The protective device selectivity and sensitivity must be maintained over the range of minimum and maximum fault currents that may flow with infeed from the generator(s).

Where the primary connection of the distributed generation facility is wye-grounded, the sensitivity of ground fault protection should be sufficient to detect a ground fault within the protected zone, whether the primary transformer is connected (providing an additional path for zero-sequence current) or not.

The distributed generation facility must have undervoltage & overvoltage protection, set in accordance with IEEE Standard 1547, at the interconnection point.

The distributed generation facility must have underfrequency & overfrequency protection, set in accordance with IEEE Standard 1547, at the interconnection point.

Transfer trip may also be required for the distributed generation facility.

Hawkesbury Hydro Distribution Equipment

The distributed generation facility interface equipment must be compatible with Hawkesbury Hydro's existing distribution equipment ratings at the connection voltage.

The incorporation of the distributed generation facility into the distribution system shall not cause any of Hawkesbury Hydro's distribution equipment to operate beyond rated capability.

Where the incorporation of the generation facility into the distribution system may cause equipment to be overloaded, subjected to fault currents in excess of withstand ratings, or otherwise create conditions where the rated capabilities of distribution equipment could potentially be exceeded, the Generator will be required to replace/upgrade such equipment or take other measures to prevent such conditions from occurring.

Where the incorporation of the distributed generation facility may cause Hawkesbury Hydro's phase overcurrent protective devices to operate non-selectively for reverse faults (supplied by the generation facility), the distribution system phase protection may need to be replaced with directional overcurrent protection or impedance relaying, at the Generator's expense.