



Conditions of Service - Revision Summary April 3, 2018

Section No	Section Title	Revision made to the previous version
All	All	Change Oakville Hydro Electricity Distribution Inc. to Oakville Hydro.
1	Introduction	Add to paragraph 1: The provisions of these Conditions of Service form a part of any Agreement or Contract made between Oakville Hydro (Oakville Hydro) and any connected Customer, Retailer or Generator, and these Conditions of Service supersede all previous Conditions of Service, oral or written, of Oakville Hydro.
1.5	Contact Information	Delete: Mail & Deliveries: Oakville Hydro 861 Redwood Square Oakville, Ontario L6L 6R5
2.1	Connections	Delete: A final offer to connect the distributor to Oakville Hydro Electricity Distribution Inc.'s distribution system shall be made within ninety (90) days of receiving the written request for connection, unless other necessary information outside of Oakville Hydro Electricity Distribution Inc.'s control is required before the offer can be made. Add: The two distributors shall file a joint application for approval of the distribution asset and the compensation to be provided by the connecting distributor in

		accordance with the DSC.
2.1.2.5	Rebates Related to Expansions	<p>Delete: In scenarios where Oakville Hydro is required to install new plant solely for the connection of a Customer, the Customer will be required to pay Oakville Hydro 100% of the calculated shortfall. If within five (5) years from the connection date, non-forecasted Customers are connected to this new plant without any further capital costs, non-forecasted Customers shall contribute their share and the first Customer will be entitled to a rebate as outlined in Oakville Hydro's rebate process.</p> <p>Add: In scenarios where Oakville Hydro is required to install new plant solely for the connection of a Customer, the Customer will be required to pay Oakville Hydro 100% of the calculated shortfall. If within five (5) years from the connection date, or other such timeframe as be directed by the Ontario Energy Board, non-forecasted Customers are connected to this new plant without any further capital costs, non-forecasted Customers shall contribute their share and the first Customer will be entitled to a rebate as outlined in Oakville Hydro's rebate process.</p>
2.1.7.4	Opening and Closing of Accounts	<p>Add:</p> <p>The application for service must be received by Oakville Hydro one week prior to the required service date. The customer shall be responsible for electricity consumed after 12:00 a.m. on the date that the account is opened.</p> <p>Information regarding a tenant's water or wastewater billing history or arrears may be disclosed to the owner of the property.</p> <p>The customer that closed the account is responsible for electricity consumed until 11:59 p.m. on the termination date.</p>

<p>2.2.1</p>	<p>Disconnection & Reconnection – Process and Charges</p>	<p>Add: Disconnection for Non-payment of Account Oakville Hydro may disconnect service for non-payment of amounts owed for electricity charges as prescribed by the Ontario Energy Board. As a condition of its licence, Oakville Hydro is not permitted to disconnect a residential customer from November 15th of one year to April 30th of the following year, the Disconnection Ban Period.</p>
<p>2.2.1</p>	<p>Disconnection & Reconnection – Process and Charges</p>	<p>Delete: The service may be disconnected at any time during the year, and not restored until satisfactory payment arrangements have been made, including costs of reconnection and payment of the appropriate security deposit as outlined in Section 2.4.3.</p> <p>Please note that we do not disconnect residential single dwellings during the winter months (November 1 to March 31), however a limiter may be installed on the meter to limit the amount of hydro consumption. In addition, we do not disconnect during periods of extreme cold. Service must will be reconnected within two business days of payment or entering into an arrears management program. A standard reconnection fee will apply. In compliance with the Distribution System Code, a copy of the Fire Safety Notice of the office of the Fire Marshall will be left at the service location if the service is disconnected. Such discontinuance of service does not relieve the Customer of the liability for arrears, nor shall Oakville Hydro be liable for any damage to the Customer’s premises resulting from such discontinuance of service.</p> <p>Add: For non-residential customers, the service may be disconnected at any time during the year, and not restored until satisfactory payment arrangements have been made, including costs of reconnection and payment of the appropriate security deposit as outlined in Section 2.4.3. Residential customers will not be disconnected during a Disconnection Ban Period, as defined by the Ontario Energy Board.</p> <p>Service will be reconnected within two business days of payment or entering into</p>

		<p>an arrears management program. A standard reconnection fee will apply. In compliance with the Distribution System Code, a copy of the Fire Safety Notice of the office of the Fire Marshall will be left at the service location if the service is disconnected. Such discontinuance of service does not relieve the Customer of the liability for arrears, nor shall Oakville Hydro be liable for any damage to the Customer’s premises resulting from such discontinuance of service.</p>
2.2.1	<p>Disconnection & Reconnection – Process and Charges</p>	<p>Disconnection due to non-contract</p> <p>Where an account has been closed and Oakville Hydro has not received an application for service at that address, a notice will be left at the property requesting that the occupant contact Oakville Hydro within 24 hours to establish an account. If an account is not established within two business days, Oakville Hydro may disconnect the service until such time as an application for service is received.</p>
2.3.7	<p>Service Mains Limitations</p>	<p>Delete:</p> <p>The metering provision and arrangement for service mains in excess of either 800 A or 800 V shall be submitted to Oakville Hydro for approval before building construction begins. Additional standards and requirements for services metered above 800 V can be made available upon request.</p> <p>Add:</p> <p>The metering provision and arrangement for service mains in excess of either 200 A or 800 V shall be submitted to Oakville Hydro for approval before building construction begins. Additional standards and requirements for services metered above 800 V can be made available upon request.</p>
2.3.7.1	<p>Multi-Unit Sites</p>	<p>Add:</p> <p>Multi-unit residential Metering</p> <p>Where the Developer has entered into an agreement with Oakville Hydro to be the provider of Suite Metering, the developer will supply and install vertical wire troughs connected to suite breaker panels to house suite meter current transformers. The troughs will be enclosed and equipped with hinged access</p>

		<p>doors. Each trough will have a minimum width of 400 mm and depth of 150 mm, with a minimum height equal to the main breaker panel. Each line conductor feeding a suite or common element load will be routed through the trough and will have an Oakville Hydro supplied current transformer installed on it.</p> <p>Multi-unit residential meters shall be installed immediately adjacent to suite meter breaker panels and supplied with a 3-pole 15 amp 120/208 volt (or other as specified) power supply. All current transformer secondary leads are to be properly terminated at the meter termination block in conformance with manufacture specifications.</p> <p>Developer will supply and install all required suite meter system communication equipment including communication cabling and conduit.</p> <p>Developer will be responsible for installing Transponders, power supplies and auxiliary meter equipment as specified by Oakville Hydro.</p>
<p>2.3.7.3</p>	<p>Interval Metering</p>	<p>Delete:</p> <p>Interval meters will be installed for all new or upgraded services where the peak demand is forecast to be 50 kW or greater. Prior to the installation of an interval meter, the Customer must provide a 30mm conduit from its telecommunications room to the meter cabinet. The Customer will arrange for the installation of a telephone line, terminated in the meter cabinet for the exclusive use of Oakville Hydro Electricity Distribution Inc. to retrieve interval meter data. The Customer will be responsible for the installation and ongoing monthly costs of operating and maintaining the dedicated telephone line. This telephone line will be direct dial, voice quality, active 24 hours per day, and energized prior to meter installation. The customer is further required to have the dedicated phone line installed within 72 hours of connection. Failure to do so will result in the disconnection of the service.</p> <p>Add:</p> <p>Interval meters with Radio Frequency (RF) technology will be installed for all new or upgraded services where the average peak demand is forecast to be over 50 kW during a calendar year. The Customer will be responsible for the costs associated with the installation of all communications equipment required to support Oakville Hydro's revenue metering. Oakville Hydro will determine the type of communications equipment</p>

		required for each installation.
2.4.3.1	Security Billing Deposits	<p>Delete:</p> <p>The amount of the security deposit for new customer shall not exceed:</p> <ul style="list-style-type: none"> a) where the previous twelve month billing history is available, billing cycle factor x estimated bill based on the customer's average monthly load with the Oakville Hydro during the most recent twelve consecutive months within the past two years; <p>or</p> <ul style="list-style-type: none"> b) where the previous twelve month billing history is not available, billing cycle factor x the customers average monthly load based on a reasonable estimate made by Oakville Hydro <p>Where the customer has a payment history which includes two or more disconnect notices in the relevant 12 month period, the customer's deposit will be based on the customer's highest monthly load in the relevant twelve (12) month period.</p> <p>In calculating the security billing deposit, the billing cycle factor shall be:</p> <ul style="list-style-type: none"> a) 2.5 times if the customer is billed monthly; <p>and</p> <ul style="list-style-type: none"> b) 1.75 times if the customer is billed bi-monthly. <p>Add:</p> <p>The amount of the security deposit for new customer shall not exceed:</p> <ul style="list-style-type: none"> a) where the previous twelve month billing history is available, billing cycle factor of 2.5 x estimated monthly bill based on the customer's average monthly load with the Oakville Hydro during the most recent twelve

		<p>consecutive months within the past two years;</p> <p>or</p> <p>b) where the previous twelve month billing history is not available, billing cycle factor of 2.5 x the customers average monthly load based on a reasonable estimate made by Oakville Hydro</p> <p>Where the customer has a payment history which includes two or more disconnect notices in the relevant 12 month period, the customer's deposit will be based on the customer's highest monthly load in the relevant twelve (12) month period.</p>
.4.4.3	Billing Frequency	<p>Delete: Oakville Hydro currently issues bills to its Customers on either a monthly or bi-monthly basis. Oakville Hydro will transition to monthly billing for all residential and general service customers by December 31, 2016.</p> <p>Add: Oakville Hydro currently issues bills to its Customers on a monthly basis.</p>
2.4.5.1	Payment Methods	<p>Delete: By credit card via www.oakvillehydro.com or by calling 1 888 608 0670</p> <p>Add: By credit card via www.oakvillehydro.com or by calling 289-391-5256</p>
2.4.5.1	Payment Methods Equal Payment Plan	<p>Delete: Accounts will be reviewed semi-annually and the amount of the equal billing amount may be adjusted where necessary as determined by Oakville Hydro Electricity Distribution Inc.</p> <p>Add: Accounts are reviewed semi-annually, and in the event of a material change in a</p>

		customer's electricity consumption, Oakville Hydro will adjust the amount of the equal billing amount in accordance with the Distribution System Code.
3.3.7.1	General	Delete: A voice grade direct access telephone line that is active 24 hours every day, and protected by a 13 mm conduit from the telephone entrance into the meter enclosure.
3.4.7	Metering	Delete: A voice grade direct access telephone line that is active 24 hours every day and protected by a 13 mm conduit from the telephone entrance equipment to the meter enclosure as per Section 2.3.7.3
3.7.2	Embedded Distributors	Add: The two distributors shall file a joint application for approval of the distribution asset and the compensation to be provided by the connecting distributor in accordance with the DSC.