

## Conditions of Service | Version Updates

Section	Update	Change Detail	Impact/Note of Change
<b>OVERALL</b>	Updates	The majority of updates were performed to coincide with updates to the Province’s Standard Supply Code, Distribution System Code, and Retail Settlement Code.	
<b>Section References</b>	Updated	Section numbers have been updated in this document and all references have been updated as well.	
<b>Moved References</b>	Moved	In instances where detail was moved to a different section and not otherwise edited, these instances will not be noted.	
<b>1.6 Customer Rights</b>	Removal	“Note: Lies Along’ means that the Building can be connected without expanding or reinforcing the Distribution System.”	Removed due to duplication in other areas of the document.
<b>1.6 Customer Rights</b>	Change	“The Customer or Embedded Generator will be provided with one free disconnect/reconnect for maintenance on the existing service for each property (one service per property) each calendar year without charge during regular Operations business hours.”	Updated hours reference to specify that the hours that are free are during the regular OPERATIONS hours which is when the staff that would perform the service are working.
<b>1.6 Customer Rights</b>	Addition	“A Customer, who believes that they have suffered damages to their 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.”	Clarifying the process to submit claims against the Distributor (NOTL Hydro) in case of damages caused by the Distributor.
<b>1.7 Distributor Rights</b>	Addition	“No employee, representative or agent of the Distributor has the authority to make any promise, agreement, or representation, whether verbal or otherwise, which is inconsistent with these Conditions of Service and no such promise, agreement or representation shall be binding on the Distributor.”	Statement that staff must act according to the Conditions of Service. The Conditions of Service override any decision made by staff that do not match this document.
<b>1.8 Disputes or Complaints</b>	Addition	“e) subscribe to and refer unresolved complaints to an independent third-party complaints resolution service provider selected by the Board. This condition will become effective on a date to be determined by the Board. The Board will provide reasonable notice to the Licensee of the date this condition becomes effective.”	Added a note on the arbitration process when a resolution between the Distributor and the Customer not be agreed to.
<b>2.1.3 Connection Denial</b>	Various edits	Several rewords and updates. Additions: “a) Adverse effect on the reliability and safety of the distribution system; b) Imposition of an unsafe worker situation beyond normal risks inherent in the operation of the distribution system; c) A material decrease in the efficiency of the distributor’s distribution system;	Additions: <ul style="list-style-type: none"> <li>• Included specifics from the previously more generic “adverse effects” on the distribution system.</li> <li>• Several other points are in different order or received minor grammar corrections or rewording.</li> </ul>

		<p>d) A materially adverse effect on the quality of distribution services received by an existing connection;</p> <p>e) Inability of the distributor to perform planned inspections and maintenance;</p> <p>o) Refusal by the Customer to sign any agreements or provide an easement(s) required to be executed by the Customer under these Conditions of Service;</p> <p>p) Where NOTL Hydro reasonably believes that there is Energy Diversion, fraud, or abuse;</p> <p>f) Failure of the consumer or customer to comply with a directive of a distributor that the distributor makes for purpose of meeting its licence obligations;</p> <p>g) The customer owes the distributor money for distribution services, or for a security deposit. NOTL Hydro shall give the customer a reasonable opportunity to provide the security deposit referred to in Appendix 2 – Security Deposit Policy;”</p>	
<b>2.1.4 Inspections Before Connections</b>	Addition	“Contractors that participate in the ESA Authorized Contractor Program (ACP), Risk-Based Oversight (RBO) or otherwise are not exempt from meeting NOTL Hydro requirements or providing the required ESA Connection Authorization Notification.”	Addition of “Risk-Based Oversight (RBO)” as a contractor type.
<b>2.1.7.3 Special Contracts</b>	Addition	Added “Large User” as an example.	Large User account type added to NOTL Hydro territory in 2019.
<b>2.2 Disconnection</b>	General	Detail has been removed and referred to Disconnection and Reconnection Policy, Appendix 1. This also applies to all 2.2.# subsections.	Information in this section was repeated in Appendix 1 and removed due to duplication. Appendix 1 changes will be reviewed later in this chart.
<b>2.3.2 Power of Entry</b>	Addition	<p>Title changed from Power <b>Quality</b> to <b>Power of Entry</b>. The following text has been added:</p> <p>“NOTL Hydro or its authorized agents may, under Section 40 of the Electricity Act, 1998, enter private property at any time for any of the following purposes:</p> <p>a) to install, inspect, read, calibrate, maintain, repair, alter, remove, or replace a meter;</p> <p>b) to inspect, maintain, repair, alter, remove, replace, or disconnect wires or other facilities used to Transmit or Distribute electricity;</p> <p>c) to inspect, maintain, repair, alter, remove, and replace the Distributor’s Facilities and Equipment;</p> <p>d) to perform vegetation management to maintain and protect distribution wires, poles, and any accessories.</p> <p>NOTL Hydro will use reasonable efforts to exercise the statutory Power of Entry rights during normal business hours. NOTL Hydro’s</p>	Added details of rights. Text is derived from Section 40 of the Electricity Act, 1998 outlining the reasons why Distributor staff may need access to private property.

		employees or authorized agents exercising this Power of Entry will identify themselves with proper identification upon request. Where the owner of private property upon which lies a portion or portions of NOTL Hydro's Distribution System, has forbidden NOTL Hydro entry onto the private lands, NOTL Hydro will, where practicable, use reasonable efforts to provide notification. Where an emergency condition or safety hazard exists, NOTL Hydro may choose to immediately exercise its statutory Power of Entry rights and enter onto private lands without prior notice to the Customer. at the sole discretion of NOTL Hydro."	
<b>2.3.2.2 Voltage Distortion on the Distribution System</b>	Update	Updated IEEE Standard 519 reference to 2014.	Reference update.
<b>2.3.2.7 Outage Reporting</b>	Removal	REMOVED – "In turn, news radio stations may call for information on a 24-hour basis when they hear of an outage."	Radio Stations still may call NOTL Hydro. This is an outdated reference and has been deleted.
<b>2.3.4.2 Secondary Supply Voltage Offerings</b>	Update	Added amperage references for clarification.	Added amperage references for clarification.
<b>2.3.5 Voltage Guidelines</b>	Addition	<p>"For secondary supply voltages, the operating ranges are as follows:</p> <p>Nominal 120/240 V:</p> <ul style="list-style-type: none"> <li>• Normal Operating Conditions and 8% for Range: 110/220 V to 125/250 V</li> <li>• Extreme Operating Range:106/212 V to 127/254 V</li> </ul> <p>Nominal 120/208 V:</p> <ul style="list-style-type: none"> <li>• Normal Operating Range: 112/194 V to 125/216 V</li> <li>• Extreme Operating Range: 110/190 V to 127/220 V</li> </ul> <p>Nominal 347/600 V:</p> <ul style="list-style-type: none"> <li>• Normal Operating Range: 318/550 V to 360/625 V</li> <li>• Extreme Operating Range: 306/530 V to 367/635 V</li> </ul> <p>For NOTL Hydro primary nominal voltages of 15,935/27,600 V and 2,400/4,160 V, the voltage range limits should be +/- 6% of the nominal voltage."</p>	Added clarification on the various voltage supplied and the normal/extreme ranges for each secondary supplied voltage.
<b>2.3.6 Back-up Generators</b>	Addition	"Generation systems found to be feeding into the distribution system without proper approval of NOTL Hydro shall be subject to immediate disconnection."	This was added as it is a safety concern. NOTL Hydro tracks all power going back into the distribution system. When work is performed on lines, NOTL Hydro needs to be able to confirm that all power is disabled for the safety of its crews.

<b>2.3.7.7 Interval Metering</b>	Addition	<u>“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. NOTL Hydro, at its sole discretion, will install an interval meter for all new or upgraded services where the peak Demand is forecast to be 50 kW or greater, or for any customer wishing to participate in the spot market pass-through pricing. NOTL Hydro 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.”</u>	Updated according to the Distribution System Code (DSC). Previous limit for Interval meters was 200kW and brought down to 50kW as per requirements.
<b>2.3.7.10 Final Meter Reading</b>	Addition	“Where Smart Meters are installed, the final reading can be accommodated through remote interrogation. If at the time of final read remote access to the meter is not available an estimate of consumption will be made based on meter reading system data calculated to estimate the final billing.”	Added to confirm that final meter reads are to be performed remotely due to the capabilities of Smart Meters. If not available, a calculated estimate will be used.
<b>2.4.2.2 Wheeling of Power</b>	New Section	Customers considering delivery of electricity through Niagara-on-the-Lake Hydro’s distribution system shall contact Niagara-on-the-Lake Hydro for technical requirements and current applicable Rates. See Appendix 6 – Tables	New section was created and referred to Appendix 6 which will primarily deal with customer created generation that is fed to the Distribution system. Appendix 6 is covered later in the document.
<b>2.4.4.4 Use of Estimates</b>	Updated	Where a smart meter or interval meter has been installed, a Distributor shall issue a bill to a residential or general service < 50 kW Customer based on an actual meter read.  Despite the above, to account for exceptional circumstances, a Distributor may issue a bill to a residential or general service < 50kW Customer with a smart meter or interval meter based on estimated consumption twice every 12 months.	Actual reads are to be used the majority of the time, but in circumstances requiring it, an estimate will be used a maximum of 2 times per 12 months.
<b>2.4.4.5 Billing Errors</b>	New Section	Entire section is new. Please see document.	Goes over the circumstances when encountering a billing error.
<b>3.3.1 Drawings/Technical Requirements</b>	Clarification	Short circuit study The customer shall provide a short circuit study with fault current contribution for services greater than 200 Amperes.	Previously had a generic “larger service” reference. Updated specific reference to 200 Amperes.
<b>3.8.2 Traffic Signals</b>	Addition	“The customer shall submit traffic signal plans to NOTL Hydro well ahead of time to plan and schedule energization.”	Requiring the customer to submit plans prior to energization.
<b>3.8.3 Bus Shelters</b>	Addition	“Prior approval from NOTL Hydro is required for all bus shelter installations that require a power connection. The customer shall submit bus shelter plans to NOTL Hydro well ahead of time to plan and schedule energization.”	Requiring the customer to submit plans prior to energization.

<b>Section 4 – Glossary</b>	Various	Added several terms to the Glossary and updated some definitions. Removed other terms no longer used in the document.	
<b>APPENDIX 1 - Disconnection and Reconnection Policy.</b>			
<b>Section 1.0</b>	Additions	Several reworded points with no impact on definition.  New Items: “l) Where the Customer has a building or structure under NOTL Hydro’s wires which is within clearance required by the Canadian Standards Association. o) Refusal by the Customer to sign any agreements or provide an easement(s) required to be executed by the Customer under these Conditions of Service.”	Several other reworded points with no impact on definition.  Minimal expected repercussions of the new points. l) added for public safety purposes o) added to ensure access to important distribution system infrastructure.
<b>Section 5.0 Disconnects for Non-Payment</b>	Additions	<ol style="list-style-type: none"> <li>1. At least seven days before issuing a Disconnection Notice for non-payment, NOTL Hydro shall deliver an Account Overdue Notice to the customer by the customer’s preferred method of communication, if known, or otherwise by mail.</li> <li>2. any other public safety notices or information bulletins issued by public safety authorities and provided to the distributor, which provide information to consumers respecting dangers associated with the disconnection of electricity service.</li> <li>3. NOTL Hydro will include a copy of the notices or bulletins referred to above along with any notice of disconnection that is left at the property at the time of actual disconnection for non-payment.</li> </ol>	All pertain to the notices that will be delivered prior to at the time of disconnection.
<b>Section 5.1</b>	New Subsection	New text includes: In such a case:  “a) NOTL Hydro shall notify the third party that the third party is not, unless otherwise agreed with the distributor, responsible for the payment of any charges for the provision of electricity service in relation to the consumer’s property; and b) the rules set out under Section 5.3, Payment to Avoid Disconnection, of this Disconnection and Reconnection policy shall apply, with such modifications as the context may require, for the purposes of determining the date of receipt of the disconnection notice by the third party.”	Minimal new content. Intended to separate out the information regarding notices.  The text included to the left is for 3 <sup>rd</sup> party notifications for customers with a designated contact for utilities on their account.
	Addition	“NOTL Hydro shall apply the following rules relating to the computation of time:	Defines the rules relating to the how times are calculated.

		<ul style="list-style-type: none"> <li>•where there is reference to a number of days between two events, the days shall be counted by excluding the day on which the first event happens and including the day on which the second event happens;</li> <li>•where the time for doing an act expires on a day that is not a business day, the act may be done on the next day that is a business day;</li> <li>•where an act, other than payment by a customer, occurs on a day that is not a business day, it shall be deemed to have occurred on the next business day;</li> <li>•where an act, other than payment by a customer, occurs after 5:00 p.m., it shall be deemed to have occurred on the next business day; and</li> <li>•receipt of a payment by a customer is effective on the date that the payment is made, including payments made after 5:00 p.m.</li> </ul> <p>A bill will be deemed to be received by a Customer:</p> <ul style="list-style-type: none"> <li>•if sent by mail, on the third day after the date on which the bill was printed by the distributor;</li> <li>•if made available over the internet, on the date on which an e-mail is sent to the customer notifying the customer that the bill is available for viewing over the internet;</li> <li>•if sent by e-mail, on the date on which the e-mail is sent; or</li> <li>•if sent by more than one of the methods above, on whichever date of deemed issuance occurs last.”</li> </ul>	
	Addition	“Electrical services that have been disconnected for Non-Payment longer than two (2) months, require a service removal and final billing. NOTL Hydro shall inform an owner of a property where a tenant(s) resides if the service has been disconnected.”	Services that have been disconnected are still charged monthly fees. If the account has not been reconnected, the service will be pulled which will stop charges moving forward.
<b>6.0 Load Control Devices</b>	Addition	“NOTL Hydro will deliver a written notice to the customer explaining in plain language the operation of the device, the maximum capacity of the device, how to reset the device if the maximum capacity is exceeded, as well as a telephone number for the customer to obtain further information and an emergency telephone number to contact if the capacity is exceeded and the customer cannot manually reset the device for any reason”	Additional text to confirm that if a load limiter is installed that the customer will receive information on how it works.
<b>6.1 Non-Payment Load Control Device</b>	Addition	New Section. <b>All is new.</b>	
<b>7.0 Reconnection Process</b>	Various	Various rewords, formatting and additions. Some additions include: “NOTL Hydro requires the customer or a responsible representative of the property be present when electrical service	Addition of the reconnection waiver is meant to allow earlier reconnections because the customer will not need to be present.

		is energized or reconnected. If the customer or representative cannot be present a reconnection waiver will be provided upon request and must be signed and on file before the reconnection will take place.”	
<b>APPENDIX 2 - SECURITY DEPOSITS</b>			
<b>Collection of Security Deposit</b>	Additions	<p>“The time period that makes up the good payment history must be the most recent period of time and some of the time period must occur in the previous 24 months. NOTL Hydro shall provide a customer with the specific reasons for requiring a security deposit from the customer.</p> <p>Before requiring a security deposit from a residential customer who has not been served by NOTL Hydro in the previous 24 months, NOTL Hydro shall offer the customer the option of enrolling in an equal monthly payment plan in accordance with the Standard Supply System Code, a pre-authorized payment plan, or both, and where the customer elects to enroll, no security deposit shall be required.</p> <p>Despite the above section, NOTL Hydro may require a security deposit from the customer if within 12 months of enrollment in an equal monthly payment plan, a pre-authorized payment plan, or both,</p> <ul style="list-style-type: none"> <li>a) the customer terminates the plan;</li> <li>b) the customer receives more than one disconnection notice;</li> <li>c) more than one payment by the customer has been returned for insufficient funds;</li> <li>d) a disconnect / collect trip has occurred; or</li> <li>e) in the case of an equal monthly payment plan, the plan has been cancelled due to nonpayment by the distributor in accordance with the Standard Supply Service Code.” </li></ul>	Summary of rules were added which coincide with <i>Standard Supply Code, Distribution System Code, and Retail Settlement Code</i> .
<b>Low Income Assistance</b>	Reworded	Entire section is reworded	No anticipated impact
<b>Calculation of a Security Deposit</b>	Addition	“NOTL Hydro may in its discretion reduce the amount of a security deposit which it requires a customer to pay for any reason including where the customer pays under an interim payment arrangement and where the customer is setup on a Pre-Authorized Payment Plan.”	Minimal expected impact
<b>Deposit Review</b>	Additions	“Added points for Residential, Low Income and Large Use customers who would like the review their deposit.”	Sets timelines and return of deposit instructions and limitations on various account types.

<b>Refund of Security Deposits</b>	Various	Variety of rewording and minor additions. Added definition of residential customers.	Minimal impact.
<b>APPENDIX 6 - TABLES</b>			
<b>All tables</b>	Clarifications	Confirmed free and paid services in most cells. Updated Fees with current board approved fees.	No impact