

Guelph Hydro Electric Systems Inc. – Conditions of Service – December 2011 Revision Summary

Section No	Section Title	Revision made to the previous version
4.	GLOSARY OF TERMS	<p>Add: “Eligible low-income customer” is a residential electricity customer who has been qualified for Emergency Financial Assistance.</p> <p>“Emergency Financial Assistance” is any Board-approved emergency financial assistance program made available by Guelph Hydro to eligible low-income residential customers;</p> <p>“Social Service Agency or Government Agency” is a social service agency or government agency that partners with Guelph Hydro to assess eligibility for Emergency Financial Assistance.</p> <p>“Load Control Device” is a load limiter that limits the consumption used to 30 Amps. as a maximum. This will typically allow the customer to heat their premises and allow for a few more appliances to be used.</p> <p>“Load Limiter Device” is a device that will allow a customer to run a small number of electrical items in his or her premises at any given time, and if the customer exceeds the limit of the load limiter (30 Amp. Maximum), then the device will interrupt the power unit it is reset.</p>
2.1	Connections	<p>Add: All electrical connections to the system shall meet Guelph Hydro’s requirements, unless the connections are separated by a protection device. If an electrical connection doesn’t meet Guelph Hydro’s design requirements, Guelph Hydro refuses to connect the customer.</p>
2.1.2.1	Expansions General	<p>Add: A customer that chooses an alternative bid may be charged by Guelph Hydro for any costs associated with the expansion including costs for additional design and installation of facilities, costs for administering the contract between the customer and contractor and costs for inspection and approval of the work done by contractor.</p> <p>Preliminary planning, design and engineering specifications of the work required for connection which involves Guelph Hydro’s assets cannot be completed by a qualified contractor.</p>
2.2.1.1	Non-Payment of accounts	<p>Remove: Disconnection notices sent to residential customers will contain prescribed information, such as the earliest and the latest date disconnection may occur, the forms of payment a customer may use, that a Board-prescribed arrears management program is available, and that a disconnection may take place whether or not the customer is home at the time.</p> <p>Add: If Guelph Hydro delivers a disconnection notice it will make a reasonable effort to contact the customer 48 hours before scheduling disconnection.</p> <p>Disconnection notices sent to residential customers will contain prescribed information, such as the earliest and the latest date disconnection may occur,</p>

		<p>the forms of payment a customer may use, that a Board-prescribed arrears management program is available, the sources of obtaining additional assistance for eligible low-income customers, and that a disconnection may take place whether or not the customer is home at the time.</p>
2.4.3.1	Security Deposit	<p>Add: The maximum amount of a security deposit which Guelph Hydro may require a customer to pay will be calculated in the following manner:</p> <p style="padding-left: 40px;">billing cycle factor x estimated bill based on the customer's average monthly load with the Guelph Hydro during the most recent 12 consecutive months within the past two years.</p> <p>Where relevant usage information is not available for the customer for 12 consecutive months within the past two years or where Guelph Hydro does not have systems capable of making the above calculation, the customer's average monthly load will be based on a reasonable estimate made by Guelph Hydro.</p> <p>Add: Guelph Hydro will notify all residential customers, at least once a year that any residential customer that qualifies as an eligible low-income customer may receive a refund on any security deposit previously paid, after application of the deposit on any outstanding arrears.</p>
2.4.4.3	Billing Adjustments	<p>Add: If Guelph Hydro issues a bill to eligible low-income customer for under-billed amount, the customer will be notified about the options of paying the amount. In this case the under-billed amount can be paid over a period up to 2 years or over a period of 10 months where the amount is twice less than the customer's average monthly bill.</p>
2.4.4.5	Arrears Management Program	<p>Remove: Arrears Management Programs</p> <p>Add: Arrears Payment Agreements</p> <p>Remove: Guelph Hydro can cancel the agreement if a customer defaults on the arrears payment or current bill payment more than once.</p> <p>Add: Where a customer (including eligible low-income customer) defaults on more than two occasions in making a payment in accordance with an arrears payment agreement, or a payment on account of a current electricity charge billing or an under-billing adjustment, Guelph Hydro may cancel the arrears payment agreement.</p> <p>Add: If Guelph Hydro residential customer who is unable to pay his electricity charges declines an arrears agreement, Guelph Hydro may proceed with disconnection and is not required to offer an arrears agreement after disconnection.</p>

		<p>Add: If an eligible low-income customer enters into an arrears payment agreement for the first time or a subsequent and have successfully completed a previous arrears payment agreement as an eligible low-income customer, Guelph Hydro may require a down payment of up to 10% of the electricity charge arrears accumulated, including applicable late payment charges, but excluding other service charges.</p> <p>Add: Where a customer (including eligible low-income customer) defaults on more than two occasions in making a payment in accordance with an arrears payment agreement, or a payment on account of a current electricity charge billing or an under-billing adjustment, Guelph Hydro may cancel the arrears payment agreement.</p> <p>Add: The time periods to repay arrears under a low-income arrears agreement are:</p> <ul style="list-style-type: none"> • 8 months if the amount the customer owes is less than or equal to 2 times his or her average monthly bill • 12 months if the amount the customer owes is more than 2 and less than or equal to 5 times his or her average monthly bill • 16 months if the amount the customer owes is more than 5 times his or her average monthly bill. <p>Add: If an eligible low-income customer successfully completes an arrears payment agreement, he or she can request a new agreement anytime needed thereafter.</p> <p>However, if a new arrears agreement is requested within 12 months of the end of the first successfully completed low-income arrears agreement, Guelph Hydro may offer the new arrears agreement on the terms applicable to the standard residential customer arrears agreement.</p> <p>Add: If a customer failed to perform his obligations under arrears payment agreement and the agreement was terminated, Guelph Hydro may require a customer to wait 1 year before entering another agreement.</p>
2.4.5	Payments and Late Payment Charges	<p>Add: Late payment charges as well as charges related to disconnection, non-payment or load control devices will not be imposed on eligible low-income customers after they entered into an arrears payment agreement. Eligible low income customers can request this once per year.</p>
2.4.5.1	Payment methods	<p>Add: Guelph Hydro offers all residential customers including those considered to be eligible low-income customers who receive standard supply service to enter into an equal monthly payment plan.</p> <p>Add: In addition to the “equal monthly payment plan” available to all customers (including low-income customers), which requires the customer to have a bank account, eligible low-income customers could request from Guelph Hydro to provide them with an equal monthly payment plan that does not require</p>

		<p>monthly withdrawals from a bank account.</p> <p>Add: If the customer leaves the equal monthly payment plan Guelph Hydro will include reconciliation as a charge or a credit on the next regularly scheduled bill.</p> <p>Add: The customer’s average monthly payment amount will be calculated as an aggregate of the total charges billed to the customer in the most recent 12 months.</p>
2.4.5.3	Bill issuance and Payment	<p>Remove: If a bill includes charges other than electricity charges, any payment will first go directly to the electricity charges and then, if funds are remaining, to the other charges</p> <p>Add: If payment is not sufficient to cover electricity charges, security deposits and billing adjustments Guelph Hydro will allocate the payments in the following order: electricity charges, payments towards an arrears payment agreement, outstanding security deposit, under-billing adjustment s and non-electricity charges.</p>
2.5	Customer Information	Add 2.5.3 “Appointment scheduling” and 2.5.4 “Emergency response”
2.5.3	Appointment scheduling	<p>Add: If a Customer requests an appointment to a premise for connection Guelph Hydro will schedule it to take place within 5 days after all applicable service conditions are satisfied. All the appointments Guelph Hydro schedules are during regular hours of operation. If is missed or going to be missed, Guelph Hydro will attempt to inform the Customer before the appointment and to contact the customer within one business day to reschedule the appointment.</p>
2.5.4	Emergency Response	<p>Add: Emergency calls are responded by Guelph Hydro within 60 minutes. The arrival of a qualified person is deemed to be a response.</p>
2.6	Use of Load Control Devices	<p>Add: Guelph Hydro may install a load control device instead of disconnecting supply to a customer for non-payment. In case of installation of the load control device for non-payment Guelph Hydro will also provide to the customer the Fire Safety Notice of the Office of the Fire Marshal and any other public safety notices or information bulletins issued by public safety authorities. If Guelph Hydro installs a load limiter, it will deliver a written notice with an explanation of the operation of the device, the maximum capacity of the device and how to reset the device as well as a telephone number to obtain further information. If Guelph Hydro installs a load control device for non-payment of arrears and an agreement for payment is reached, Guelph Hydro will make every effort to remove the device within 2 business day.</p>
3.4	Embedded Generation	Add sections 3.4.2 “Connection of Micro-Generation Facilities” and 3.4.3“Connection of Other Generation Facilities”.

<p>3.4.2</p>	<p>Connection of Micro-Generation Facilities</p>	<p>Add: From every applicant for the connection of micro-embedded load generation facility Guelph Hydro requires the information about capacity of the units, fuel type, technology and location of the facility.</p> <p>If the applicant received all necessary approvals, Guelph Hydro will make all metering arrangements and connect the generation facility to the system within 5 days.</p> <p>If an embedded load generation facility is located at an existing customer connection, the Guelph Hydro will connect the generation within 15 days after receiving the application. Guelph Hydro gives the applicant at least 30 days to accept the offer to connect the generation.</p>
<p>3.4.3</p>	<p>Connection of Other Generation Facilities</p>	<p>Add: From every applicant for the connection of a generation facility Guelph Hydro requires the information about capacity of the units, fuel type, technology and location of the facility and pay an assessment fee to Guelph Hydro.</p> <p>If the Customer who applies for connection of a generation facility requests the preliminary meeting with Guelph Hydro, it will be scheduled within 15 days after it was requested. Guelph Hydro will not charge the Customer for the preparation to complete the connection and attendance at the meeting.</p> <p>Guelph Hydro provides an applicant who requests connection of a generation facility with its assessment of the impact of the facility, a detailed cost estimate and an offer to connect the facility within 60 and 90 days for a mid-sized and a large facility respectively. The assessment will cover the impact of the proposed generation facility relating to voltage impact, connection feasibility, the need for line upgrades, transmission system protection and metering requirements.</p> <p>If the Customer makes any material changes in the design, equipment and connection the information about that will be filed to Guelph Hydro for preparation of the new assessment. The generation facility will be connected no later than 90 days after the payment has been made and 30 days after receiving of comments from the transmitter.</p> <p>After the Customer entered into the cost agreement, Guelph Hydro will conduct a design review to ensure the detailed engineering plans are acceptable. The Guelph Hydro has a right to witness the testing and commissioning of the connection of the generation facility to the distribution system.</p>