

CONDITIONS OF SERVICE



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Section 1 - Introduction

1. Introduction

The Ontario Energy Board requires that each Distributor publish a Conditions of Service document following the template appended to the Distribution System Code. Guelph Hydro Electric Systems Inc.'s (Guelph Hydro's) Conditions of Service document has expanded on this template to encompass Guelph Hydro specific characteristics and requirements.

The purpose of this document is to inform Customers of the types and levels of service available within the Guelph Hydro's service territory. The Conditions of Service document is also filed with the Ontario Energy Board for the purpose of facilitating consumer complaint resolutions.

1.1 Identification of Distributor and Service Territory

Guelph Hydro Electric Systems Inc. referred to herein as "Guelph Hydro" is incorporated under the laws of the Province of Ontario.

Guelph Hydro is licensed as a local distribution company by the Ontario Energy Board to deliver electricity to Customers within the boundary of the City of Guelph and the boundary of the Village of Rockwood.

Guelph Hydro may only operate distribution facilities within its Licensed Territory as defined in the Distribution License. This territory is subject to change with the Ontario Energy Board's approval.

1.1.1 Distribution System Overview

Guelph Hydro distributes electricity through an integrated 13.8/8.0 kilovolt (kV) three-phase four-wire primary Distribution System.

The primary supply of electricity by Guelph Hydro to any Customer will generally be at 13.8/8.0 kV and (8.3/4.8 kV in Rockwood). This voltage can be stepped down to the Customer's utilization voltage in accordance with connection policies in Section 3.

1.2 Related Codes and Governing Laws

The supply of electricity or related services by Guelph Hydro to any Customer shall be subject to the provisions of the latest editions including, but not limited to, the following documents:

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- a. *Electricity Act, 1998*
- b. *Ontario Energy Board Act, 1998*
- c. Electricity Distribution Licence (ED-2002-0565)
- d. Affiliate Relationships Code
- e. Transmission System Code
- f. Distribution System Code
- g. Retail Settlement Code
- h. Standard Service Supply Code
- i. Green Energy and Green Economy Act, 2009
- j. Municipal by-laws
- k. Guelph Hydro Electric Systems Inc. Conditions of Service

In the event of a conflict between this document and the Distribution License or regulatory Codes issued by the Ontario Energy Board, or the *Energy Competition Act, 1998*, the provisions of the Act, the Distribution License and associated Regulatory Codes shall prevail in the order of priority indicated above.

When planning and designing for an electricity service, Customers and their agents shall refer to all applicable federal, provincial, and municipal laws, Regulations, codes and by-laws to ensure compliance with their requirements.

Any reference to a document includes all amendments or supplements to, or replacements of, that document or that provision of the document.

All the standards and technical specifications referred to in this Conditions of Service document are available at Guelph Hydro's office.

1.3 Interpretations

In these Conditions of Service, unless the context otherwise requires:

- a. Headings, paragraph numbers and underlining are for convenience only and do not affect the interpretation of these Conditions of Service;
- b. Words referring to the singular include the plural and vice versa;
- c. Words referring to a gender include any gender;

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- d. Where there is a reference to a number of days between two events, they shall be counted by excluding the day on which the first event occurred and including the day on which the second event occurs; and
- e. Any event that is required under these Conditions of Service to occur on or by a stipulated date, which is a holiday, may occur on or by the next business day.

1.4 Abbreviations

In these Conditions of Service, the following abbreviations are used as defined in the Glossary of Terms:

- A – ampere
- kW – kilowatt
- kWh – kilowatt hour
- kV – kilovolt
- kWh – kilovolt hour
- kVA – kilovolt ampere
- MW – megawatt
- MWh – megawatt hour

1.5 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 Guelph Hydro and any connected Customer, Retailer, or Generator, and these Conditions of Service supersede all previous Conditions of Service, oral or written, of Guelph Hydro.

In the event of changes to these Conditions of Service, Guelph Hydro will include a notice with the normal Customer billing and will post these changes on the Guelph Hydro website at www.guelphhydro.com.

The Customer or an agent working on behalf of the Customer is responsible to contact Guelph Hydro to obtain a current version of the Conditions of Service. Guelph Hydro may charge a reasonable fee to provide a copy of this document.

The current version of this document is also posted on the Guelph Hydro website and can be downloaded free from www.guelphhydro.com.

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Alternate formats of this document are available upon request in accordance with the Accessibility for Ontarians with Disabilities Act, 2005.

1.6 Contact Information

Guelph Hydro can be contacted during regular business hours at 519-822-3017 or such other numbers as Guelph Hydro may advise through its website, invoices or otherwise. Emails may be sent to cservice@guelphhydro.com. Normal business hours are Monday to Friday between 8:00 a.m. and 4:30 p.m. For emergencies after normal business hours, Guelph Hydro can be contacted at 519-822-3010. The corporate mailing address is 395 Southgate Drive, Guelph, Ontario, N1G 4Y1.

1.6.1 Underground Cable Locates

Persons and/or contractors who intend to excavate any portion of a property are required to first obtain underground cable locates to ensure personal safety and avoid damage. Ontario One Call receives excavation locate requests and notifies registered owners of underground facilities within the vicinity of the dig-site of the planned excavation. Further information about this service is outlined within *The Ontario Underground Infrastructure Notification System Act*.

To obtain underground cable locates in Guelph Hydro's service area, contact Ontario One Call at the website and phone number below or such other numbers as Guelph Hydro may advise through its website or otherwise.

Ontario One Call 1-800-400-2255 www.on1call.com

1.7 Customer Rights

The Customer has a right to receive safe reliable power in accordance with these Conditions and subject to the latest editions of the various codes and laws as outlined in Section 1.2.

1.8 Distribution Rights

1.8.1 Supply Equipment on the Customer's Property

The location of Guelph Hydro's supply equipment (i.e., transformers, cable, switches and metering equipment) on the Customer's property is subject to the approval of Guelph Hydro and is to be located in a manner that does not create a safety hazard to Guelph Hydro's personnel, the Customer, the Customer's

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employees or the general public. In addition, the location of transformers or other grade-level equipment may be subject to applicable City of Guelph Zoning By-Laws and the Ontario Electrical Safety Code.

All Guelph Hydro equipment located on the Customer's property is in the care of the Customer and if damaged, other than by normal usage, the Customer will be charged for any repair or replacement cost. The Customer is responsible for providing and maintaining any physical protection in accordance with Guelph Hydro standards deemed necessary to protect Guelph Hydro's equipment, employees and agents.

The Customer shall not build, plant, or maintain any structure, tree, shrub or landscaping that would or could obstruct access to and/or maintenance of Guelph Hydro equipment or facilities.

Only employees or agents of Guelph Hydro shall remove, replace, alter, repair, or inspect Guelph Hydro's equipment.

1.8.2 Repair of Defective Customer Electrical Equipment and Physical Structures

The Customer shall repair or replace any equipment or structures owned by the Customer that may affect the integrity or reliability of Guelph Hydro's Distribution System. If the Customer does not take such action within a reasonable time, Guelph Hydro may disconnect the supply of power to the Customer. Guelph Hydro's policies and procedures with respect to the disconnection process are further described in these Conditions.

1.8.3 Right to Disconnect

Guelph Hydro reserves the right to disconnect a Customer's service as described in Section 2.2.

1.9 Disputes

To resolve disputes, Guelph Hydro will follow the procedures of Guelph Hydro Policy ADM-9 – Customer Complaint Resolution. A copy of the current policy is attached to these conditions as Appendix A in Section 5.5.

Section 2 – Distribution Activities (General)

2. Distribution Activities (General)

2.1 Connections

Under the terms of the Distribution System Code, Guelph Hydro has the obligation to either connect or to make an offer to connect any Customer that is located within its service territory.

The Customer or their representative shall consult with the Technical Services Department of Guelph Hydro well in advance of requiring a connection to determine the availability of supply, the servicing options and location, metering requirements and other details. These requirements are separate from and in addition to those of the Electrical Safety Authority (“ESA”).

All electrical connections to the system shall meet Guelph Hydro’s requirements. All services, whether Residential or Commercial, must have a main service switch. If an electrical connection does not meet Guelph Hydro’s design requirements, Guelph Hydro will refuse to connect the Customer.

2.1.1 Building that “Lies Along”

For the purpose of these Conditions, "lies along" means a property or parcel of land that is directly adjacent to or abuts the public road allowance where Guelph Hydro has primary distribution facilities.

Under the terms of the Distribution System Code, Guelph Hydro has the obligation to connect a building or facility that “lies along” its distribution line, provided:

- a. The building can be connected to the Guelph Hydro’s Distribution System without an Expansion or Enhancement; and
- b. The service installation meets the conditions listed in these Conditions of Service.

2.1.1.1 Connections

In general, Guelph Hydro may, depending on Customer Class, recover costs associated with the installation of a “Connection Asset” via a Basic Connection Fee or a Variable Connection Charge, as further described below. Connection charges and available connection types for

Section 2 – Distribution Activities (General)

Residential and General Service Class Customers are further described in Section 3. A Basic Connection is defined as the actual or equivalent costs to supply and install overhead distribution transformer capacity and up to 30 metres of overhead service conductor. Residential Class Customers receive this Basic Connection without charge. Variable Connection Charges are based on 100% of the actual costs incurred to install Connection Assets. For Residential Class Customers, the equivalent Basic Connection cost is deducted from these Variable Connection Charges. For General Service Class Customers, only the cost of the transformer is deducted from these Variable Connection Charges unless otherwise indicated in these Conditions of Service.

2.1.2 Expansions or Offers to Connect

2.1.2.1 General

Under the terms of the Distribution System Code, should Guelph Hydro be required to construct Distribution System facilities or increase capacity of an existing Distribution System in order to accommodate a connection, Guelph Hydro will perform an economic evaluation and make an “Offer to Connect”.

Guelph Hydro will perform an economic evaluation to determine if the future revenue from the Customer will pay for the capital and on-going maintenance costs of the Expansion project. The economic evaluation will be based on the Customer’s proposed load.

In performing the economic evaluation, should the Net Present Value of future revenue not cover the Expansion costs, a capital contribution in the amount of the shortfall is to be paid by the Customer.

Guelph Hydro’s offer will generally be based on an estimate of the costs to construct the expansion and not a firm offer. The final amount charged to the Customer will be based on actual costs following completion of the work. Guelph Hydro will calculate one estimate and the final payment at no expense to the Customer.

Where the offer to connect meets the conditions identified in the Distribution System Code, Guelph Hydro will inform the Customer that

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the Customer may obtain other bids from contractors pre-qualified by Guelph Hydro for this type of work.

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 the contractor.

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.

2.1.2.2 Securities and Rebates related to Expansions

The Customer may be required to submit to Guelph Hydro a security deposit in the amount of the total estimated costs of the Expansion. This security deposit is in addition to any other charges or deposits and is to be paid prior to allocation of material by Guelph Hydro.

If after two years from the connection date, the Customer's actual 12-month average peak demand is not equal to or within 10% of the Customer's proposed load (winter/summer) of the project, Guelph Hydro will re-calculate the economic evaluation based on the Customer's actual peak demand load to determine the shortfall as described under Section 2.1.2.1.

If there is no shortfall, Guelph Hydro will refund the full security deposit plus any applicable earned interest. If there is a shortfall, Guelph Hydro will apply the security deposit to this amount and will refund any credit as applicable. If there is a net balance owing the Customer will be required to pay Guelph Hydro the outstanding balance.

In scenarios where Guelph Hydro installs a new plant solely for the connection of a Customer, the Customer will be required to pay Guelph Hydro 100% of the calculated shortfall. If within five years of the connection date, new Customers (not originally projected) are connected to this new plant, the first Customer will be entitled to a rebate without interest based on an apportioned benefit for the remaining period.

Section 2 – Distribution Activities (General)

2.1.3 Connection Denial

The Distribution System Code allows a Distributor to deny a connection of a building within its service territory if the connection would result in any of the following:

- a. Contravention of existing laws of Canada and the Province of Ontario;
- b. Violations of conditions in a Distributor's License;
- c. Adverse effect on the reliability and safety of the Distribution System;
- d. Public safety reasons or imposition of an unsafe work situation beyond normal risks inherent in the operation of the Distribution System;
- e. A material decrease in the efficiency of the Distributor's Distribution System;
- f. A material adverse effect on the quality of distribution services received by an existing connection;
- g. Discriminatory access to distribution services;
- h. Potential increases in monetary amounts that already are in arrears with the distributor; or
- i. Any other conditions documented in Guelph Hydro's Conditions of Service document and the Regulatory Codes (i.e., Distribution System Code, Retail Settlement Code, etc.)

Guelph Hydro will advise the party requesting the connection of the reasons for not connecting. Where Guelph Hydro is able to provide a remedy it will do so and then make an offer to connect. If Guelph Hydro is unable to provide a remedy to resolve the issue, it is the responsibility of the appropriate party to do so before a connection can be made.

2.1.4 Inspections Before Connection

All electrical installations requiring a service connection from Guelph Hydro shall be inspected by and connection authorization received from the Electrical Safety Authority ("ESA") prior to being connected by Guelph Hydro. Where a service has been disconnected to permit repairs, or has been disconnected for a period of six months or longer, authorization from the Electrical Safety Authority is also required prior to reconnection.

Section 2 – Distribution Activities (General)

All Guelph Hydro supply related facilities installed by the Customer such as trenches, conduit systems, transformer bases, and rooms and provision for metering are subject to Guelph Hydro inspection and approval prior to installation of supply facilities.

2.1.5 Relocation of Plant

The placement of Guelph Hydro distribution facilities including poles, guying, surface mounted equipment and underground systems is governed by various acts, Regulations, and Easements. Unless the conditions for relocation are included under an Act or Regulation, Guelph Hydro is not obligated to relocate these facilities. However, if Guelph Hydro receives a request to relocate facilities, Guelph Hydro will make its best effort to resolve the issue in a fair and reasonable manner with associated costs being charged to the requesting party.

2.1.6 Easements

As a condition of service, the Property Owner may be required to grant an Easement for the purpose of ensuring the right of access by Guelph Hydro personnel and equipment to facilities located on Private Property.

Where required, the Customer shall prepare and register at their expense a reference plan and associated Easement documents to the satisfaction of Guelph Hydro prior to completing supply arrangements associated with a new connection. Details will be provided upon Application for Service. Easements will be registered on title prior to energization of the service.

2.1.7 Contracts and Agreements

2.1.7.1 General

The Customer may be required to enter into one or more of the following contracts or agreements with Guelph Hydro:

- a. Application for Service – Outlines terms and conditions associated with receiving electrical energy from Guelph Hydro. At this time, Guelph Hydro only requires General Service Customers to sign the agreement. Residential Customers are not required to sign an agreement.

Section 2 – Distribution Activities (General)

- b. Implied Contract - In all cases, notwithstanding the absence of a written contract, the taking and/or use of electricity from Guelph Hydro by any Person or Persons shall be deemed to be acceptance of a binding contract with Guelph Hydro, including the acceptance of all conditions established by Guelph Hydro from time to time.
- c. Subdivision Servicing Agreement – Outlines terms and conditions associated with servicing developments involving the creation of new lots, blocks and/or public road allowances.
- d. Service Connection Agreement – Outlines terms and conditions associated with servicing private developments.
- e. Operating Agreement – Outlines terms and conditions associated with the Customer operating Customer owned primary equipment and/or Customer owned generating facilities in parallel with Guelph Hydro's Distribution System.

2.2 Disconnections

Guelph Hydro reserves the right to disconnect the delivery of electrical energy to a Customer for causes including, but not limited to:

- a. Overdue amounts payable to Guelph Hydro for the delivery or retail of electricity;
- b. Hazardous conditions;
- c. Electrical disturbance propagation caused by Customer equipment that is not corrected quickly within a reasonable time frame;
- d. Non-authorized use of energy;
- e. Adverse effect on the reliability and safety of the Distribution System;
- f. Imposition of an unsafe worker situation beyond normal risks inherent in the operation of the Distribution System;
- g. A material decrease in the efficiency of Guelph Hydro's Distribution System;
- h. A materially adverse effect on the quality of distribution services received by an existing connection;

Section 2 – Distribution Activities (General)

- i. Inability of Guelph Hydro to perform planned inspections and maintenance, including but not limited to the Customer preventing Guelph Hydro from inspecting, reading, maintaining, repairing, or replacing a meter;
- j. Failure of the consumer or Customer to comply with a directive of Guelph Hydro made for purposes of meeting its License obligations;
- k. Unauthorized generation connection to the Distribution System; or
- l. Any other conditions identified in this Conditions of Service document.

Guelph Hydro shall not be liable for any damage to the Customer's premises or equipment resulting from such discontinuance of service.

Guelph Hydro may disconnect the supply of electricity to a Customer without notice in accordance with a court order, or for emergency, safety or system reliability reason.

2.2.1 Disconnections and Reconnection – Processes and Charges

2.2.1.1 Non-Payment of Accounts

Immediately following the due date, steps will be taken to collect the full amount of the bill. Guelph Hydro will initially contact the Customer with a past due balance by mailing a physical Reminder Notice. In the future, Guelph Hydro may introduce an automatic dialing feature that will, for the most part, replace physical Reminder Notices. If the bill remains unpaid 30 calendar days after the due date and 10 calendar days after a Disconnect Notice has been delivered to the Customer, the service may be disconnected and not restored until the debt is paid in full, or satisfactory payment arrangements have been made, including costs of reconnection. Such discontinuance of service does not relieve the Customer of the liability for arrears or responsibility of payment for the balance for the term of contract, nor shall Guelph Hydro be liable for any damage on the Customer's premise resulting from such discontinuance of service. Disconnect Notices will be in writing and hand delivered.

If Guelph Hydro delivers a Disconnection Notice, it will make a reasonable effort to contact the Customer 48 hours before scheduling disconnection.

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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 an Ontario Energy 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.

Residents who have provided documentation from a physician that disconnection will pose a significant health risk will receive 60 days' notice before being disconnected for non-payment.

When a Disconnection Notice is issued in a building with multiple units and a master meter, a copy of the notice will be posted in a conspicuous place in the building.

2.2.1.2 Electrical Hazards or Disturbances

Upon discovery that an electrical hazard or disturbance (see Section 2.3.3.1) exists involving Customer-owned facilities, Guelph Hydro will notify the Customer to rectify the condition. Should, in the opinion of Guelph Hydro, the hazard have the potential of causing injury to person(s) or further damage to equipment, little or no notice will be given before Guelph Hydro disconnects the service. Where the hazard or disturbance does not have an immediate potential of causing injury to person(s) or further damage to equipment, the Customer will be given a reasonable amount of time to correct the condition. Should the Customer fail to correct the condition, Guelph Hydro may:

- a. Request the Electrical Safety Authority investigate the hazard if applicable to the Ontario Electrical Safety Code. Any associated inspection costs will be directed to the Customer; or
- b. Proceed with disconnecting the service where the condition relates to an electrical hazard or disturbance which does not fall under the Electrical Safety Authority's jurisdiction.

Once disconnected, the service will not be restored until satisfactory arrangements to correct the condition have been made including where applicable, clearance is received from the Electrical Safety Authority. Guelph Hydro shall not be liable for any damage on the

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Customer's premise resulting from such discontinuance of service. Disconnect Notices will be in writing and hand delivered.

2.2.1.3 Disconnection Procedures

Guelph Hydro will make a reasonable effort to contact the Customer one final time, in person or by telephone, prior to disconnecting service at least 48 hours before the scheduled disconnection date. There is certain prescribed information that Guelph Hydro will provide, such as advising of the potential availability of an arrears program.

If Guelph Hydro has been unable to contact a Customer 48 hours before a planned disconnection, it will generally make a reasonable attempt to communicate with the Customer at the door (subject to consideration of the safety and security of Guelph Hydro field staff).

Guelph Hydro will have the facilities and staff available during regular business hours so that Residential Customers can pay overdue amounts by debit and/or credit card. Field customer service staff will carry a mobile payment machine, which allows a Customer to pay with a bank debit card.

Guelph Hydro will reconnect a service within two business days, at least 85% of the time, following payment in full or entering into an arrears management agreement. Guelph Hydro may reconnect a service the same day, provided payment is received no later than 3 p.m. during the same business day. If payment is received after 3 p.m., reconnection will occur the following business day.

In accordance with the Distribution System Code, Guelph Hydro will not disconnect a Residential or General Service less than 50 kW Customer with a Smart Meter or interval meter based solely on an estimated bill. Guelph Hydro may issue a bill to a Residential or General Service less than 50 kW Customer with a Smart Meter or interval meter based on estimated consumption twice every 12 months as outlined in the Distribution System Code and Section 2.4.4.1 of this Conditions of Service.

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For safety reasons, the Customer or a Customer Designate must be present when the electrical service is reconnected. See Section 2.2.1.5 for more details.

2.2.1.4 Suspending Disconnection Action

If, during the disconnection notice period, a registered charity, Government Agency or Social Service Agency advises Guelph Hydro they are assessing whether a Residential Customer is eligible for bill payment assistance, Guelph Hydro will suspend disconnection action for a period of 21 days after receiving notification from the agency.

If, during the Disconnection Notice period, a third party who had previously been designated by the Customer to receive any Disconnection Notices, advises Guelph Hydro they are attempting to arrange assistance to help the Customer pay their bill, Guelph Hydro will suspend disconnection action for a period of 21 days.

Guelph Hydro must act on the Disconnection Notice within 11 days of its issuance or the lifting of a suspension. If disconnection does not occur within 11 days from the date of the notice or the lifting of the suspension, Guelph Hydro will issue a new Disconnection Notice and re-initiate the process.

2.2.1.5 Service Connection or Reconnection

Guelph Hydro performs service connections or reconnections during business days, no later than 3 p.m.

Guelph Hydro does not require a Customer to be present for a service disconnection. However, Guelph Hydro requires the Customer or a Customer Designate to be present for service reconnection. This requirement is regardless of whether the electrical service to be turned on is related to a new service connection, restoration of service due to credit/collection issues, service repairs, service changes and turn offs for non-signature, or other turn on requests. Guelph Hydro will require access to the metering location as well as service panel.

Should a Customer or Designate miss an on-site turn-on appointment, the appointment will need to be rescheduled with Guelph Hydro to arrange for the service to be turned on.

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2.2.1.6 Customer Requested Isolation and Re-energization

Customer or Contractor initiated requests for service disconnection for the purpose of performing work on or near electrical equipment and the subsequent reconnection is referred to as “Isolation/Re-energization.”

Only an authorized Guelph Hydro employee is permitted to Isolate or Re-energize services, including isolation at the meter. Guelph Hydro must be contacted to arrange for any Isolation prior to commencement of customer work. When the work is complete, Guelph Hydro must be contacted to arrange for Re-energization. General Electrical Contractors are prohibited from performing this service.

The Customer or Contractor must contact Guelph Hydro’s Technical Services Department to arrange for relocation or rearrangement of service for any of the following reasons:

- Service upgrade (e.g. 60-amp to 100-amp)
- Moving the overhead connection to the home
- Relocation of meter-base or panel
- Splitting service or load and adding a meter
- Meter panel change out (changing panel size or rating)
- Replacement with no change to service (e.g. old 100-amp panel to a new 100-amp panel)
- Installation of embedded generation such as photovoltaic generation; energy storage, such as battery storage; or an electric vehicle charging unit

The Customer or Contractor may submit a request for Isolation/Re-energization through any of the following options:

1. Online form located on Guelph Hydro’s website titled “Request for Temporary Disconnection of Electrical Service”;
2. Email technicalservices@guelphhydro.com; or
3. Telephone (519) 822-3017 ext. 4601

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Within five business days of submitting a request, a Guelph Hydro representative will contact the Customer to review the details and schedule a site visit, if required.

Following the site visit (if applicable), Guelph Hydro will provide instructions and issue an Electrical Service Layout.

After Guelph Hydro issues the Electrical Service Layout, the Customer or Contractor must contact Technical Services to schedule the Isolation and Re-energization service dates. Isolation/Re-energization services are performed between the hours of 8:00 a.m. and 3:00 p.m., Monday, Tuesday, Wednesday and Friday and cannot be scheduled after 2:30 p.m. Guelph Hydro reserves the right to reschedule in the event of weather concerns or emergency.

Should the Customer or Contractor need to cancel a scheduled Isolation/Re-energization service, Guelph Hydro requires a minimum of 24 hours notice.

The Customer or Contractor must be present on site for Isolation and when Guelph Hydro returns to Re-energize the service. If the meter is located indoors, Guelph Hydro will require access to the meter. If access inside the building is required, the Customer or representative of at least 18 years of age must be present.

The Customer or Contractor must schedule an inspection by the Electrical Safety Authority (ESA) for the day of Re-energization. An ESA inspection is required for any home improvements that involve modifications to electrical service. Guelph Hydro will not Re-energize services without having received an ESA Connection Authorization from the ESA.

Customer or Contractor requested Isolation/Re-energization service fees will be charged on a cost recovery basis. Work performed outside of the regular Isolation/Re-energization hours may incur overtime charges calculated by individual site and circumstance.

Guelph Hydro shall provide each Customer one free electrical service Isolation/Re-energization for completing non-electrical maintenance (i.e., no upgrades, or wire changes). Conditions are such that an ESA

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permit is not required, and applies to an existing electrical service, during regular business hours, once per service location per rolling year. Examples of non-electrical maintenance include tree trimming, eaves trough repair, painting, siding, and brick pointing.

2.2.2 Non-authorized Use of Energy

Guelph Hydro reserves the right to disconnect the delivery of electrical energy to a Customer for such actions as energy diversion, fraud or abuse on the part of the Customer, a tenant or occupant. Such service will not be reconnected until the Customer rectifies the condition and provides full payment of the costs of energy used (estimated or actual) as well as costs related to the disconnection, reconnection and repair of Guelph Hydro facilities as needed.

Once disconnected, the service will not be restored until satisfactory arrangements to correct the condition have been made, including where applicable, clearance is received from the appropriate authorities such as the Electrical Safety Authority and the City of Guelph Building Services. Guelph Hydro shall not be liable for any damage on the Customer's premise resulting from such discontinuance of service. Disconnection Notices will be in writing and hand delivered. If the Disconnection Notice cannot be given to a member of the household at the time of delivery, the notice will be left in a place where the Customer is likely to find it.

2.3 Conveyance of Electricity

2.3.1 Limitations on the Guarantee of Supply

Guelph Hydro will endeavour to use reasonable diligence in providing a regular and uninterrupted electricity supply, but does not guarantee a constant supply or the maintenance of unvaried frequency or voltage, and shall 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 backup or standby facilities. Customers may require special protective equipment on their premises to minimize the effect of momentary power interruptions.

Customers requiring a three-phase supply should install protective apparatus to avoid damage to their equipment, which may be caused by the interruption

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of one phase, or non-simultaneous switching of phases of the Distributor's supply.

2.3.2 Power Quality

2.3.2.1 Power Quality Testing

In response to a Customer power quality concern, where the utilization of electricity adversely affects the performance of electrical equipment, Guelph Hydro will perform an investigative analysis to attempt to identify the underlying cause. Depending on the circumstances, this may include review of relevant power interruption data and/or use of power measurement tools. Connection of power measurement tools will be at the demarcation point or nearest safely accessible point of connection.

Should Guelph Hydro determine that the power quality concern is deemed to be a system delivery issue where industry standards are not being met, Guelph Hydro will recommend and/or take appropriate mitigation measures. Guelph Hydro will use appropriate industry standards (such as International Electro-technical Commission ["IEC"], Institute of Electrical and Electronic Engineers ["IEEE"] or Canadian Standards Association ["CSA"] standards) and good utility practice as a guideline. If the problem lies on the Customer side of the system, and provided that the problem does not impact other Customers connected to the system, Guelph Hydro will take no further action.

2.3.3 Electrical Disturbances

2.3.3.1 Voltage Distortion from Customer Equipment

The Customer shall not connect electrical equipment which may produce an undesirable system disturbance. Examples of equipment which may cause disturbances, either individually or collectively, are large motors, welders, variable speed drives and other non-linear loads. In planning the installation of such equipment, the Customer is required to consult with Guelph Hydro.

If the Customer's use of electrical energy interferes with the electrical energy supplied to other Customers, Guelph Hydro reserves the right to disconnect the supply to the Customer causing the interference.

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Reasonable notice will be given before disconnection unless the interference is, in the opinion of Guelph Hydro, intolerable. The Customer will be responsible to correct the interference at their expense and to Guelph Hydro's satisfaction before supply is reconnected.

To ensure the Distribution System is not adversely affected, non-linear loads must comply with IEEE Standard 519-1992 including a limit on individual voltage harmonic distortion of 3% and Total Harmonic Distortion of 5%.

2.3.3.2 System Disturbances

Normal operation of an electrical Distribution System includes capacitor bank and feeder switching, both of which may create transient over-voltages which may cause operating difficulties on some computer controlled processes. The Customer should consult with the manufacturer of their equipment regarding steps to mitigate these disturbances.

2.3.3.3 Planned and Unplanned System Interruptions

Guelph Hydro's operating practice is to minimize inconvenience to Customers. However, situations may arise which make it necessary to interrupt a Customer's supply. To permit work on the Distribution System to be completed safely and efficiently, Guelph Hydro will endeavor to provide Customers with reasonable notice and, where practical, make arrangements suitable to the Customer. Notice may not be given where work is of an Emergency nature involving public safety or damage to equipment. Guelph Hydro's electrical Distribution System also incorporates a number of automated features, which will interrupt power in response to a system problem. Most interruptions are momentary to clear transient faults on overhead lines thereby avoiding a prolonged interruption.

Customers who require an uninterrupted source of power for life support equipment must provide their own back-up power supply equipment for this purposes. Guelph Hydro shall not be liable in any manner for an interruption of power.

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2.3.4 Standard Voltage Offerings

2.3.4.1 Supply Voltage

See Table 2 for available Supply Voltages and service limitations.

2.3.5 Voltage Guidelines

Guelph Hydro maintains service voltage levels at the Customer's service entrance within the guidelines of CSA Standard CAN3-C235 (latest edition) which allows variations from nominal voltage in accordance with Table 4.

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

Guelph Hydro will practice reasonable diligence in maintaining voltage levels, but is not responsible for variation in voltage as a result of external forces. Guelph Hydro shall not be liable for any delay or failure in the performance of its obligations under any part of these Conditions of Service due to any events or other causes beyond Guelph Hydro's reasonable control including, without limitation, the actions of a Transmitter or other Distributor, unusually severe weather, flood, fire, lightning, other forces of nature, acts of animals, epidemic, quarantine restriction, war, sabotage, act of a public enemy, earthquake, insurrection, riot, civil disturbance, strike, restraint by court order or public authority, or action or non-action by or inability to obtain authorization or approval from any governmental authority, or any combination of these causes (Force Majeure).

2.3.6 Backup Generators

Customers with portable or permanently connected generation shall comply with all applicable criteria of the Ontario Electrical Safety Code and Guelph Hydro specifications and approval. In particular, the Customer shall ensure Emergency generation is not capable of being operated in parallel with Guelph

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Hydro's Distribution System without Guelph Hydro approved interface protection. See Section 3.4 for Embedded Generation requirements.

Customers with permanently connected emergency generation equipment shall notify Guelph Hydro, in writing, regarding the presence of such equipment. Depending on the type and location of the generator system, the customer may be required to sign a contract detailing Guelph Hydro requirements and limitations. Guelph Hydro will not be liable for damage to Customer-owned equipment.

2.3.7 Metering

2.3.7.1 General

Guelph Hydro will supply, install, own, and maintain all meters; instrument transformers (except for Customer installed metering facilities where specified in these Conditions of Service); ancillary devices; and secondary wiring required for revenue metering, except where the Customer is a Wholesale Market Participant or is an Embedded Generator. Guelph Hydro will provide specific meter types by Customer class, with the type of meter based on the Customer's rate class, transformer ownership, supply voltage, energy consumption, and peak load. Metering accuracy and security will be maintained by Guelph Hydro in accordance with regulations and standards established by Measurement Canada, Industry Canada and Guelph Hydro.

Customers with metering requirements not normally provided in their rate class will be charged for the additional metering facilities.

Wholesale Market Participants in the IESO-administered wholesale market must meet or exceed all IESO metering requirements. As a condition of service, the Customer agrees to provide Guelph Hydro with reliable daily remote access to the metering point for the purpose of data acquisition, at the Customer's expense. A capital contribution may be required from the Customer.

As a condition of service, the Customer shall make provision for revenue metering facilities including providing a convenient and safe

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location satisfactory to Guelph Hydro, for the installation of meters, wires and ancillary equipment. See Section 3 for technical standards.

No person, except those authorized by Guelph Hydro, shall remove, connect, or otherwise interfere with meters, wires, or ancillary equipment.

2.3.7.2 Smart Meters

In general, Smart Meters will be installed for all Residential or General Service < 50kW (Small Commercial) Customer Rate classes. Smart Meters record electricity consumption on an hourly basis, and transmit the consumption information through wireless radio frequency equipment for daily processing.

Upon written request, Guelph Hydro Customers have the option of replacing their Smart Meter with an Interval Meter that is read daily via a dedicated analog phone line. If this option is pursued, the Customer will move from the Regulated Price Plan (RPP) to a monthly meter read cycle and different Rate class associated with this type of Interval Meter. In addition, by leaving the Regulated Price Plan, the Ontario Energy Board requires that an exit fee be applied to the Customer's account, which can be either a credit or a charge depending on the Rate determined by the Ontario Energy Board. The Customer will also be responsible for all costs associated with this request.

2.3.7.3 Multi-Unit Residential Rental Buildings and Condominiums

Guelph Hydro offers the installation of "individual unit" or "suite" metering for multi-unit residential rental buildings and condominiums ("MURBS"). Developers of new multi-unit residential rental buildings and new and existing condominiums (collectively, "MURBs"), boards of directors of condominiums, or authorized persons identified under Ontario Regulation 389/10, may choose to have Guelph Hydro install unit smart metering, or to have Guelph Hydro install a bulk interval meter for the purpose of enabling unit sub-metering by an alternate licensed unit sub-meter service provider.

Installation of Individual Unit Smart Metering by Guelph Hydro

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Where individual units of an existing or new multi-unit condominium building are individually metered by Guelph Hydro, each unit will become a residential Customer of Guelph Hydro, and the common areas must have a separate account with Guelph Hydro. Common area servicing typically includes lighting, heating and air conditioning of all common areas shared by the tenants or unit owners, as well as water heating, elevators, and common laundry facilities.

For Guelph Hydro individual unit smart metering, the building Owner shall provide a secure meter room or suitable enclosure within the building for the installation of a sub metering system. This room or enclosure will have adequate lighting, a 120 V outlet and a dedicated analog telephone line for meter interrogation purposes.

As an alternative to individual unit smart metering, the building Owner may opt for individual self-contained meters using individual meter bases, per Guelph Hydro technical standards.

Installation of Bulk Interval Metering by Guelph Hydro

Where bulk interval metering is supplied by Guelph Hydro for the purpose of enabling unit sub-metering, the responsible party (i.e., the developer, condominium corporation, or landlord, but not the unit sub-meter provider) shall enter into a contract with Guelph Hydro for the supply of electrical energy to the building.

2.3.7.4 Demand Metering

(Replaces Current Transformer Boxes in Appendix A of the Distribution System Code)

In general, Demand Meters will be installed for all new or upgraded services equal to or greater than 100 A at 600 V or 400 A at 208 V or existing Customers with consumption greater than 200 megawatt hours over the previous 12 months.

2.3.7.5 Interval Metering

In general, Interval Meters will be installed for all new or upgraded services equal to or greater than 600 A at 600 V or existing Customers

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with loads greater than 300 kW average monthly peak demand over the previous 12 months.

In the event that an Interval Metered Customer's average monthly peak demand over the previous 12 months has moved below 240 kW, interval metering is no longer required. The Interval Meter will be removed by Guelph Hydro unless the meter had been previously paid for by the Customer or the Customer requests the meter remain, and the Customer reimburses Guelph Hydro for the meter costs. At the discretion of Guelph Hydro, interval metering may be required for loads under the threshold.

Customers requesting to be, or required to be on interval metering shall provide Guelph Hydro access to a telephone line at the Customer's expense, or will utilize other communication means as approved by Guelph Hydro, as outlined in Guelph Hydro specification ME2-1 "Customer Provision for Remote Interrogation Metering of Single Feeder Installations" and specification ME1-3 "Customer Provision for Remote Interrogation Metering of Dual Feeder Installations". This phone line is required for daily interrogation and consumption data processing. In the event the phone line is not operational or accessible, the Customer will be responsible for the actual cost of a daily manual meter read.

2.3.7.5.1 Metering Wireless Communication

Guelph Hydro has implemented "wireless" metering technology to obtain meter readings and interval usage data for Residential Customers, and is expanding this technology to General Service Customers. In order to facilitate reliable wireless communication to these meters, Guelph Hydro may need to install additional communication equipment (i.e., antenna and coax cable) at a Customer's location. As a condition of service, the Customer will work with Guelph Hydro to facilitate the installation of this ancillary equipment at the Customer's location.

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2.3.7.6 Embedded Load Displacement Generation Metering

Guelph Hydro may require the installation of revenue grade interval metering for Embedded Load Displacement Generation (“LDG”) or Behind-the-Meter Generation (“BMG”) projects, at the customer’s expense.

Embedded or Behind-the-Meter energy storage systems such as battery or flywheel storage are deemed to have the potential to generate on to the distribution grid. Guelph Hydro may require the installation of revenue grade interval metering and supporting communications equipment, at the customer’s expense, for energy storage systems.

The customer will work with Guelph Hydro’s Engineering and Metering Departments to satisfy these requirements, including the provision of communications equipment acceptable to Guelph Hydro to facilitate the daily collection of the LDG and energy storage metering data.

2.3.7.7 Meter Reading, Changing or Maintenance

The Customer shall provide or arrange free, safe and unobstructed access during Guelph Hydro’s regular business hours to any authorized representative of Guelph Hydro for the purpose of meter reading, meter changing, or meter inspection. Where premises are closed during Guelph Hydro’s normal business hours, the Customer shall, on reasonable notice, arrange such access at a mutually convenient time, or provide keys to access the electrical meters. Should the Customer not provide access during Guelph Hydro’s regular business hours, the Customer will be responsible for the actual costs to read, change or maintain the metering equipment outside of Guelph Hydro’s regular business hours.

2.3.7.8 Final Meter Reading

When the responsibility for the payment of electrical energy is to be transferred to another party or the service is no longer required, a final meter reading is necessary for account reconciliation. The Customer shall provide at least two business days’ notice of the date the service is to be discontinued so that Guelph Hydro can obtain a final meter

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reading as close as possible to the final meter reading date. Guelph Hydro will make every reasonable attempt to obtain this reading on the date specified by the vacating party. The Customer must provide clear, safe and unobstructed access to Guelph Hydro staff for obtaining the final meter reading. The disconnection or continuation of electrical service will depend on the following:

- With written confirmation or verbal consent from the property owner or their agent, the electrical service will not be disconnected and all energy consumption charges after the final reading will be the responsibility of the property owner.
- With written confirmation or verbal consent from the property owner or their agent, the electrical service will be disconnected until a service contract has been completed for reconnection of the electrical service.
- If a New Account Application has not been executed at the time of the final reading, notification will be left at the property for the owner/occupant to contact the offices of Guelph Hydro immediately.
- Where no written direction or verbal consent has been received from the owner/occupant, the service will remain energized for a period of at least three business days to allow for the completion of a new service contract. If no service contract has been completed within that period, the service will be scheduled for immediate disconnection. Guelph Hydro will not be responsible for any damages due to disconnection of services. Service reconnects for disconnected services will be scheduled for the next regular business day during normal operating hours.
- If a final meter reading is not obtained, the Customer shall pay a sum based on an estimated demand and/or energy consumption for electricity used since the last meter reading.

2.3.7.9 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. Guelph Hydro's revenue meters are required to comply with the

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accuracy specifications established by the regulations under the above Act.

In the event of incorrect electricity usage registration, Guelph Hydro 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 based on the reading of any meter formerly or subsequently installed on the premises by Guelph Hydro, due regard being given to any change in the character of the installation and/or the demand. If Measurement Canada, Industry Canada determines that the meter recorded the consumption inaccurately, then Guelph Hydro will reimburse the Customer for the over billed consumption, or charge the Customer for under billed consumption.

Where a billing error, from any cause, has resulted in a Customer being over billed and where Measurement Canada, Industry Canada has not become involved in the dispute, Guelph Hydro will correct the bills for a period of up to two years. Where a billing error, from any cause, has resulted in a Customer being under billed and where Measurement Canada, Industry Canada has not become involved in the dispute, Guelph Hydro will correct the bills for Residential Class Customers who are not responsible for the error for a period of up to two years. For instances of willful damage, the billing correction will apply for the duration of the error.

2.3.7.10 Meter Dispute Testing

Metering inaccuracy is an extremely rare occurrence. Most billing inquiries can be resolved between the Customer and Guelph Hydro without resorting to the meter dispute test.

Either Guelph Hydro or the Customer may request the service of Measurement Canada, Industry Canada to resolve a dispute. If the Customer initiates the dispute, Guelph Hydro will charge the Customer an OEB-approved Meter Dispute Fee if the meter is found to be accurate by Measurement Canada, Industry Canada.

If the incorrect measure is due to reasons other than the accuracy of the meter, such as an improper meter connection, incorrect connection

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of auxiliary metering equipment, or incorrect meter multiplier used in the bill calculation, a billing correction will apply.

2.4 Tariffs and Charges

2.4.1 Service Connection Charges

Guelph Hydro will recover costs associated with Connection Assets as outlined in Section 2.1 and Section 3.

2.4.2 Energy Supply

2.4.2.1 Standard Supply Service (SSS)

All existing Guelph Hydro Customers are Standard Service Supply (SSS) Customers until Guelph Hydro is informed of their switch to a competitive electricity supplier. A Service Transfer Request (STR) must be made by the Customer or the Customer's authorized Retailer.

New Customers wishing to obtain a connection for the supply of electrical energy from Guelph Hydro shall comply with Section 2.4.1 of this document.

2.4.2.2 Retailer Supply

At the request of a Customer, Guelph Hydro will provide a list of Retailers who have Service Agreements in effect within its distribution territory. The list will inform the Customer that an alternative Retailer does not have to be chosen in order to ensure that the Customer receives electricity and the terms of service that are available under Standard Supply Service.

Customers transferring from Standard Service Supply (SSS) to a Retailer shall comply with the Service Transfer Request (STR) requirements as outlined in Section 10.5 through Section 10.5.6 of the Retail Settlement Code.

All requests shall be in an electronic file transmitted by way of a regulated HUB. Such Service Transfer Request (STR) shall contain information as set out in Section 10.3 of the Retail Settlement Code.

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If the information is incomplete, Guelph Hydro shall notify the Retailer or Customer about the specific deficiencies and await a reply before proceeding to process the transfer request.

2.4.3 Deposits

2.4.3.1 Security Deposit

As a condition for supplying or continuing to supply distribution services, Guelph Hydro will request security deposits from Customers, based on the Customer Classification and Customer's payment history. All new Customers without a Guelph Hydro payment history will require a security deposit. Security Deposits shall be determined and managed in accordance with Sections 2.4.6.1 to 2.4.29 of the Distribution System Code (DSC).

2.4.3.2 Non-Residential Security Deposit

The security deposit amount for non-Residential Customers is based upon the average monthly load at the subject service location during the most recent twelve (12) month period, where some of the consumption history has been established in the previous (24) months. Where usage is available at the service location, the deposit amount shall be calculated as 2.5 times an average monthly bill for a non-Residential Customer. Where usage history is not available, Guelph Hydro shall reasonably estimate electricity consumption, based on the Service Size (voltage/amperage) and Load type. In accordance with Section 2.4.14 of the Distribution System Code, the pricing estimate for electricity costs shall be the same as the price used by the Independent Electricity System Operator (IESO) for the purpose of determining prudential support obligations of distributors.

2.4.3.2.1 Non-Residential Security Deposit Waiver or Reduction Conditions

Non-Residential Customers opening an account may qualify for a deposit waiver, based on the following criteria:

- a. The Customer has previously established a satisfactory payment history with Guelph Hydro as an account holder in the same name, where some of that satisfactory

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- payment history has occurred within the previous five (5) or seven (7) years, or
- b. The Customer provides a letter from another electricity or gas distributor in Canada, confirming a satisfactory payment history for the relevant time period (five or seven years), as outlined in Section 2.4.9 of the Distribution System Code, and which has occurred within the previous five (5) or seven (7) years and is in the same account holder name, or
 - c. The Customer, other than a customer in a greater than 5,000 kW demand rate class, provides a satisfactory credit check at their expense. Guelph Hydro is not responsible for the data integrity of external credit rating agencies.
 - d. Where a non-Residential Customer greater than 50 kW demand rate class is required to provide a security deposit as determined in Section 2.4.3.2, and has a credit rating from a recognized agency, the amount of security deposit required shall be adjusted according to the following credit ratings:

Credit Rating (<i>Using Standard and Poor's Rating Terminology</i>)	Allowable Reduction
AAA-equivalent and above	100%
AA-, AA, AA+ or equivalent	95%
A-, From A, A+ to below AA or equivalent	85%
BBB-, From BBB, BBB+ to below A or Equivalent	75%
Below BBB-, or equivalent	0%

- e. Guelph Hydro shall reduce the security deposit held by Customers greater than 5,000 kW, by a maximum of fifty percent (50%), after seven (7) years of good payment history has been achieved. The remaining balance of the security deposit will be refunded only when the account is closed.

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2.4.3.2.2 Non-Residential Customer Satisfactory Payment History

- a. The minimum time frame for establishing satisfactory payment history, provided some payment history has occurred within the past twenty-four (24) months, varies by Customer class as follows:
 - Commercial less than 50 kW demand: five (5) years
 - Commercial greater than 50 kW demand: seven (7) years
- b. Non-Residential Customer Payment history is deemed unsatisfactory if more than one of the following events occur, during the relevant time period, as set out in Section 2.4.3.2.2(a):
 - a Disconnection Notice is issued;
 - a payment cannot be processed due to non-sufficient funds (NSF); or
 - a field visit by Guelph Hydro is made to Disconnect Service.
 - a full or partial security deposit was applied to a Customer's arrears and that Customer was required to repay the security deposit.
- c. A security deposit may be required if a non-Residential Customer fails to maintain a good payment history, as outlined in Sections 2.4.3.2.2.a and 2.4.3.2.2.b.
- d. If any of the events set out in Section 2.4.3.2.2.b occur due to an error on the part of Guelph Hydro, the Customer's payment history shall not be negatively affected.
- e. If a non-Residential Customer is required to increase their existing security deposit amount, that increase shall be included in their next regular bill and associated due date.

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2.4.3.2.3 Forms of Acceptable Security

Non-Residential Customers may provide a security deposit to Guelph Hydro in the form of:

- cash;
- automatically renewing, irrevocable letter of credit from a bank, as defined in the *Bank Act, S.C. 1991, c.46*;

2.4.3.2.4 Security Deposit Management and Refund

At a minimum of once per calendar year, Guelph Hydro will complete a security deposit review to assess deposit requirements, amounts and refund eligibility, for non-Residential Customers. A Customer's billing and payment history will determine if a security deposit is required, due for an adjustment or refundable, in accordance with Section 2.4.3.2.

Customers with active accounts that are eligible for a partial or full deposit refund shall have their cash deposit, plus accrued interest, applied to their account. As an alternative, a Customer may request a cheque for a partial or full deposit refund. Upon closure of an account, Guelph Hydro shall automatically transfer the balance to the Customer's new Guelph Hydro account, as required or, where no such requirement or account exists, apply the deposit and accrued interest to the final bill. Any residual credits shall be returned by cheque, within six (6) weeks of account closure.

Deposit interest on cash deposits shall accrue monthly and be applied to the customer's account at least annually, commencing from the date the deposit was paid in full. The interest rate shall be at the Prime Business Rate, as published on the Bank of Canada website, less two percent (2%), updated quarterly.

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2.4.3.2.5 Failure to Comply with Security Deposit Request

Payment of a requested security deposit is a condition of service and continuing service, which shall be enforced through standard collection practices for amounts overdue.

Guelph Hydro may enforce payment of the required security deposit by withholding or withdrawing Electrical Service provided a minimum of seven (7) calendar days' written notice is provided to Commercial Customers and ten (10) calendar days' written notice is provided to Residential Customers (see Section 31 of the *Electricity Act, 1998*).

2.4.3.3 Residential Customer Security Deposit

For the purpose of security deposit requirements, the following Customers shall be deemed Residential Customers:

- a. A Customer that is a corporation within the meaning of the *Condominium Act, 1998*, who has an account with Guelph Hydro, shall be deemed a Residential Customer, if, the following conditions apply:
 - i. the account relates to a Property defined in the *Condominium Act, 1998*, and is comprised predominantly of units that are used for residential purposes, and
 - ii. the account relates to more than one unit of Property, provided that the Customer files a Declaration Form with Guelph Hydro attesting to the Customer's status as a corporation within the meaning of the *Condominium Act, 1998, S.O. 1998, c.19*.

2.4.3.3.1 Security Deposit Requirement

Security deposits shall be required from Residential Customers who have demonstrated an unsatisfactory payment history over the past twelve (12) months, if one or more of the following events occurs:

- a Disconnection Notice is issued;

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- a payment cannot be processed due to non-sufficient funds (NSF);
- a field visit by Guelph Hydro is made to Disconnect Service; or
- a full or partial security deposit was applied to a Customer's arrears and that Customer was required to repay the security deposit.

2.4.3.3.2 Security Deposit Payment

The requested deposit amount shall be applied to the Customer's bill. Customers may pay their deposits in up to six (6) equal installments.

2.4.3.3.3 Security Deposit Calculation

A Residential Customer's security deposit amount is calculated according to the average bill of that account over the most recent consecutive twelve (12) month span within the past twenty-four (24) months. Where billing history is available, the deposit amount shall be calculated as 2.5 times the average monthly bill. If less than twelve (12) months of billing history exists, Guelph Hydro will base the Residential Customer's security deposit upon a reasonable estimate.

2.4.3.3.4 Security Deposit Exemption

- a. A Customer who has been qualified as an eligible Low-Income Customer is not required to provide or maintain a deposit, in accordance with Section 2.4.11.1 of the Distribution System Code (DSC).
- b. Customers who apply for eligibility as a Low-Income Customer shall be provided twenty-one (21) calendar days to confirm eligibility, in accordance with Section 2.4.11.2 of the Distribution System Code.
- c. Customers who have a deposit on their account and subsequently qualify as a Low-Income Customer will have the deposit waived and applied as a credit to the

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Customer's account. Guelph Hydro will receive the Customer's qualification information from the LEAP Agency and will advise the LEAP Agency of any remaining balance owing after the deposit has been applied to the Customer's account.

2.4.3.3.5 Security Deposit Management and Refund

Residential Customers with a security deposit on their account will have any deposit on file applied to their arrears in advance of receiving a Disconnection Notice and potential disconnection. As noted in Section 2.4.26B of the Distribution System Code a replacement security deposit shall be required.

In accordance with Section 2.4.23A of the Distribution System Code, Residential Customers may request, in writing or by phone, a review of their deposit level or requirement, once twelve (12) months have elapsed from the date the first deposit installment was paid. In accordance with Section 2.4.22A of the Distribution System Code, Guelph Hydro shall review Deposit amounts and requirements on the one (1) year anniversary of the first deposit installment.

Should a review result in an upward adjustment of the security deposit held, the Customer shall be provided up to six (6) months to pay the additional amount owed, in equal monthly installments, per Section 2.4.25A of the Distribution System Code.

Deposits shall be automatically refunded to the customer's account once twelve (12) months of satisfactory payment history is established, commencing from the date the deposit was paid in full, or the customer's account is closed, whichever comes first.

Deposit interest on cash deposits shall accrue monthly and be applied to the customer's account at least annually, commencing from the date the deposit is paid in full. The interest rate shall be at the Prime Business Rate as published

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on the Bank of Canada website, less two percent (2%), updated quarterly.

2.4.3.3.6 Failure to Comply with Security Deposit Request

Payment of a requested security deposit is a condition of service and continuing service, which shall be enforced through standard collection practices for amounts overdue.

Guelph Hydro may enforce payment of the required security deposit by withholding or withdrawing electrical service provided a minimum of seven (7) calendar days' written notice is provided to Commercial Customers and ten (10) calendar days' written notice is provided to Residential Customers (see Section 31 of the *Electricity Act, 1998*).

2.4.4 Billing

Guelph Hydro bills its Customers on a monthly basis. Bills for the use of electrical energy may be based on either a metered rate or a flat rate, as determined by Guelph Hydro.

A Customer may elect totalized billing for multiple services provided all of the following conditions are met. For certainty, aggregation of the electricity consumption of two or more discreet locations, except as described below, is not permitted.

- The premises and businesses are situated on one contiguous parcel of land (i.e., not separated by public roadway);
- All premises are under one ownership;
- The services exist at the same civic address;
- The services are supplied and metered at the same voltage class;
- The meters are of the interval type, allowing logical totalization of the coincident demands. If Interval Meters are not already in place, the Customer will install the necessary equipment, at the Customer's expense, to Guelph Hydro specifications; the Customer will provide a dedicated phone line or other communication medium approved by Guelph Hydro in order to collect the consumption data at their own expense; and

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- The Customer meets the requirements of this document for having more than one metered service.

2.4.4.1 Billing Frequency

Guelph Hydro bills its Customers on a monthly basis. Guelph Hydro may also bill a Customer on a weekly or bi-weekly basis if the Customer's electricity bill exceeds certain thresholds as defined in the Distribution System Code.

Where the meter is inaccessible, bills for the use of electrical energy may be estimated based on electricity used since the last meter reading, or based on the actual historical usage. Guelph Hydro may issue a bill to a Residential or General Service less than 50 kW Customer with a Smart Meter or interval meter based on estimated consumption twice every 12 months as outlined in the Distribution System Code.

2.4.4.2 Billing Determinants

For an Energy-only Metered Customer, the billing determinant is the Customer's metered energy consumption (kWh) adjusted by the Total Loss Factor as approved by the Ontario Energy Board and set out in the Tariff of Rates and Charges available upon request from Guelph Hydro or as posted on its website at www.guelphhydro.com.

Applicable to small business and unmetered load customers, the billing determinant for the Debt Retirement Charge is the metered kWh.

For a Demand Metered Customer without an Interval Meter, the billing determinant for the Distribution Volumetric Rate and for both Transmission Network and Transmission Line and Transformation Connection Service Rate is the Customer's peak demand at any time of the month.

The peak demand is 90% kVA demand for Power Factor less than 90%, and kW demand for Power Factor equal to or higher than 90%.

The billing determinant for the Wholesale Market Service Rate is the Customer's metered energy consumption (kWh) adjusted by the Total Loss Factor.

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The billing determinant for the Debt Retirement Charge is the metered kWh.

For an Interval Metered Customer, the Transmission Network Rate will apply to an individual end-use Customer's non-coincident peak demand in the month during the peak period defined as between 7 a.m. and 7 p.m. (local time) on weekdays that are not statutory holidays. The billing determinant for the Line and Transformation Connection Service Rate is the Customer's peak demand at any time of the month.

The Distribution Volumetric Rate billing determinant for an Interval Metered Customer is the Customer's non-coincident peak demand at any time of the month.

The non-coincident peak demand is the highest Customer's demand at a given time during the month and is 90% kVA demand for Power Factor less than 90% and kW demand for Power Factor equal to or higher than 90%.

The billing determinant for the Wholesale Market Service Rate is the Customer's metered energy consumption (kWh) adjusted by the Total Loss Factor.

The billing determinant for the Debt Retirement Charge is the metered kWh.

2.4.4.3 Billing Adjustments

Over or under-billing adjustments are permitted over a period of up to two years for all classes of Customers. If a Customer has been over-billed by an amount equal to or greater than the Customer's average bill, the Customer has the option of receiving a cheque or a credit on their next bill.

If Guelph Hydro issues a bill to an Eligible Low-Income Customer for an under-billed amount, the Customer will be notified about the options of paying the amount which remains outstanding. In this case the under-billed amount can be paid over a period up to two years or over a period of 10 months where the outstanding amount is less than twice the Customer's average monthly bill.

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If a Customer has been over-billed and the amount of overpayment is less than the Customer's average bill, the Customer will receive a credit on their next bill. If the Customer has outstanding arrears, Guelph Hydro may apply the over-billed amount to the arrears first, and may credit or repay the balance to the Customer.

If a Customer is under-billed and is not responsible for the error, the Customer is allowed to pay the under-billed amount in equal installments over the same amount of time as they were under-billed for up to a maximum of two years. (i.e., if a Customer has been under-billed for five months, they will have five months to pay the under-billed amount).

When a Customer is responsible for the under-billing error, Guelph Hydro may require payment of the full amount on the next bill or on a separate bill.

These rules do not apply when Guelph Hydro has under-billed or over-billed a Customer but issues a corrected bill within 16 days of the date the incorrect bill was issued.

Guelph Hydro will charge interest on under-billed amounts where the Customer was responsible for the error, whether by way of tampering, willful damage, unauthorized energy use, or other unlawful actions.

2.4.4.4 Opening and Closing Accounts

If Guelph Hydro opens a new account based on a request from a third party, a letter will be sent to the new user within 15 days of the opening of the account. The account will not be set up if the new user has not approved the opening of the account within 15 days of the letter. However, a solicitor or person with Power of Attorney can agree on behalf of the new Customer to the opening of the account.

Guelph Hydro can only recover charges from a person who has agreed in writing to become a Customer. When a tenant Customer moves out of a rental unit, Guelph Hydro cannot seek to recover future charges from any other person, including the landlord, unless that person has agreed verbally and where possible in writing to assume responsibility for the account.

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Guelph Hydro and a landlord may enter into an agreement where the landlord agrees to automatically assume responsibility for paying for continued service after the closure of a tenant's account.

2.4.4.5 Arrears Payment Agreements

Guelph Hydro will make Arrears Management Programs available to any Residential Customer unable to pay their electricity charges.

If a 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.

Any security deposit will be applied to the amounts owing before entering into an Arrears Payment Agreement.

Customers may be required to make a down payment of up to 15% of the arrears plus any accumulated late payment charges (not including other service charges such as reconnection charges) when entering into an Arrears Management Agreement.

If an Eligible Low-Income Customer enters into an Arrears Payment Agreement for the first time or a subsequent time and has 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.

If a Customer owes less than twice their average monthly bill after applying the security deposit and down payment, the minimum length of time to pay the remaining amount is five months.

If a Customer owes more than twice their average monthly bill after applying the security deposit and down payment, the minimum length of time to pay the remaining amount is 10 months.

The time periods to repay arrears under a Low-Income Arrears Agreement are:

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- Eight months if the amount the Customer owes is less than or equal to two times his or her average monthly bill
- 12 months if the amount the Customer owes is more than two and less than or equal to five times his or her average monthly bill
- 16 months if the amount the Customer owes is more than five times his or her average monthly bill.

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.

Customers will be given 10 days' written notice before an agreement can be cancelled, and the agreement will be reinstated if the Customer pays in full before the cancellation date.

If an Eligible Low-Income Customer successfully completes an Arrears Payment Agreement, he or she can request a new agreement anytime needed thereafter.

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. 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 one year before entering another agreement.

2.4.4.6 Electronic Billing

Guelph Hydro offers free and secure electronic billing (“ebilling”) services to Customers that elect to receive bills electronically. Customers must register for ebilling through Guelph Hydro’s website.

Guelph Hydro Customers who are billed for electricity and enroll or have enrolled in ebilling are eligible to receive the ebill credit. The ebill

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credit will be applied only to the electricity portion of the bill, before HST.

The ebill credit will be applied to the Customer's electronic bill after three (3) bill cycles have passed since registering for ebilling.

The ebill credit will be applied to an eligible Guelph Hydro Customer's account one time only.

Customers who opt-out of ebilling after receiving the credit and decide to re-enroll are not eligible to receive an additional credit.

Customer accounts which are closed for any reason after receiving the credit and are then re-opened are not eligible to receive an additional credit.

2.4.5 Payments and Late Payment Charges

Bills are payable in full by the due date; otherwise, a late payment charge will apply. Where a Customer makes a partial payment on or before the due date, the late payment penalty will apply only to the amount of the bill outstanding at the due date, inclusive of arrears from previous billings. In the event of partial payment by a Customer, payments shall be allocated by the portions of the bill covering competitive and non-competitive electricity costs based on the ratios of the amount billed for competitive and non-competitive costs.

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

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

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.

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The Customer will be required to pay additional charges for the processing of non-sufficient funds (NSF) cheques.

2.4.5.1 Payment Methods

- a. Pre-Authorized Payment Plan (PAP) - Guelph Hydro offers a pre-authorized payment plan where the billed amount is deducted from the Customer's bank account and applied against their Guelph Hydro bill on the due date. This service may be initiated in writing by a Customer at any point in time during the year and may be terminated upon request. In addition to a signed application, Guelph Hydro will also require a void cheque for the bank account the Customer wishes to have charged with the pre-authorized amount.
- b. Equal Payment Plan (EPP) - An estimate of the Customer's annual consumption for the following year is divided into 12 equal monthly payment amounts. The equal monthly payment is deducted from the Customer's bank account on one of three option dates, determined upon EPP enrollment. Once a year, the account is reconciled and any overpayment or underpayment is included as part of the next period's payment plan. Accounts will be reviewed on an interim basis and the equal billing amount is adjusted where necessary as determined by Guelph Hydro.

The Customer's average monthly billing amount will be calculated as an aggregate of the total charges billed to the Customer in the most recent 12 months.

If the annual reconciliation shows that the Customer is owed an amount equal to or exceeding the Customer's average monthly billing, the amount will be credited to the Customer's account. The Customer will be notified of this credit and will have 10 days to request a refund cheque instead of the credit on their bill.

If the annual reconciliation shows that the Customer owes an amount equal to or exceeding the Customer's average monthly billing, Guelph Hydro will recover the balance over the first 11 months of the following year's equal payment plan.

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If the annual reconciliation shows that the amount the Customer owes is less than the Customer's average monthly billing, Guelph Hydro may collect the full amount by a charge on the bill in the 12th month of the equal payment plan.

Payment Plans are available to Customers as per section 2.6.2 of the Standard Supply Service Code. An equal monthly payment plan option (whereby an equalized payment amount is automatically withdrawn from a Customer's account with a financial institution on a monthly basis) is available for qualifying residential Customers. Except, where the Customer is in arrears and has not entered into an arrears payment agreement with Guelph Hydro. Customers can join equal payment plans any time of the year.

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 payment plan.

Residential equal payment Customers who participate in automatic payment arrangements will be given a choice of at least three dates within a month for automatic payments to be withdrawn.

In addition to the equal payment plan available to all Customers (including Eligible Low-Income Customers), which require the Customer to have a bank account, Eligible Low-Income Customers could request from Guelph Hydro to provide them with an equal payment plan that does not require monthly withdrawals from a bank account.

If the Customer leaves the equal payment plan, Guelph Hydro will include reconciliation as a charge or a credit on the next regularly scheduled bill.

2.4.5.2 Overdue Interest Charges

Bills rendered for energy related services are provided to the Customer. Bills are payable in full by the due date identified on the bill whether a bill is based on a meter reading or Guelph Hydro's estimate. The due date shall be at least 16 calendar days from the date of

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mailing. After the due date, interest is calculated daily based on a monthly interest rate of 1.5% or 19.56% annually.

2.4.5.3 Bill Issuance and Payment

The minimum payment period (before a late payment penalty can be applied) will be at least 16 calendar days from the date the bill was issued to the Customer.

The date on which the bill was issued is determined to be three days after it was printed if sent by mail or on the date on which an email was sent over the internet.

A bill payment is deemed to be received from the Customer: three days before it is received by Guelph Hydro if sent by mail; on the date when the payment is acknowledged by a bank, or when the credit card payment is accepted by the financial institution.

Any payment made after 5:00 p.m. is still effective on the day the payment is made. If a due date is a non-business day, it is extended to the next business day.

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, past due amounts, outstanding security deposit, under-billing adjustments and non-electricity charges.

If payment is sufficient to cover electricity charges, Guelph Hydro will not issue late payment charges, a Disconnection Notice or disconnect the electricity supply. This applies to joint billing agreements when they are renewed, or after two years, whichever comes sooner.

2.5 Customer Information

2.5.1 Historical Load Information

Guelph Hydro will only provide historical load data and other account information to a third party with the written authorization of the Customer. The historical load data will be limited to a maximum of the previous two years' history, where available. The reports provided will be in a standard format

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determined by Guelph Hydro. Fees may apply for this service for more than two data requests per year.

2.5.2 Access to Interval Metering Point

A Customer may request read only access to an interval metering point where it exists. The Customer shall provide and maintain a communication link to the metering point for remote interrogation by both Guelph Hydro and the Customer.

An agreement shall be signed by the Customer to cover all the terms and conditions associated with the provision of read only access, including payment of applicable setup and installation costs and/or fees, as well as ensuring that Guelph Hydro's access to the Interval Meter for remote interrogation is unhindered.

2.5.3 Appointment Scheduling

If a Customer requests an appointment to a premise for connection Guelph Hydro will schedule it to take place within five days after all applicable service conditions are satisfied. All the appointments Guelph Hydro schedules are during regular hours of operation.

If the appointment 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.

2.5.4 Emergency Response

Emergency calls are responded by Guelph Hydro within 60 minutes. The arrival of a qualified person is deemed to be a response.

2.6 Use of Load Control Devices

Guelph Hydro may install a load control device instead of disconnecting supply to a Customer for non-payment of arrears.

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.

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If Guelph Hydro installs a load limiter device, 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 two business days.

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3. Customer Class Specific

3.1 Residential Class

3.1.1 General

This section applies to the delivery of electrical energy to detached, semi-detached and freehold townhouse units that lie along a public road allowance.

For the purpose of these Conditions of Service:

- Apartment Buildings are considered as General Service Class connections;
- Townhouse sites or other private developments where individual units are serviced internally (i.e., not directly from a public road allowance) are considered as connections and will require a Service Connection Agreement between Guelph Hydro and the Developer; and
- Residential subdivisions involving creation of new lots, blocks and/or public road allowances are considered as expansions and will require a Subdivision Servicing Agreement between Guelph Hydro and the Developer.

The Customer or his agent is to consult with Guelph Hydro in advance of requiring power to ensure supply facilities are available and to obtain a "Service Layout" which will identify the meter location and any other servicing instructions. Detached and semi-detached residences and freehold townhouses are permitted one point of supply per unit.

All new developments consisting of three or more adjacent lots or all new developments within areas having existing underground facilities will be supplied from an underground system.

3.1.2 Overhead Supply

Overhead supply may be available in areas with existing overhead distribution lines, provided such connections may be made without crossing other properties. In all other cases an underground supply will be required. Guelph Hydro will provide the Basic Connection or an allowance for the equivalent as defined in Section 2.1.1.1 at no cost to the Customer. Supply facilities in excess

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of the above may be installed by Guelph Hydro or the Customer. Facilities installed by Guelph Hydro will be based on the Variable Connection Charge. Facilities installed by the Customer are to comply with the requirements of the Ontario Electrical Safety Code and Guelph Hydro standards.

3.1.3 Underground Supply from Overhead Facilities

The Customer shall provide a trench and conduit system from the property line to the building as per standard 15-1008105-STD for services not in excess of 200 A. Alternatively, Guelph Hydro can provide the trench and conduit on a chargeable basis.

Guelph Hydro will supply and install facilities on the road allowance and all secondary conductors. The Customer will be charged actual costs for these facilities including any restoration less the Basic Connection Allowance as defined in Section 2.1.1.1.

3.1.4 Underground Supply from Underground Facilities

Guelph Hydro will supply and install service conductor and trench from the road allowance to each Residential unit at no additional cost to the Customer, provided the conditions of the original subdivision servicing agreement are met. Additional costs may be applicable for installations involving frost conditions, service cables in excess of 30 metres, work around obstructions, services in excess of 200 A or additional Residential units not provided for in the original subdivision servicing agreement.

3.1.5 Metering

The meter shall be located in a Guelph Hydro approved location one metre from the front corner of the building. Locations where one metre is not practical due to windows, porches or other obstructions will be reviewed by Guelph Hydro on an individual basis. Notwithstanding the above, no location shall exceed three metres from the front corner of the building. The mounting height above finished grade shall be 1.7 metres to the centre of the meter.

The Customer shall provide a socket type meter base with a minimum rating of 100 A for overhead services and 200 A for underground services. The meter base size shall be in accordance with specification ME3-1 "Residential and Dual Gang Townhouse Single Phase Meter Base."

Section 3 – Customer Class Specific

Meters for blocks of condominium townhouses are to be located on an end wall in a location approved by Guelph Hydro. Meter bases are to consist of dual gang socket type for pairs of units and shall clearly and permanently identify each meter location with the associated unit number in accordance with Standard 15-1007441-STD.

3.2 General Service Class

3.2.1 General

This section applies to the delivery of electrical energy to Industrial, Commercial and Apartment Buildings.

All individual properties will be permitted one point of supply at a specific voltage. Special consideration may be given to large developments involving multiple buildings or other applications where a single point of supply is not practical. Where permitted, multiple pad-mounted transformers or vaults on a single development are to be interconnected between two points of connection on the primary Distribution System (looped system).

The Customer shall construct or install civil infrastructure including but not limited to underground conduit systems, cable chambers, and transformer room, vault or base on private property that is deemed required by Guelph Hydro to facilitate the service connection. The civil infrastructure shall be constructed in accordance with Guelph Hydro's current standards, practices and specifications and are subject to Guelph Hydro's inspection and acceptance.

Alternatively, the Customer may request that Guelph Hydro complete the civil infrastructure that forms part of Guelph Hydro's Connection Assets on private property. The Customer shall be responsible for all costs as part of the Variable Connection Charge.

The Customer is responsible for repairing civil infrastructures required by Guelph Hydro to facilitate the service connection that is on the Customer's property and that forms part or is part of the Customer's building / structure / facility and/or for costs where repairs are completed by Guelph Hydro.

All connection costs associated with General Service Class service connection are recovered from the Customer through a Basic Connection Fee or Variable Connection Charge as outlined in Section 2.1.1.1.

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To initiate Guelph Hydro’s design process and to ensure the Customer’s needs are properly met, the Customer shall provide the following information:

- i. A completed “Request for Electrical Service Form”;
- ii. An electrical single line drawing including metering facilities;
- iii. An architectural and electrical site plan showing the Customer’s preferred transformer location when applicable;
- iv. Details of the electrical room; and
- v. Detailed load information.

3.2.1.1 Assignment to Rate Classes

All General Service (GS) Customers are assigned to rate classes based on monthly peak demand.

Guelph Hydro will review each Non-Residential Customer’s rate classification at least once in each calendar year to determine whether the Customer should be assigned to a different rate class. Guelph Hydro may review a Non-Residential Customer’s classification at any time if the Customer’s demand falls outside the upper or lower limits applicable to the Customer’s current classification for a period of five consecutive months.

A Non-Residential Customer may request that Guelph Hydro review their rate classification once in any calendar year or at any time that the Customer’s demand falls outside of the upper or lower limits applicable to the Customer’s current rate classification for a period of five consecutive months.

Should a review that was initiated by Guelph Hydro result in the assignment of a Customer to a different rate classification, Guelph Hydro will provide written notice of the reclassification no less than one billing cycle before the reclassification takes place for billing purposes.

Guelph Hydro does provide transformer service up to 1500 kVA, or 1600 A (see Section 5 – Tables and Appendices –Table 2). For services above these service limitations (GS >1000 kW) the approved Distribution Volumetric Rate is based on the assumption that Guelph

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Hydro will not provide transformer service below primary distribution voltages.

3.2.1.2 General Service (Below 50 kW) – Definition of Class

All Non-Residential Customers with an average peak demand below 50 kW over the preceding twelve months are to be classified as General Service < 50 kW Customers. For new Customers without prior billing history, the peak demand will be based on 90% of the proposed capacity or installed transformation.

3.2.1.3 General Service (Above 50 and Below 999 kW) – Definition of Class

All Non-Residential Customers with an average peak demand above 50 kW and below 1000 kW over the preceding 12 months are to be classified as General Service 50 kW to 999 kW. For new Customers without prior billing history, the peak demand will be based on 90% of the proposed capacity or installed transformation.

Customers in the General Service class with demand between 50 and 999 kW and who own transformation facilities are eligible for a transformer allowance credit. The transformer allowance credit is a rate applied to the monthly billed peak demand.

3.2.1.4 General Service (Above 1000 and Below 4999 kW) – Definition of Class

All Non-Residential Customers with an average peak demand of 1000 kW or higher over the preceding 12 months are to be classified as General Service above 1000 kW. For new Customers without prior billing history, the peak demand will be based on 90% of the proposed capacity or installed transformation.

3.2.1.5 Large Users (Above 5000 kW) – Definition of Class

All Non-Residential Customers with an average peak demand of 5000 kW or higher over the preceding 12 months are to be classified as Large Users (above 5000 kW). For new Customers without prior billing history, the peak demand will be based on 90% of the proposed capacity or installed transformation.

Section 3 – Customer Class Specific

3.2.2 Overhead Secondary Supply

Overhead secondary supply may be available in areas with existing overhead distribution lines, provided such connections may be made without crossing other properties in accordance with Section 3.1.2. In all other cases an underground supply will be required.

3.2.3 Underground Secondary Supply

3.2.3.1 From Road Allowance

The Customer shall provide a conduit system from the supply side of the service main to the property line in accordance with the latest Guelph Hydro Standard – contact Technical Services for standard drawings.

Guelph Hydro will supply and install underground facilities on the road allowance and service cable.

3.2.3.2 From Pad-Mounted Transformer

The Customer shall provide conduit system on private property, service cable and transformer base complete with grounding, guard posts and/or protective barriers (where specified by Guelph Hydro) in accordance with the latest Guelph Hydro Standards – contact Technical Services for standard drawings.

Guelph Hydro will supply and install the transformer, connectors for the service cable, primary cable and all facilities on the road allowance.

The Customer owned secondary cables shall be in accordance with Guelph Hydro's approved list. Guelph Hydro allows a maximum of six (6) secondary service conductors per phase contained in duct. All secondary service ducts are to be plugged by the Customer to prevent water entering into service entrance equipment.

The transformer shall be located on the Customer's property in a location approved by Guelph Hydro. In general, the location shall be:

- i. Within three metres of a driveway accessible to Guelph Hydro vehicles;

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- ii. In accordance with the Ontario Electrical Safety Code; and
- iii. Approved by the City of Guelph if located within the setback area as defined in the local zoning by-laws.

3.2.3.3 From Transformer Vault

The Customer shall provide conduit system on private property and transformer vault in accordance with standard 1002186-STD and the Ontario Building Code.

The transformer vault shall be located at grade level with direct access to a driveway accessible to Guelph Hydro vehicles.

Guelph Hydro will supply and install supply facilities including transformers, secondary cable to the bus stub, primary cable, fusing, switching and all facilities on the road allowance.

3.2.4 Supply from Customer Owned Transformation

3.2.4.1 General

This section applies to the delivery of energy to Customer owned substations including transformer(s) and associated primary switchgear.

A dead-front pad-mounted switchgear supplied by the customer will be required to facilitate the interconnection and demarcation between Guelph Hydro and the Customer-owned equipment. The Customer shall provide switchgear drawings for Guelph Hydro approval prior to procurement.

This switchgear shall be located at the property line or as physically close to the property line as a demarcation point, in a manner which will allow Guelph Hydro's personnel and equipment clear and direct access at all times.

The Customer shall also provide a conduit system on private property, associated equipment. Guelph Hydro will supply and install underground facilities on the road allowance and primary cable for service connections to the demarcation point (only up to 5000 kVA).

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Guelph Hydro will accommodate Customers who require a service connection greater than 5000 kVA on a case-by-case basis.

3.2.4.2 Operating Control

Guelph Hydro will install Guelph Hydro locks on all high voltage Customer-owned devices and retain operating control unless the Customer enters into an Operating Agreement. Notwithstanding the above, Guelph Hydro will retain operating control of main incoming and tie loadbreak switches of substations fed from multiple Guelph Hydro supplies (looped system) and all revenue metering facilities including the compartment for metering transformers.

At installations with demarcation dead-front pad-mounted switchgear, Guelph Hydro will install locks on the incoming switch (utility or line side only).

3.2.4.3 Supply Limitations

Customers requiring transformer capacity in excess of 5000 kVA will require additional points of connection to Guelph Hydro's Distribution System. The maximum transformer capacity permitted for each point of connection is 5000 kVA. Standard 02161-STD illustrates examples of typical supply arrangements and associated limits.

3.2.4.4 Design Requirements

In addition to the design requirements identified in Section 3.2.1, the Customer shall provide the following information:

- i. An electrical single line drawing showing all primary and secondary voltage facilities including any interlocking schemes, rating of protective devices or fuses, primary and secondary switchgear and metering facilities;
- ii. Manufacturer's drawings for switchgear complete with foundation details and nameplate information for the transformer;
- iii. Layout of substation including fences, enclosures, equipment placement and grounding; and

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- iv. A coordination study of all levels of protective devices is to be performed. The time current characteristics shall be plotted on a log graph paper and submitted for Guelph Hydro's review.

3.2.4.5 Loadbreak Switches

All loadbreak switches shall have lockable operating mechanisms. Tie switches on looped systems shall be interlocked with the main incoming switches. Open points on looped systems will be determined and controlled by Guelph Hydro and are subject to change without notice.

All switchgear, device configuration and fuse sizes or relay settings are subject to review and approval by Guelph Hydro.

Device nomenclature and its location will be determined by Guelph Hydro upon receiving switchgear drawings. Nomenclature plates shall consist of "lamicoid" type labels with 25-millimeter-high lettering and mounted with rivets or self-tapping screws.

3.2.4.6 Transformers

Transformers exceeding 1500 kVA shall be connected Delta-Wye. Transformers with a WYE connected primary winding where permitted shall have an exposed H0 bushing with removable ground strap.

Transformers shall be manufactured to comply with CSA Standard C802 (latest edition) when the service metering is located on the load side of the transformer.

3.2.4.7 Pre-Service Testing

Prior to energizing the Customer's substation, a Pre-Service Report shall be prepared in accordance with Guelph Hydro Specification PS1-1 and submitted to Guelph Hydro for review. A contractor who is qualified to perform high-voltage testing shall prepare this report. All testing shall be performed after the substation has been assembled and installed on the site. Guelph Hydro shall be given adequate notice to permit witnessing of test procedures.

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3.2.5 Temporary Services

Temporary services may be supplied overhead or underground subject to supply facilities and standards as outlined under Section 3.2. All connection and removal costs associated with Temporary Service Connections are recovered from the Customer through a Variable Connection Charge as outlined in Section 2.1.1.1.

3.2.6 Metering

3.2.6.1 General

Guelph Hydro will meter the Customer's service at the utilization voltage except for primary metered services as described in Section 3.2.6.7.

Every metered service or sub-service must have a separate disconnecting device with provision for locking. Metering facilities will be installed on the load side of and adjacent to the disconnecting device for all three-phase services and 240/120 V services greater than 200 A.

Meter locations are subject to approval by Guelph Hydro. Metering facilities shall not be located in an environment that could be hazardous to Guelph Hydro personnel or equipment. Metering facilities are to be located in an electrical room or contained in appropriate cabinets.

3.2.6.2 Multi-unit Buildings

To qualify for a separate meter, a unit must be a defined commercial space, or rentable area.

Any adjoining units having a common tenant or occupant are to be supplied by a single meter where practical.

All multiple metering installations are to be contained within an approved electrical room.

The Customer shall provide a floor plan identifying the unit numbers prior to the meters being installed and shall clearly and permanently

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identify each individual disconnect and meter location with the associated unit number in accordance with Standard 15-1007441-STD.

Metering for large plazas with multiple supplies shall have the metering grouped with relationship to the supply transformer.

3.2.6.3 Apartment Buildings

As an alternative to an electrical room, a closet with access from a common area may be provided. Metering for very large Apartment Buildings may be grouped by floors. The size of the meter closet is to be approved by Guelph Hydro.

Small Apartment Buildings will be permitted up to four grouped meters in an outdoor location without a main disconnecting device providing the main incoming service entrance capacity does not exceed 200 A.

3.2.6.4 Approval of Metering Assemblies and Switchgear

Where manufactured switchgear is to be installed, copies of the manufacturer's drawings must be submitted to Guelph Hydro for review with sufficient notice to permit Guelph Hydro to forward current transformers to the manufacturer for installation. Should sufficient notice not be provided, any costs associated with the installation of the current transformers will be chargeable to the development.

3.2.6.5 Metering Cabinet and Socket Information

The Customer shall provide meter bases or cabinets in accordance with Table 3.

Cabinets shall be installed in accordance with standards 15-1001715 STD and 15-1001716 STD complete with metal tabs for locking and removable steel backplate.

Guelph Hydro will supply and install connectors on the cable and make connections to the current transformers.

3.2.6.6 Meter Location

A minimum unobstructed clearance of one metre is to be maintained in front of meter cabinets and meters at all times.

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Access to electrical rooms containing metering facilities shall be direct to the exterior of the building or to a common area and shall not be obstructed in any manner. The Customer shall provide a key to the electrical room and any additional doors necessary for the purpose of gaining access to the electrical room. As an alternative, the Customer may mount a key safe provided by Guelph Hydro for containing the appropriate keys on or adjacent to the door(s) in accordance with standard 15-1001872 STD.

Electrical rooms or the space allocated to contain the electrical metering facilities shall have a minimum ceiling height of 2.1 metres and shall include lights with switch and duplex receptacle. The room shall not be used for storage in any manner. Meter locations shall be free from, or protected against, the adverse effects of moving machinery, vibration, dust, moisture or fumes.

3.2.6.7 Primary Metered Services

The Customer shall supply and install all primary metering in accordance with specification ME2-1 “Customer Provision for Remote Interrogation Metering of Single Feeder Installations” and specification ME1-3 “Customer Provision for Remote Interrogation Metering of Dual Feeder Installations”.

3.3 New Residential Developments

3.3.1 Townhouse Developments

Townhouse sites and other private developments where individual units are serviced internally (i.e., not directly from a public road allowance) are considered as connections and will require a Service Connection Agreement between Guelph Hydro and the Developer.

Where Guelph Hydro installs the distribution facilities within the development, the cost of installing these facilities, less an allowance based on the equivalent of a Basic Connection to each Residential unit, as defined in Section 2.1.1.1, shall be paid for by a capital contribution from the Developer.

The Developer may undertake the expansion work within the development provided such work does not involve existing Guelph Hydro Distribution System facilities. All material supplied and work performed shall be in

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accordance with Guelph Hydro specifications and the terms of the Service Connection Agreement. All design work including service locations and trench routes will be performed by Guelph Hydro.

3.3.2 New Residential Subdivisions

New Residential subdivisions involving the creation of new lots, blocks and municipal roadways are treated as Non-Residential Class Customers and will require a subdivision servicing agreement between Guelph Hydro and the Developer.

Guelph Hydro will perform an economic evaluation in accordance with Section 2.1.2.1 to identify any shortfall relating to the cost of the required expansion work, and this shortfall shall be paid for by a capital contribution from the Developer. The Developer will provide financial security sufficient to cover the cost of facilities being installed until the individual Residential services are connected.

Where a capital contribution is required, the Developer may undertake the expansion work within the development provided such work does not involve existing Guelph Hydro Distribution System facilities. All material supplied and work performed shall be in accordance with Guelph Hydro specifications and the terms of the subdivision servicing agreement. All design work including service locations and trench routes will be performed by Guelph Hydro.

3.4 Embedded Generation

Operation of a Customer's Embedded Generator shall not endanger workers or jeopardize public safety, or adversely affect or compromise equipment owned or operated by Guelph Hydro, or the security, reliability and the quality of electrical supply to other Customers connected to Guelph Hydro's Distribution System.

When the Customer connects an Embedded Generator to Guelph Hydro's Distribution System, an interface protection system shall be provided to minimize the severity and extent of disturbances to the Guelph Hydro's Distribution System and to minimize the effect on other Customers. Guelph Hydro may require this protection to include a transfer-trip scheme tied to the Guelph Hydro distribution feeder protection. The interface protection shall be capable of automatically isolating the generator(s) from Guelph Hydro's Distribution System and is subject to review and acceptance by Guelph Hydro. The Customer may be required to supply equipment to allow Guelph

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Hydro to monitor the status of the protection components at the generator, as well as the generator's output, at the Customer's expense.

The generating facilities shall be constructed in accordance with the Ontario Electrical Safety Code, Appendix F (Process for Connecting an Embedded Generator) of the Distribution System Code and shall comply with the detailed requirements outlined in "Distributed Generation Technical Interconnection Requirements". The Customer will be required to enter into an Embedded Generation Agreement for operating the generating facilities in parallel with Guelph Hydro's Distribution System.

3.4.1 Design Requirements

The Customer shall provide the following information:

- i. An electrical single line drawing showing all primary and secondary voltage facilities connected to the generator(s) including any interlocking schemes, rating of protective devices or fuses, primary and secondary switchgear and metering facilities;
- ii. Trip settings and delays at the interface devices;
- iii. Layout of generating facilities including all associated switchgear and metering facilities; and
- iv. A coordination study of all levels of protective devices is to be performed. The time current characteristics shall be plotted on a log-log graph paper and submitted for Guelph Hydro's review.

3.4.2 Connection of Micro-Generation Facilities

From every applicant for the connection of a micro-embedded load generation facility, Guelph Hydro requires information about capacity of the units, fuel type, technology and location of the facility. Where a site assessment is required, payment of an Assessment Fee to Guelph Hydro is required.

If the applicant received all necessary approvals, Guelph Hydro will make all metering arrangements and connect the generation facility to the system within five business days. If an Embedded Load Generation Facility is located at an existing Customer connection and a site assessment is not required, Guelph Hydro will connect the generation within 15 days after receiving the application. If an Embedded Load Generation Facility is located at an existing Customer connection and a site assessment is required, Guelph Hydro will connect the

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generation within 30 days after receiving the application. Where the connection is proposed at a new Customer location, Guelph Hydro will connect the generation within 60 days after receiving the application.

Guelph Hydro gives the applicant at least 30 days to accept the offer to connect the generation in each circumstance.

Where the owner of a micro-generation facility has a contract with the Independent Electricity System Operator (“IESO” or its predecessor, the Ontario Power Authority) under which the IESO is purchasing output from the Embedded Generation Facility, Guelph Hydro will purchase energy from the contract owner of a micro-generation facility in accordance with the pricing provisions of the contract and any rules as may be determined by the Ontario Energy Board or the IESO. The payments for energy purchased from the Embedded Generation Customers will be issued to the person or entity identified in the IESO (or its predecessor, the Ontario Power Authority) contract as the supplier/owner. The endorsement or redirection of payments to a third party or a representative of the supplier/owner is not permitted. The rules determined by the Ontario Energy Board or IESO are generally posted on the respective websites of each entity and are subject to updates and changes.

3.4.3 Connection of Other Generation Facilities

From every applicant for the connection of a generation facility, Guelph Hydro requires information about capacity of the units, fuel type, technology and location of the facility as well as payment of an assessment fee to Guelph Hydro.

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.

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.

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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.

If the Customer makes any material changes in the design, equipment and connection, the Customer must file the new information to Guelph Hydro for preparation of a new assessment.

After the Customer enters into a cost agreement, Guelph Hydro will conduct a design review to ensure the detailed engineering plans are acceptable. Guelph Hydro has a right to witness the testing and commissioning of the connection of the Embedded Generation Facility to the Distribution System.

Where the owner of an Embedded Generation Facility has a contract with the Independent System Operator (“IESO” or its predecessor, the Ontario Power Authority) under which the IESO is purchasing output from the Embedded Generation Facility, Guelph Hydro will purchase energy from the contract owner of an Embedded Generation Facility in accordance with the pricing provisions of the contract and any rules as may be determined by the Ontario Energy Board or the IESO. The payments for energy purchased from the Embedded Generation Customers will be issued to the person or entity identified in the IESO (or its predecessor, the Ontario Power Authority) contract as the supplier/owner. The endorsement or redirection of payments to a third party or a representative of the supplier/owner is not permitted. The rules determined by the Ontario Energy Board or IESO are generally posted on the respective websites of each entity and are subject to updates and changes.

3.4.4 Load Displacement Generation Requirements

This section applies to a Customer with an installed Embedded Generation project used to displace load or using generated power for its own facility. Requirements under this section also apply to embedded or behind-the-meter energy storage systems such as battery or flywheel storage.

For Load Displacement Generation projects, Guelph Hydro has a requirement for the installation of revenue metering, and the provision of Supervisory Control and Data Acquisition (“SCADA”) monitoring capability.

The revenue metering will be bidirectional interval metering, supplied and installed by Guelph Hydro at the Customer’s expense. The primary load

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revenue meter may also be upgraded to a bidirectional interval meter by Guelph Hydro at the Customer's expense. The Customer will provide field communication infrastructure as outlined in these Conditions of Service to support the revenue metering installation.

SCADA monitoring capability will either be provided by Guelph Hydro through the installation of a Supervisory Control and Data Acquisition Remote Terminal Units ("SCADA RTU") at the Customer's expense, or by other means acceptable to Guelph Hydro.

The Customer will work with Guelph Hydro to provide a suitable wireless antenna installation acceptable to Guelph Hydro for SCADA RTU telemetry, which could be in the form of a communications tower, monopole, roof mounted tripod or other alternative, along with ancillary equipment. Proposed project installation details are subject to Guelph Hydro review and approval.

3.4.4.1 Standby Power Charge

The Standby Power charge is applicable to Load Displacement Generation projects of 50 kW or higher capacity that require standby or backup power when the generator is partially generating, or not generating.

Costs associated with the maintenance and system capacity of the distribution system to be able to supply backup power to an Embedded Generator Customer, will be recovered in the form of a Distribution Standby Power charge. The Standby Power charge will be applied to the generator's peak demand per kilowatt for a month where standby power is partially provided or is not provided.

3.4.5 Net Metering

Load Customers who install a generation facility in accordance with Ontario Ministry of Energy Regulation 541/05 and who meet the following criteria may participate in Net Metering:

- i. The generator generates the electricity primarily for the generator's own use;
- ii. The generator generates the electricity solely from a renewable energy source;

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- iii. The maximum cumulative output capacity of the equipment used to generate the electricity that the generator intends to return to the distributor for net metering purposes is no greater than 500 kW based on the rated maximum output capacity of the equipment; and
- iv. The generator conveys the electricity that is generated directly from the point of generation to another point for the generator's own consumption without reliance on the Distributor's Distribution System before conveying any electricity that is in excess of the generator's own needs at the time of generation into the Distributor's Distribution System.

The connection of an eligible generator to Guelph Hydro's Distribution System is subject to any conditions of Guelph Hydro's distribution license governing the connection of generation facilities to the Distribution System. A net metering Customer must meet all generation requirements for Embedded Generation Facilities, as applicable, in Section 3.4 of this Conditions of Service document.

Eligible Customers with generation facilities may return surplus generated energy back into the utility-owned Distribution System to reduce their net energy consumption.

An electricity bill for a net metered Customer will reflect the difference between the value of the units of electricity exported to the grid and the value of the units of energy consumed from the grid each month. If the difference results in a net export of electricity by the Customer, a credit for the value of the units of net energy exported will appear on the Customer's account and will be carried forward and applied in a future billing period(s). After issuing a bill in any billing period where a Customer has carried an energy credit for all billing periods in the previous 10 consecutive months, the value of any remaining accrued electricity credits will be reduced to zero dollars (\$0) for the purpose of the next billing period.

Regulated electricity charges apply to the net consumption of electricity. Customer class specific fixed monthly service charges apply to all Customers.

To participate in net metering, the Customer must have an operational bi-directional revenue meter that records energy consumed and energy exported.

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3.5 Embedded Market Participant

Under the “Market Rules for the Ontario Electricity Market” Section 1.2.1, “No persons shall participate in the IESO-administered markets or cause or permit electricity to be conveyed into, through or out of IESO-controlled grid unless that person has been authorized by the IESO to do so”.

All Embedded Market Participants, within the service jurisdiction of Guelph Hydro, once approved by the IESO are required to inform Guelph Hydro of their approved status in writing, 30 days prior to their participation in the Ontario Electricity Market.

3.6 Embedded Distributor

The terms and conditions applicable to the connection of an Embedded Distributor shall be defined in the Connection Agreement with Guelph Hydro. This agreement is to be negotiated and executed prior to any connections to Guelph Hydro’s Distribution System.

All Embedded Distributors within the service jurisdiction of Guelph Hydro are required to inform Guelph Hydro of their status, in writing, 30 days prior to the supply of energy.

3.7 Unmetered Connections

3.7.1 General Conditions for Unmetered Load Connections

The preferred arrangement for the connection of electrical services is through a revenue metered connection, and all attempts will be made to connect customer electrical services in this manner. However, some loads are small in size and have predictable consumption patterns with consistent load magnitudes. Connections for these loads may under certain circumstances be provided without revenue metering. At the sole discretion of Guelph Hydro, Unmetered Load Connections will be offered in limited circumstances. If at any time, Guelph Hydro determines that an electric meter should be installed to measure electricity consumption at an existing unmetered connection, the Customer shall install all necessary equipment, in accordance with Guelph Hydro’s Conditions of Service, within 60 days of receipt of notice from Guelph Hydro. This will permit Guelph Hydro to install an electric revenue meter and bill based on actual usage. An Unmetered Load Connection may be permitted on a standard service with no accessories, while a service connection to power

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supply units that have additional accessories such as heaters or air conditioners, may require revenue metering, at Guelph Hydro's discretion. Where a revenue metered connection is established, it will be set up as an individual metered account.

Services that may be unmetered include cable TV power supplies, telephone switching equipment, telephone booths, bus shelters, rail way crossing signals, pedestrian cross-walks, traffic signals, cathodic protection, flasher beacons, outdoor signs, and other small fixed loads. Only loads connected at 750 volts or less, whose average monthly peak demand is less than, or forecasted to be less than 50 kW, may qualify as Unmetered Load Connections.

In order to bill and settle the electricity consumed through these connections, the Customer shall provide detailed manufacturer information and documentation with regards to electrical demand and / or consumption of the proposed unmetered load. Energy consumption will be based on connected wattage on the line side of the demarcation point, and based on an average twenty-four hours of use, calculated to include the impacts of both heating and cooling seasons over a year. The demarcation point for a metered connection is the line side of service entrance disconnect, switch, fuse, relay or other point of connection as determined by Guelph Hydro, while the demarcation point for an Unmetered Load Connection is the distribution system connection point, typically at the line tap on the secondary supply conductor.

In some instances, a detailed load study acceptable to Guelph Hydro may be required for calculation of the magnitude of the load and determination of its hours of usage. From time to time, Guelph Hydro may request the Customer to undertake, at the Customer's expense, an electrical usage profile study by using either a Guelph Hydro acceptable certified lab or acceptable field metering unit, the results of which are to be provided to Guelph Hydro in an acceptable format.

In addition, at Guelph Hydro's sole discretion, Guelph Hydro may elect to install revenue metering equipment at a number of Unmetered Load Connection locations, in order to independently validate the information provided by the Customer. Should the information provided by the Customer vary from the electricity consumption measured by Guelph Hydro's revenue metering equipment, Guelph Hydro reserves the right to disqualify the Customer's connection(s) as Unmetered Load Connection(s), as well as retroactively recover the unbilled consumption from the Customer, for the

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usage above that provided by the Customer through the Unmetered Load Connection documentation.

The Customer is responsible for notifying Guelph Hydro of any change in equipment and/or usage. Without such notice, Guelph Hydro is not obligated to make retroactive adjustments to billing or to continue to offer unmetered service to the fixed load.

The Customer shall contact Guelph Hydro for a new service connection request. For installations on Guelph Hydro owned poles, Guelph Hydro must approve the method of attachment and location of installations and the owner must enter into a Joint Use Agreement. For installations on poles owned by other joint use parties, Guelph Hydro will direct the Customer to the joint use party, in order for the Customer to obtain appropriate approvals prior to the new service connection.

When unmetered service connections are requested, and system enhancements or expansion are needed, the Customer shall pay for the cost of the required system enhancement or expansion, per Guelph Hydro's Conditions of Service and the Distribution System Code. Where transformation is required and does not currently exist, it will be provided in accordance with Guelph Hydro's Conditions of Service and the Distribution System Code. A capital contribution may be required. Any service connection relocation, re-design and/or inspection services may be provided by Guelph Hydro at the Customer's expense.

All Unmetered Load Connections are subject to Electrical Safety Authority requirements, including an Electrical Safety Authority "Authorization to Connect" prior to connecting the service. Guelph Hydro reserves the right to verify the connected Unmetered Load equipment against the connection request data. Data discrepancies may result in a delay in the connection of a new Unmetered Load Connection request, or potentially disconnection of an existing connection.

For an Unmetered Load Connection, the Customer will supply and install the service conductor to the demarcation or connection point indicated by Guelph Hydro, and Guelph Hydro will make the final supply connection to energize the service, as per Guelph Hydro's Conditions of Service. Any service connection relocation, re-design and / or inspection services may be provided by Guelph Hydro at the Customer's expense.

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Guelph Hydro owns and has operational control of the connection to the distribution system. The Customer owns and has operational control of all downstream equipment and facilities on the load side of the demarcation point. The Customer's disconnect device should be operated by qualified personnel. The Customer is responsible for maintaining and repairing its equipment and/or facilities.

Customers with Unmetered Load Connections shall not allow other Consumers to use unmetered electrical power from the Unmetered Load Connection(s) without the express written consent of Guelph Hydro.

All Unmetered Load connections fall under one of Unmetered Scattered Load, Sentinel Lighting or Street Lighting Rate classifications, and will be billed accordingly.

All metered connections will be classified as General Service ("GS") less than 50 kW, and will be billed with GS < 50 kW rates.

Guelph Hydro no longer offers new unmetered sentinel light services.

Consistent with Guelph Hydro practices, all Customers have the ability to provide input and comments in relation to the preparation of cost allocation studies, load profile studies and other rate-related materials. Guelph Hydro will communicate with and engage Unmetered Load Connection Customers in relation to the preparation of load profile and cost allocation studies.

3.7.2 Street Lighting

This section pertains to the supply and distribution of electrical energy for street lighting. Street lights are owned by the Municipality or the Township.

Connections for street lights are either overhead or underground, and are subject to Electrical Safety Authority requirements, including the provision of a suitable disconnect device. The supply of materials and street light installation will be at the Customer's expense, and the Customer will be responsible for paying the cost of work performed by Guelph Hydro related to the connection of Street Lighting.

Street lights will be individually or group controlled by a photocell. The Customer is required to provide regular updates of the number and type of street light connections. Information required includes individual luminaire

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wattage, including lamp and ballast or driver, and field installation or removal date. The street light records are added to Guelph Hydro's Geographic Information System (GIS) to support various distribution system operations and customer service functions, such as responding to street light outages for the Municipality.

The energy consumption calculation for street lights is based on the connected luminaire load overlaid with a street light load profile. The street light load profile determined by Guelph Hydro, and is based on local sunrise and sunset time, adjusted throughout the year. The energy charge is based on installed load, the load profile and Ontario Energy Board approved rates.

As part of Guelph Hydro's Customer Engagement program, on an annual basis, Guelph Hydro will meet with the Municipality or Township to review the number of street lights recorded as connection to the distribution system, as well as discuss other items. Related discussion and communications items may include electricity rates, bill calculation methodology, invoicing, load profile and cost allocation, as well as operational and/or maintenance concerns.

Section 4 – Glossary of Terms

4. Glossary of Terms

“Affiliate Relationship Code” means the code, approved by the Ontario Energy Board and in effect at the relevant time, which among other things, establishes the standards and conditions for the interaction between electricity distributors or transmitters and their respective affiliated companies.

“Apartment Building” refers to a building containing four or more dwelling units having access from an interior corridor system or common entrance.

“Application for Service” is the agreement or contract with Guelph Hydro under which electrical service is requested.

“Building” means a building, portion of a building, structure or facility.

“Conditions of Service” means the document developed by a Distributor in accordance with subsection 2.4 of the Distribution System Code (DSC) that describes the operating practices and connection rules for the Distributor.

“Connected Load” is the total kilowatt rating of all the electrical equipment on the Customer’s premises that is connected to the main service.

“Connection” means the installation and activation of Connection Assets.

“Connection Assets” means the 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 Distributor’s main distribution system and the ownership demarcation point with that customer.

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

“Demand” means the average value of power measured over a specified interval of time, usually expressed in kilowatts (kW). Typical demand intervals are 15 and 60 minutes.

“Demand meter” means a meter that measures a Customer’s peak usage during a specified period of time.

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“Developer” means the person(s) owning property for which new or modified electrical services are to be installed.

“Disconnection” means a deactivation of Connection Assets that results in cessation of distribution services to a Customer.

“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 or factors 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 Ontario Energy Board has required distributors to carry out.

“Distribution System” means the Guelph Hydro system for distributing electricity, and includes any structures, equipment or other things (located along streets, highways, or easements on private property) 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 (DSC)” means the code, approved by the Ontario Energy Board, and in effect at the relevant time, which, among other things, establishes the obligations of the 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.

“Easement” means a legal right-of-way on a Customer’s property for Guelph Hydro facilities, personnel and equipment.

“Electrical Safety Authority (ESA)” means the person or body designated under the Electricity Act regulations as the Electrical Safety Authority.

Section 4 – Glossary of Terms

“Eligible Low-Income Customer” means:

- a. a Residential electricity Customer who has been approved by the Central Service Provider for the Ontario Electricity Support Program; or
- b. a Residential electricity Customer who has been approved by a Low-income Energy Assistance Program (“LEAP”) Intake Agency for Emergency Financial Assistance.

“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 generation facility which is not directly connected to the IESO-controlled grid but instead is connected to a Distribution System.

“Embedded Retail Generator” means a customer that:

- a. is not a Wholesale Market Participant or a Net Metered generator
- b. owns or operates an Embedded Generation Facility, other than an emergency backup generation facility; and
- c. sells output from the Embedded Generation Facility to the Independent Electricity System Operator (“IESO”) under contract or to a Distributor.

“Embedded Wholesale Generator” means an Embedded Generator that is a Wholesale Market Participant.

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

“Emergency Backup” means a generation facility that has a transfer switch that isolates it from a Distribution System.

“Emergency Financial Assistance” means emergency financial assistance under Low-Income Energy Assistance Program (LEAP).

“Energy” means the product of power multiplied by time, usually expressed in kilowatt hours (kWh).

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

Section 4 – Glossary of Terms

“Energy Diversion” means unaccounted for electricity consumption which can be quantified through various measures upon review of the meter mechanism, such as unbilled meter readings, tap off load(s) before revenue meter or meter tampering.

“Enhancement” means a modification to the main Distribution System that is made to improve system operating characteristics, such as reliability or power quality or to relieve system capacity constraints resulting, for example, from general load growth, but does not include a renewable enabling improvement.

“Expansion” means a modification or addition to the main Distribution System in response to one or more requests for one or more additional Customer connections that otherwise could not be made.

“Extreme Operating Conditions” are as defined in the Canadian Standards Association (CSA) Standard CAN3-C235-87 (latest edition).

“General Service” means any service supplied to premises other than those designated as Residential, Large User, or Municipal Street Lighting. This includes Multi-unit Residential establishments such as Apartment Buildings.

“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.

“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.

Section 4 – Glossary of Terms

“House Service” means that portion of the electrical service in a multiple occupancy facility which is common to all occupants, (i.e., parking lot lighting, sign service, corridor and walkway lighting, et cetera).

“IESO” means the Independent Electricity System Operator established under the *Electricity Act*.

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

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

“Large User” means a Customer with a monthly peak demand of 5000 kilowatts (kW) or greater, regardless if the demand occurs in the peak or off-peak periods, averaged over 12 months.

“LEAP” means the Low-Income Energy Assistance Program established by the Ontario Energy Board.

“LEAP Intake Agency” means a social service agency, municipality or government agency that assesses a Residential electricity Customer’s eligibility for Emergency Financial Assistance.

“Load Control Device” is a load limiter, timed load interrupter or similar device that limits the consumption used to 30 A as a maximum or interrupts normal electricity service. This will typically allow the Customer to heat their premises and allow for a few other appliances to be used.

“Load Factor” means the ratio of average demand for a designated time period (usually one month) to the maximum demand occurring in that period.

“Load Displacement Generation” (“LDG”) or “Behind-the-Meter Generation” (“BMG”) refers to a Customer with an installed Embedded Generation project that is connected on the Customer side of a connection point, where the output of the generation facility is used or intended to be used exclusively for the Customer’s own consumption.

“Load Limiter Device” is a device that will allow a Customer to run a small number of electrical devices in his or her premises at any given time, and if the Customer exceeds the limit of the load limiter (30 A maximum), then the device will interrupt the power until it is reset.

Section 4 – Glossary of Terms

“Main Service” refers to the incoming cables, bus duct, disconnecting and protective equipment for a Building or from which all other metered sub-services are taken.

“Market Rules” means the rules made under Section 32 of the *Electricity Act, 1998*.

“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). The purpose of the Measurement Canada is to ensure the integrity and accuracy of measurement in Canada and has jurisdiction over the accuracy of electricity meters.

“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.

“Meter Service Provider” means any entity that performs metering services on behalf of a Distributor.

“Meter Socket” means the mounting device for accommodating a socket type revenue meter.

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

“MIST meter” means an interval meter from which data is obtained and validated within a designated settlement timeframe. MIST refers to “Metering Inside the Settlement Timeframe”.

“Multiple Dwelling” refers to a building which contains more than one self-contained dwelling unit.

“Non-coincident Peak Demand” is the highest Customer’s demand at a given time during the month and is 90% kilovolt ampere (kVA) demand for Power Factor less than 90% and kilowatt (kW) demand for Power Factor equal or higher than 90% kilovolt ampere (kVA).

“Normal Operating Conditions” are as defined in the Canadian Standards Association (CSA) Standard CAN3-C235-87 (latest edition).

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“*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 Distributor’s responsibility for operational control of distribution equipment including connection assets ends at the Customer.

“Owner” is a person or corporation owning property within the City of Guelph or Village of Rockwood.

“Ownership Demarcation Point” means the physical location at which a Distributor’s ownership of distribution equipment including connection assets ends at the Customer.

“Peak Demand” is 90% kilovolt ampere (kVA) demand for Power Factor less than 90% and kilowatt (kW) demand for Power Factor equal or higher than 90% kilovolt ampere (kVA).

“Person” includes an individual, a corporation, sole proprietorship, partnership, unincorporated organization, unincorporated association, body corporate, and any other legal entity.

“Plaza” refers to any building containing two or more commercial business tenants.

“Power Factor” refers to the ratio between Real Power and Apparent Power (i.e., kilowatt (kW)/kilovolt ampere (kVA).

“Primary Supply” includes any service or Distribution System which is supplied with a nominal voltage greater than 750 volts, typically 13.8/8.0 kilovolts.

“Private Property” means the property beyond the existing public road allowances.

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

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

“Regulations” means the regulations made under the *Electricity Act, 1998* or the *Ontario Energy Board Act, 1998.*

Section 4 – Glossary of Terms

“Residential” refers to all services less than 50 kilowatts (kW) supplied to single-family dwelling units for domestic or household purposes.

“Retail” with respect to electricity means:

- a. To sell or offer to sell electricity to a Customer;
- 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 (RSC)” means the code approved by the Ontario Energy Board and in effect at the relevant time, which, among other things, establishes a Distributor’s 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.

“Secondary Supply” includes any service or Distribution System which is supplied with a nominal voltage less than 750 volts.

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

“Service Date” is the date that the Customer and Guelph Hydro mutually agree upon to begin the supply of electricity by Guelph Hydro.

“Smart Meter” means a meter that is part of an advanced metering infrastructure that meets the functional specification referenced in the Criteria and Requirements for Meters and Metering Equipment, Systems and Technology Regulation, O. Reg. 425/06.

“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.

“Standard Supply Service (SSS) Code” means the code approved by the Ontario Energy Board and in effect at the relevant time, which, among other things, establishes

Section 4 – Glossary of Terms

the minimum conditions that a distributor must meet in carrying out its obligations to sell electricity under Section 29 of the *Electricity Act, 1998*.

“Subservice” refers to a separately metered service that is taken from the main building service.

“Supply Voltage” is the voltage at the Customer's main service entrance equipment (typically below 750 volts). Operating conditions are defined in the Canadian Standards Association (CSA) Standard CAN3-C235 (latest edition).

“Temporary Service” refers to an electrical service granted temporarily for such purposes as construction, real estate sales, trailers, ect.

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

“Transformer Room” means an enclosure built within a building to applicable codes to house transformers and associated electrical equipment.

“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 code, approved by the Ontario Energy Board, 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.

“Unmetered Loads” means electricity consumption that is not metered and is billed based on estimated usage.

“Upgrade” means replacement of an existing component of a Distribution System with a new component for purposes of improving the Distribution System's operating characteristics.

“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 IESO-administered markets.

Section 5 – Tables and Appendices

5. Tables and Appendices

5.1 Table 1 – Demarcation Points and Charges for Connection Assets

Service Class	Service Type	Ownership Demarcation Point	Service Charges
Residential	Overhead ¹	Connections at top of mast	No charge for basic connection or equivalent. Variable connection charge for additional facilities.
	Underground	Line side of meter base	Variable connection charge less basic connection allowance.
General Service	Overhead ¹	Connections at top of mast	Variable connection charge.
	Underground from overhead transformer	Line side of main switch or exterior meterbase where applicable	Variable connection charge.
	Underground from pad mounted transformer	Connections at load side of transformer	Variable connection charge.
	Transformer vault in building	Bus stub between electrical room and vault	Variable connection charge.
	Underground supplied Customer owned station	8,300 volt or 13,800 volt terminations at first point of isolation	Variable connection charge.
	Overhead supplied Customer owned station	First point of attachment on Customers property	Variable connection charge.

¹ Supply from overhead facilities is available in limited areas

Section 5 – Tables and Appendices

5.2 Table 2 – Available Voltages and Service Limitations

UTILIZATION VOLTAGE	Overhead Transformers ¹		Pad-mounted Transformers		Transformer Vault	
	Maximum Service Size ²	Maximum Transformer Size	Maximum Service Size ²	Maximum Transformer Size	Maximum Service Size ²	Maximum Transformer Size
240/120 V 3 wire	400 A	75 kV.A	600 A	100 kV.A	N/A	N/A
208Y/120 V 4 wire	N/A	N/A	2500 A ³	750 kV.A	2500 A ³	750 kV.A
600Y/347 V 4 wire	200 A	150 kV.A	1600 A ³	1500 kV.A	1600 A ³	1500 kV.A

N/A – not available

¹ Supply from overhead facilities is available in limited areas.

² Limitations to service entrance size are intended as a guide and may be further reduced depending on the nature of the load. In all cases, the transformer capacity in kVA will be the limiting factor.

³ Service Entrance equipment has to be 80% rated.

Section 5 – Tables and Appendices

5.3 Table 3 – Metering Cabinet and Socket Information

Voltage	Wire	Phase	Service Size	Socket Type No. of Jaws	Size of Metering Cabinet containing CTs & PTs ³		Size of Metering Cabinet for Switchgear containing CTs & PTs
					Copper Conductor	Aluminum Conductor	
240/120 V	3	1	Up to 200 A	4	N/A	N/A	N/A
			400 A	N/A	36" x 36" x 12"	48" x 48" x 12"	30" x 30" x 10"
			600 A	N/A	48" x 48" x 12"	48" x 48" x 12"	30" x 30" x 10"
208Y/120 V	3	1	up to 200 A	5	N/A	N/A	N/A
	4	3	up to 200 A	7	N/A	N/A	N/A
			400 A	N/A	36" x 36" x 12"	48" x 48" x 12"	30" x 30" x 10"
			600A and up	N/A	48" x 48" x 12" ¹	48" x 48" x 12"	30" x 30" x 10" ¹
600Y/347 V	4	3	up to 100 A	7	N/A	N/A	N/A
			200 A	see note ²	36" x 36" x 12"	36" x 36" x 12"	N/A
			400 A	N/A	36" x 36" x 12"	48" x 48" x 12"	30" x 30" x 10"
			600 to 800 A	N/A	48" x 48" x 12" ¹	48" x 48" x 12"	30" x 30" x 10" ¹
			1,000A and up	N/A	N/A	N/A	30" x 30" x 10" ¹
8,300/4,800 V	4	3	See Section 4	N/A	N/A	N/A	30"x 30" x 10" ¹
13,860/8,000 V	4	3	See Section 4	N/A	N/A	N/A	30" x 30" x 10" ¹

N/A – not available

¹ Provision is to be made for a remote interrogated metering system (RIMS), refer to Guelph Hydro standards.

² Socket type (7 jaw) meter bases will be permitted in buildings with multiple metered sub-services. Guelph Hydro continues to require metering cabinets as specified for individual buildings with 200A, 600Y/347V services and single metering point.

³ If using triple conductor runs, contact Guelph Hydro's Technical Services Department prior to installation.


Section 5 – Tables and Appendices

5.4 Table 4 – Recommended Voltage Variation Limits for Circuits up to 1000 V, at Service Entrances

Nominal System Voltages	Voltage Variation Limited			
	Application at Service Entrances			
	Extreme Operating Conditions			
		Normal Operating Conditions		
Single Phase 120/240 240	106/212 212	110/220 220	125/250 250	127/254 254
Three-Phase 4-Conductor 120/208Y 347/600Y	110/190 306/530	112/194 318/550	125/216 360/625	127/220 367/635
Three-Phase 3-Conductor 600	530	550	625	635

Appendix A

5.5 Appendix A: Customer Complaint Resolution Policy

 <p>ADMINISTRATION PROCEDURE</p>	<p>Subject: CUSTOMER COMPLAINT RESOLUTION Number: ADM-9 Date: April 2003 Revised: December 2013 Page 1 of 1</p>
<p>Approved by: Chief Financial Officer</p>	<p>Signature:</p>

1.0 PURPOSE

The purpose of this procedure is to outline a complaint resolution process consistent with Guelph Hydro Electric Systems Inc. (“Guelph Hydro”) Distribution Licence.

2.0 VERBAL COMPLAINT

- A Guelph Hydro Customer who has a complaint will be asked to provide their name, address, telephone number and the nature of the complaint. The complaint will be logged in the Customer Information System.
- The matter will be referred to the appropriate department and will be resolved by the department in a normal manner for this type of item.
- If the Customer wishes to escalate the matter, the item will follow Guelph Hydro’s organizational level of authority until the matter is brought to the attention of the CFO.
- If the CFO feels the matter is significant enough, the CFO shall have the option to bring the matter to the attention of the COO or CEO for further action.

3.0 WRITTEN COMPLAINT

- A Customer complaint in writing is to be delivered simultaneously to the CFO, COO or CEO.
- The CFO, COO or CEO will assign the complaint investigation to the appropriate member of the senior management team.
- The investigation will be completed in no more than five business days and the results of the investigation will be reported to the CFO, COO or the CEO.
- The Customer is to be advised of the results of the investigation by letter immediately following the report to the CFO, COO or CEO.

4.0 THIRD PARTY COMPLAINTS RESOLUTION

Customers are to be advised that if they are not satisfied with the resolution the matter can be addressed to the Ontario Energy Board (OEB) www.ontarioenergyboard.ca.

Appendix B

5.6 Appendix B: General Service and Residential Service Deposit Policies



GENERAL SERVICE DEPOSIT POLICY

INTRODUCTION

Guelph Hydro Electric Systems Inc. (Guelph Hydro) is a Local Distribution Company (LDC) regulated by the Ontario Energy Board (OEB) by the powers granted to the OEB by the Provincial Government through the enactment of Bill 35, 1998; *The Energy Competition Act*, *The Electricity Act*, and *The Ontario Energy Board Act 1998*.

Deposit policies are an integral component of Guelph Hydro's risk management processes. The deposit policies contained herein are established in accordance with the aforementioned legislation and are consistent with the applicable guidelines established by the OEB (Retail Settlement Code, Standard Supply Service Code, the Distribution System Code and the Electricity Distribution Rate Handbook).

DEFINITIONS

"Distributor Consolidated Billing" – Under this billing scenario, Guelph Hydro issues a bill to the Retailer's Customer for all applicable charges, including the cost of electricity. Guelph Hydro bears all Customer non-payment risk.

"NSF Payments" – NSF payments are defined as payments returned by financial institutions for reasons of non-sufficient funds, and include cheques and automatic withdrawals.

"Retailer Consolidated Billing" – Under this billing scenario, the Retailer issues the bill to the Customer for all applicable charges, including distribution charges. In this case, the Retailer is responsible for all non-payment risk.

"Satisfactory Payment History" – A satisfactory payment history is achieved when there has been not more than one non-sufficient funds (NSF) cheque or Pre-Authorized Payment returned NSF presented by the Customer in the previous five years, as well, the Customer must have received not more than one disconnection notice or collection trip in the past five years. The same conditions apply for a seven-year period for a non-residential Customer in the greater than 50 kW demand rate class.

"Standard Supply Service" – Customers who have not enrolled with a Retailer are provided "standard supply service" by Guelph Hydro. Electricity is supplied to standard supply service

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Customers at wholesale market or fixed prices. Under this billing option, Guelph Hydro issues bills to the Customer for all charges and Guelph Hydro bears all Customer non-payment risk.

TYPE OF DEPOSITS

- Deposits may be paid in cash, cheque, money order, credit card, irrevocable letter of credit, or letter of guarantee from a recognized financial institution, or a power bond.
- A Letter of Guarantee or a Letter of Credit issued by a recognized financial institution must be irrevocable instruments, issued for a minimum of one year and contain a clause to automatically extend the Letter of Guarantee or Letter of Credit until Guelph Hydro provides a letter authorizing its cancellation.
- A Power Bond issued by an Insurance Company must be irrevocable and proof of premium payments must be provided to Guelph Hydro annually.
- In special circumstances, deposits may be paid in installments with the approval of the Credit Supervisor.
- Deposits are not transferable from one Customer to another unless approved by the Credit Supervisor.

DEPOSIT REQUIREMENTS AND DEPOSIT REFUNDS

All General Service Customers shall pay a deposit, with the following exceptions:

- Existing General Service Customers who do not have a deposit currently posted with Guelph Hydro are exempt provided they have maintained a satisfactory payment history as defined above.
- Customers who are billed under the Retailer Consolidated option are not required to post a deposit.
- Where an existing General Service Customer moves location or expands to an additional facility, the Chief Financial Officer, or the Credit Supervisor, has the authority to waive a security deposit where that Customer has established a satisfactory payment history in the previous five years if they are in the less than 50 kW demand rate class. The same applies for a seven year period for a non-residential Customer in the greater than 50 kW demand rate class.
- New Customers may provide to Guelph Hydro a letter of reference from their former utility or a credit report from a recognized credit rating agency stating that they have maintained an account for five consecutive years in the previous six years for General Service Customers in the less than 50 kW demand rate class. The same applies for a seven consecutive year period

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in the previous eight years for any other non-residential Customer in the greater than 50 kW demand rate class. The letter or Credit Bureau Report must indicate a Satisfactory Payment history. A utility is defined as an Electricity or Gas Distribution Company.

- A non-residential Customer in any rate class other than a < 50 kW demand rate class may have their security deposit reduced upon receipt of a Credit Bureau rating as follows:

Credit Rating	Reduction
(Standard and Poor's ratings)	
AAA- and above or equivalent	100%
AA-, AA, AA+ or equivalent	95%
A-, from A, A+ to below A or equivalent	85%
BBB-, from BBB, BBB+ to below A or equivalent	75%
Below BBB- or equivalent	0%

- Note: Any letter of reference or Credit Bureau report presented must be in the same Company name as the Company requesting service.
- New Customers who receive a satisfactory credit rating from a recognized credit reporting agency, the cost and responsibility for attaining a credit report are with the Customer.
- New Customers who receive a credit reference from a gas or hydro Utility with a satisfactory payment history, the cost and responsibility for attaining a credit reference are with the Customer.

Deposits will be refunded to the Customer once a satisfactory payment history as defined above has been established for a period of five years if they are in the less than 50 kW demand rate class and a period of seven years if they are in the greater than 50 kW demand rate class, as long as the Customer remains a standard supply service or distributor consolidated Customer. If the Customer switches from distributor consolidated or standard supply service to the retailer consolidated billing option, or terminates service with Guelph Hydro, any deposit on record will be refunded. Deposits are refunded as a credit on the Customer's final account. The deposit and interest will be used to pay the Customer's final account. Any remaining credit will be refunded to the Customer. Deposits will only be refunded to the Customer whose name appears on the bill.

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In the event the Customer chooses not to provide a deposit, Guelph Hydro reserves the right to discontinue service in accordance with the Guelph Hydro Conditions of Service document and the OEB code.

DEPOSIT AMOUNT

Should a deposit be necessary, the amount of the deposit will be 2.5 times the average consumption for a like business in the past 12 months.

A new Customer will be required to provide information on its premises, intended uses and electricity requirements to enable Guelph Hydro to estimate monthly consumption. If a new Customer is moving to a location that has previously been occupied and is unable to provide data on electricity consumption, the distributor will make a reasonable estimate. If the previous occupant was not a similar type of business, Guelph Hydro may use the consumption of another business of a similar type and size in Guelph to estimate the deposit amount.

Deposit requirements will be reviewed annually and will be adjusted for variance in rates, OEB requirements, payment history, and Customer consumption. If the Customer's price is fixed, the deposit amount will be based on the fixed price.

INTEREST

Interest will be paid to a Customer on a yearly basis.

Interest will be calculated at the rate prescribed by the OEB, currently the prime business rate, less 2% and updated quarterly.

Interest on cash security deposits shall begin to accrue from date of receipt by Guelph Hydro at its head office.

On installment security billing deposits, interest shall begin to accrue from the date of receipt by Guelph Hydro at its head office of the last installment payment.

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RESIDENTIAL SERVICE DEPOSIT POLICY

INTRODUCTION

Guelph Hydro Electric Systems Inc. (Guelph Hydro) is a Local Distribution Company (LDC) regulated by the Ontario Energy Board (OEB) by the powers granted to the OEB by the Provincial Government through the enactment of Bill 35, 1998; *The Energy Competition Act*, *The Electricity Act*, and *The Ontario Energy Board Act 1998*.

Deposit policies are an integral component of Guelph Hydro's risk management processes. The deposit policies contained herein are established in accordance with the aforementioned legislation and are consistent with the applicable guidelines established by the OEB (Retail Settlement Code, Standard Supply Service Code, the Distribution System Code and the Electricity Distribution Rate Handbook).

DEFINITIONS

"Distributor Consolidated Billing" – Under this billing scenario, Guelph Hydro issues a bill to the Retailer's Customer for all applicable charges, including the cost of electricity. Guelph Hydro bears all Customer non-payment risk.

"NSF Payments" – NSF payments are defined as payments returned by financial institutions for reasons of non-sufficient funds, and include cheques and automatic withdrawals.

"Retailer Consolidated Billing" – Under this billing scenario, the Retailer issues the bill to the Customer for all applicable charges, including distribution charges. In this case, the Retailer is responsible for all non-payment risk.

"Satisfactory Payment History" – A satisfactory payment history is achieved when there has been not more than one payment or Pre-Authorized Payment returned as NSF presented by the Customer in the previous 12 months and not more than one disconnection/collection notice in the previous 12 months. As well, a Customer must not have had any disconnection or collection trips in the previous 12 months.

New Customers may provide to Guelph Hydro a letter of reference from their former utility stating that they have maintained an account for 12 consecutive months within the past 24 months (alternatively, the Customer may provide a credit report from a recognized credit rating agency). The letter or credit bureau report must indicate a satisfactory payment history. A utility is defined as an electricity or gas distribution company.

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“Standard Supply Service” – Customers who have not enrolled with a Retailer are provided “standard supply service” by Guelph Hydro. Electricity is supplied to standard supply service Customers at wholesale market or fixed prices. Under this billing option, Guelph Hydro issues bills to the Customer for all charges and Guelph Hydro bears all Customer non-payment risk.

DEPOSIT REQUIREMENTS

All Residential Customers are required to post a deposit, except in the following circumstances:

- Customers who have maintained a satisfactory payment history as defined above
- New Customers who receive a satisfactory credit rating from a recognized credit agency
 - The cost and the responsibility for attaining a credit report are with the Customer
- Customers who are billed under a Retailer Consolidated Billing agreement
- New Customers who receive a credit reference from a gas or hydro utility with a satisfactory payment history
- Customers enrolled in Pre-Authorized Payment Plan or Equal Payment Plan

In the event the Customer chooses not to provide a deposit, Guelph Hydro reserves the right to discontinue service in accordance with the Guelph Hydro Conditions of Service document and the OEB Code.

DEPOSIT AMOUNT

In the event that a deposit is required, the amount of the deposit will be determined as follows:

For monthly accounts, the deposit will be based on 2.5 times the average consumption for a like residence over a 12-month, consecutive period in the last two years. For Customers who received more than one disconnection/ collection notice in the relevant 12 month period, a deposit will be calculated based on the highest actual or estimated bill in the past 12 months.

Deposit requirements will be reviewed annually and will be adjusted for variances in rates, OEB requirements, payment history and Customer consumption. If a fixed rate is applicable at the time the deposit is being calculated, the bills used as a reference point will be adjusted to reflect the fixed price.

Effective January 1, 2011

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Residential Customers can pay a required deposit, an increase in a security deposit or a replacement of a deposit applied against arrears, in equal installments over at least six months, if a payment arrangement is approved by Guelph Hydro's Credit department and/or Credit Supervisor.

There will be a review of the security deposit during the year after the first anniversary of the first installment payment.

Security deposits will be applied against arrears to cover any amounts owing before a disconnection notice can be issued to a residential Customer.

When a security deposit has been applied against any arrears, the Customer may have to repay the security deposit, and may be allowed to do so in equal installments at the discretion of Guelph Hydro's Credit department and/or Credit Supervisor.

TYPE OF DEPOSITS

Deposits may be paid by cash, cheque, money order, credit card, or Paymentus.

DEPOSIT REFUNDS AND INTEREST

Deposits will be refunded to the Customer once a satisfactory payment history, as defined above, has been established for a period of 12 consecutive months.

Deposits will be refunded when a Customer switches from distributor consolidated billing or standard supply service, to retailer consolidated billing. Deposits will also be refunded when a Customer terminates their account with Guelph Hydro.

Deposits are refunded as a credit to the Customer's account. For a final account, the deposit and interest will be used to pay the Customer's final account. Any remaining credit will be refunded to the Customer. Deposits will only be refunded to the Customer whose name appears on the bill.

Deposit refunds for final accounts will be sent to the Customer within six weeks after closing their account.

Deposits are not transferable from one Customer to another unless approved by the Credit Supervisor.

Interest will be paid to the Customer on a yearly basis.

Interest will be calculated at the rate prescribed by the OEB, currently prime business rate, less 2%, and updated quarterly.

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Interest on cash security deposits shall begin to accrue from date of receipt by Guelph Hydro at its head office.

On installment security billing deposits, interest shall begin to accrue from the date of receipt by Guelph Hydro at its head office of the last installment payment.

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Self-Declaration Form for Consumer Security Deposits on Bulk-Metered Residential Condominium Corporations

Bulk-metered residential condominiums may qualify for residential customer treatment of their security deposit if they meet certain criteria.

In order to qualify, the property of the customer must be a property as defined in the *Condominium Act, 1998* and also be a *residential* condominium corporation.

For these security deposit rules to apply, qualifying electricity consumers must provide a signed declaration attesting to their legal status as a residential condominium corporation.

If you have more than one qualified account, you must complete a separate form for each account.

Account Number:

Customer Name (as it appears on your bill)

Service Address:

Certification

The information provided on this form and any additional attachments must be provided by an individual having the authority to certify the accuracy of that information. This individual should be either the current President or Treasurer of the applicable condominium corporation.

I certify the above information to be true, correct and complete. Any penalty or action resulting from false declaration shall be borne by the customer.

Condominium Corporation's Name:

Name, Phone Number and Title of Authorized Signatory:

Signature:

Date:

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All information submitted in this process will be used by Guelph Hydro in support of our obligations under the Electricity Act, 1998, and the Ontario Energy Board Act, 1998, applicable Ontario Energy Board Codes and Rules, associated policies, standards and procedures and Guelph Hydro's license. Guelph Hydro will use the information collected on this form for billing and auditing purposes.

This information will be retained by Guelph Hydro and may be subject to review by the Minister of Finance pursuant to the Ontario Energy Board Act, 1998. If you have any questions about this collection, or the ways in which your personal information may be used by Guelph Hydro, please consult our [Privacy Policy](#). If you have any questions regarding this process, please call our Customer Service Department at 519-822-3010.

Guelph Hydro Electric Systems Inc. is firmly committed to providing accessible, quality service to all customers and visitors. It is our goal to ensure that all members of the public receive the same level and quality of service, regardless of any barriers there may be. If you require this form in an alternate format, please contact our Customer Service Department by telephone at 519-822-3010, by email at cservice@guelphhydro.com, or visit the [Guelph Hydro website](#) and use our online chat function.

Please return this completed form to:

By Mail: Guelph Hydro Electric Systems Inc.
395 Southgate Drive,
Guelph, ON N1G 4Y1
Attention: Customer Service

By Fax: 519-822-0960

By Email: cservice@guelphhydro.com