

Conditions of Service (version 6)
Summary of Changes
 January 4, 2017
 Updated (added highlighted content): January 27, 2017

The following list is a summary of the significant changes that are being proposed for the Conditions of Service, version 6.

These changes have been applied and highlighted in the draft version of the document which is available at hydroottawa.com/cos.

Section	Subject	Detail
Various	Embedded Energy Resource Facility	Replaced Generator terminology to Embedded Energy Resource Facility and added to Definitions.
Various	Embedded Retail Energy Resource Facilitator	Added the scenario of an Embedded Retail Energy Facilitator Customer who owns or operates an Embedded Energy Resource Facility which sells generation to the Independent Electricity System Operator (IESO) or local distribution company (LDC) under contract and added to Definitions.
1.7.1	Access Timing	Added where Hydro Ottawa requires access for distribution system switching or general equipment status check, the Customer shall provide access to the equipment within sixty (60) minutes when requested by Hydro Ottawa.
1.7.2	System Planning Information	Added caveat that previously supplied information may be subject to change without notification.
2.1	Connection	Added provision of a Design Deposit for preparing an Offer to Connect.
2.1	Connection	Added provision for a potential material and construction Deposit for project-specific equipment.
2.1.1	Property that Lies Along	Added option for Hydro Ottawa to provide multiple Supply Points (>1km apart) on Hydro Ottawa owned, on-property distribution infrastructure.
2.1.2	Expansions and Offer to Connect	Added MUSH (e.g. municipalities, universities, schools, hospitals, or other similar government institutions or agencies) exemption from Design or Material Deposit in lieu of other commitments.
2.1.2.1	Load Customers and Non-renewable Energy Resource	Expanded section to detail economic evaluation process, offsets, capital contribution requirement and final economic

	Facilities	<p>evaluation process and outcomes.</p> <p>Clarified new Residential Customer entitlements and what exceptions may apply.</p>
2.1.2.3	Offer to Connect	Clarified conditions where initial Offer to Connect is free; may require a capital contribution and/or Expansion Deposit and related processes and how HOL may realize the Deposits to cover amounts owed by the Customer.
2.1.6.5	Opening and Closing Accounts	Added process for establishing an account for new residential/commercial properties, or, Energy Resource Facilities.
2.2.1	Refusal to Connect or Right to Disconnect	Added condition that compromises to system integrity may lead to the termination of electrical service.
2.2.2	Customer Initiated	Clarified conditions under which permanent service removals will be provided at no cost.
2.3.4	Standard Voltage Offerings	Updated listing to reflect voltages currently offered by Hydro Ottawa.
2.3.7.3	Revenue Meter Costs	Added small commercial customers for cost recovery of new meters and associated communication link
2.3.7.4	Individual Suite Metering for Newly Constructed, Multiple Unit Buildings	Clarified that Check Meters will not be used for revenue billing purposes.
2.3.7.7	Revenue Meter Reading	Added provision that consumption will be estimated in the absence of a reading.
2.4.4.1	Security Deposit Exemption	Added security deposit practices for qualified Low-Income Customers.
2.4.5.5	Transformer Ownership Credit	Clarified that unmetered and temporary services do not receive a Transformer Ownership Credit (TOC) and grandfathering conditions for TOCs that existed prior to November 1, 2000.
2.4.5.6	Transformer Loss Charge	Replaced Dry Core Transformer Charge with Customer owned transformer charges, clarifying conditions where the Customer is financially responsible.
2.4.5.8	Site Specific Losses	Added Energy Resource Facility to provisions.

4.5.11	Aggregated Billing for Multiple Services	Proposed additional service to allow aggregated billing of multiple Customer services under specific conditions, which is still under review by internal stakeholders.
2.4.6.1	Methods of Payment and Payment Plans	Expanded options for bill payment.
2.4.6.2	Payments and Late Payment Charges	Clarified late payment practices.
2.4.7.1	Eligible Low-Income Customers and Low-Income Energy Assistance Programs	Updated Low-Income Customer Assistance Programs.
2.4.7.1.1	Low-Income Emergency Assistance Program	Updated section on Low-Income Energy Assistance Program (LEAP); what it is, how a Customer's eligibility is derived and how to apply.
2.4.7.1.2	Ontario Electricity Support Program	Updated section on Ontario Electricity Support Program (OESP); what it is, how a Customer's eligibility is derived and how to apply.
2.6	Customer Rate Classification and Designation	Clarified methodologies for determining a new Customer Rate Classification, including default option.
2.6.1	New Customer Rate Classification and Designation	Updated criteria for classes.
2.6.2	Existing Customer Rate Classification Review and Designation	Updated criteria for existing Customer Rate Classification reviews.
3.0.8	Property Reinstatement	Added section outlining developer and property owner responsibilities with respect to new subdivision driveways and sidewalks.
3.0.9	Underground Secondary Services General Requirements	Revised provisions to specify 'secondary services' and added provision on meter base spacing for underground supply pipes located on the side of the building (opposed to buried).
3.0.16	Work on Integral Equipment	Added caveat "unless there is an agreement that states otherwise".
3.0.17	Other Points of Ownership Demarcation	New Section detailing demarcation of control signal lines and secondary distribution vault supplies.

3.0.18	Electric Vehicle Chargers	New Section encouraging customer to contact HOL when purchasing/installing an EV charger.
3.1.3.7	Servicing Cost	Revised section relating to secondary residential Customers with respect to system expansion.
3.1.4.1	Service Information	Replaced “for more than” with “for up to” 600 A service.
3.2.1	Point of Demarcation	Added provision for demarcation when supplied from a secondary distribution vault.
3.2.2	Service Requirements	Added 120/208V, 2-phase, 3-wire which Hydro Ottawa currently offers.
3.8	Unmetered Services	<p>Added provision regarding unlicensed distributors and that legacy unmetered billboards be metered by December 31, 2020, at the owner’s cost.</p> <p>Added any metered or un-metered Customer shall not be an unlicensed distributor to another un-metered Customer without written approval from the Ontario Energy Board (OEB).</p>
3.9	Temporary Services	Added conditions with respect to separate Temporary Services in addition to existing electrical Service.
3.9.1	Service Requirements	Added 347/600V, 3-phase, 4-wire overhead supply up to 400A.
4	Glossary of Terms	Definitions added.
Appendix B	Economic Evaluation Model for Distribution System Expansion/Enhancement	Revised provision on stand-by rates; added further clarification on demarcation and connection types and the system expansion process.
Appendix F	Table A and Table B	Updated tables for underground service voltage and transformer size offerings.
Appendix G	Standard Fees	Added, revised and clarified some requirements and formulas.
Appendix G	G-0: General Notes and Guidelines when using Appendix G	Clarified numerous conditions and added differences in triggering upgrade to HOL technical standards when a customer completes equipment maintenance versus upgrade.
Appendix G	G-2.3 Special Services – 347/600V Basic Connection Fees	Updated transformer rental fee.

Appendix G	G-3.2 Vault Access Fee	Added clause regarding a Customer or third party other than the Property Owner requesting primary Isolation.
Appendix G	G-3.4 Customer Technical Support	Modified section name and added fee clause for technical support after initial consultation.
Appendix G	G-3.6 Construction/Maintenance Field Support	Added a warranty period of one year for Hydro Ottawa work unless otherwise stated.
Appendix G	G-3.7 Cancellation or Site Not Ready for Hydro Ottawa Work	Added new section on Customer Cost responsibilities where less than two business days' notice is received for cancellation or that the Customer's Property conditions are not ready.
Appendix G	G-3.8 Vegetation Management Support by Hydro Ottawa	Addition of Hydro Ottawa service to provide Customer vegetation removal when working in the Customer's area.