

Conditions of Service (Proposed Version 7) – Summary of Changes

January 14, 2019

The following list is a summary of the significant changes that are being proposed for the Conditions of Service, Version 7.

These changes have been applied and highlighted in the proposed version available at hydroottawa.com/cos.

Section Number		Subject	Area of Focus	Details
Version 6	Version 7			
N/A	Various	Copy editing	Edits were applied to a variety of sections throughout the document.	Copy editing including corrections to grammar, style, duplication and word usage.
N/A	Preface	Preface	Added an introduction to assist customers in finding the information they need within the document.	Added a high level plain language overview of the Conditions of Service and details about the sections.
1.6	1.6	Customer Rights and Responsibilities	Added a clear statement of both customer rights and responsibilities, aligning with the Ontario Energy Board's Consumer Charter. The previous version focused on details of obligations, and did not reference customer rights.	Section updated to identify customer rights.
1.7	1.7	Distributor Rights and Responsibilities	Included a clear statement of Hydro Ottawa's rights and responsibilities as a distributor of electricity, aligning with the Ontario Energy Board's Consumer Charter. Previous version focused on details of Hydro Ottawa's rights and did not include Hydro Ottawa's responsibilities.	Added Hydro Ottawa's responsibilities such as the responsibility to provide safe and reliable service, e.g. (in line with the Ontario Energy Board's Consumer Charter)

2.1.1	2.1.1	Multiple Supply Points	Added new content to support details related to electric vehicle supply points and safety requirements.	Updated to indicate that typically one supply point is provided, however, Hydro Ottawa may choose to permit multiple services per property.
2.1.2.1	2.1.3.1	Basic Credit for infill	Clarification was made regarding rules for the application of a basic credit on infill development.	The limitation of one Basic Credit per 25 years was removed.
N/A	2.1.4	Conditions Requiring Upgrade (for customers)	Clarification was made regarding the conditions that would require the customer to upgrade their equipment when they are undertaking work.	Property conditions related to service upgrades previously noted in Appendix G were moved to this section.

Section Number		Subject	Driver	Detail
Version 6	Version 7			
2.2.1	2.2.1	Refusal to (re)connect for previous arrears	Updated the Right to Disconnect/Refusal to connect and made changes related to the disconnection moratorium.	Updated Hydro Ottawa's right to refuse to connect or reconnect.
2.3.7.2	2.4.8.2	Interval Revenue Metering Communication Link	Updated customer requirements regarding interval metering to help facilitate wireless communication.	Details about wireless and non-wireless communication solutions were added, including the costs.
2.4.6.2	2.5.6.2	Aggregated Billing	Clarified information related to aggregated billing and aligned the details with the Ontario Energy Board's rulings related to the Industrial Conservation Initiative (ICI) program.	Added new section (d) for aggregated billing for single load facilities with multiple supply points.

3.0.16	3.0.16	Work on Integral Equipment	Clarified existing wording related to the maintenance of integral customer owned equipment.	Updated content to indicate the process for reviewing and approving maintenance on integral customer owned equipment.
3.1.3.7	3.1.3.7	Basic Credit with Infill	Clarified details which implied that only a Basic Credit or Economic Evaluation would be provided with a basic connection.	Updated to indicate that overhead serviced residential customers will receive a credit for a basic connection including one clearance or in-line pole. Any further cost related to the expansion of the main distribution system is offset through Economic Evaluation.