HydroOttawa	TITLE: Procedure	
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Electrical Vehicle Charging Connection Procedures for Commercial Customers

REVISION SHEET

Revision	Description of Change	Date	Initial
0	Original Document	2024-05-22	ai/kpl

TABLE OF CONTENTS

PAGE

TABLE OF FIGURES

TABLE OF TABLES

1. Introduction

Welcome to the Electric Vehicle Charging Connection Procedure document. This document outlines the step-by-step process for requesting an electric vehicle charging connection within commercial premises. Clear delineation of roles and responsibilities between the customer and Hydro Ottawa Limited is essential for a smooth and efficient connection process. By adhering to the guidelines laid out in this document, both parties can ensure a seamless transition to electric vehicle charging infrastructure.

2. References

Ontario Energy Board - *Electric Vehicle Charging Connection Procedure*
Ontario Energy Board - *Distribution System Code*

3. Scope

This procedural document is intended for commercial customers seeking to install and connect electric vehicle supply equipment for their premises. It delineates the step-by-step process and outlines the roles and responsibilities of both the commercial customer and Hydro Ottawa Limited during the connection of EV charging infrastructure. This document applies to commercial establishments across all industries and sectors, aiming to facilitate the seamless integration of EV charging technology into their operations. It will be utilized whenever a commercial entity intends to initiate the installation and connection of EV charging equipment on its premises. This document provides guidance on the necessary procedures, requirements, and considerations to ensure a successful and compliant implementation of EV charging infrastructure within commercial settings.

4. Definitions, Abbreviations, and Acronyms

DSC	*Ontario Energy Board's Distribution System Code*
EV	*Electric Vehicle*
EVPCIR	*Electric Vehicle Preliminary Consultation Information Request*
EVPCR	*Electric Vehicle Preliminary Consultation Report*
EVSE	*Electric Vehicle Supply Equipment*
HOL	*Hydro Ottawa Limited*
OTC	*Offer to Connect*

5. General Connection Process Overview per the Distribution System Code

5.1. Connection Request

Submit connection requests for Electric Vehicle Supply Equipment online via the link at www.hydroottawa.com.

5.2. Basic Connection for Non-Residential Customers

For non-residential customers (excluding micro-embedded generation facilities), Hydro Ottawa Limited may define a basic connection by rate class and recover costs through either revenue requirements or a basic connection charge (DSC 3.1.5).

5.3. Offer to Connect: Estimate or Firm Offer

Hydro Ottawa will provide an initial offer to connect if an expansion is required, including whether it is a firm offer or an estimate of future costs (DSC 3.2.8).

5.4. Capital Contribution

If projected costs and revenues fall short, Hydro Ottawa may require a capital contribution from the customer based on the distributor's policy (DSC 3.2.6).

5.5. Work Under the Alternative Bid Option

Work requiring physical contact with Hydro Ottawa’s system is generally not eligible for alternative bids unless permitted by the distributor (DSC 3.2.15A).

5.6. Expansion Deposit

For expansions needing a capital contribution, customers must provide a deposit up to 100% of the forecasted revenues' present value. For other expansions, deposits up to 100% of projected capital and maintenance costs may be required (DSC 3.2.20).

5.7. Connection Agreement

Hydro Ottawa may require a Connection Agreement for customers with specific characteristics. Refer to Appendix D for details (DSC 6.1.3).

5.8. Applicable Service Conditions

For new low voltage (<750 volts) connections, service must be completed within five business days of meeting service conditions unless otherwise agreed (DSC 7.2.1).

For new high voltage (>750 volts) connections, service must be completed within ten business days of meeting service conditions unless otherwise agreed (DSC 7.2.2).

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6. Connection Process Work Flow

The diagrams in this section represent the flow of work and information related to the electric vehicle chargers for commercial connections between a customer and Hydro Ottawa.

Figure 1: Electrical Vehicle Charging Connection Work Flow Part 1

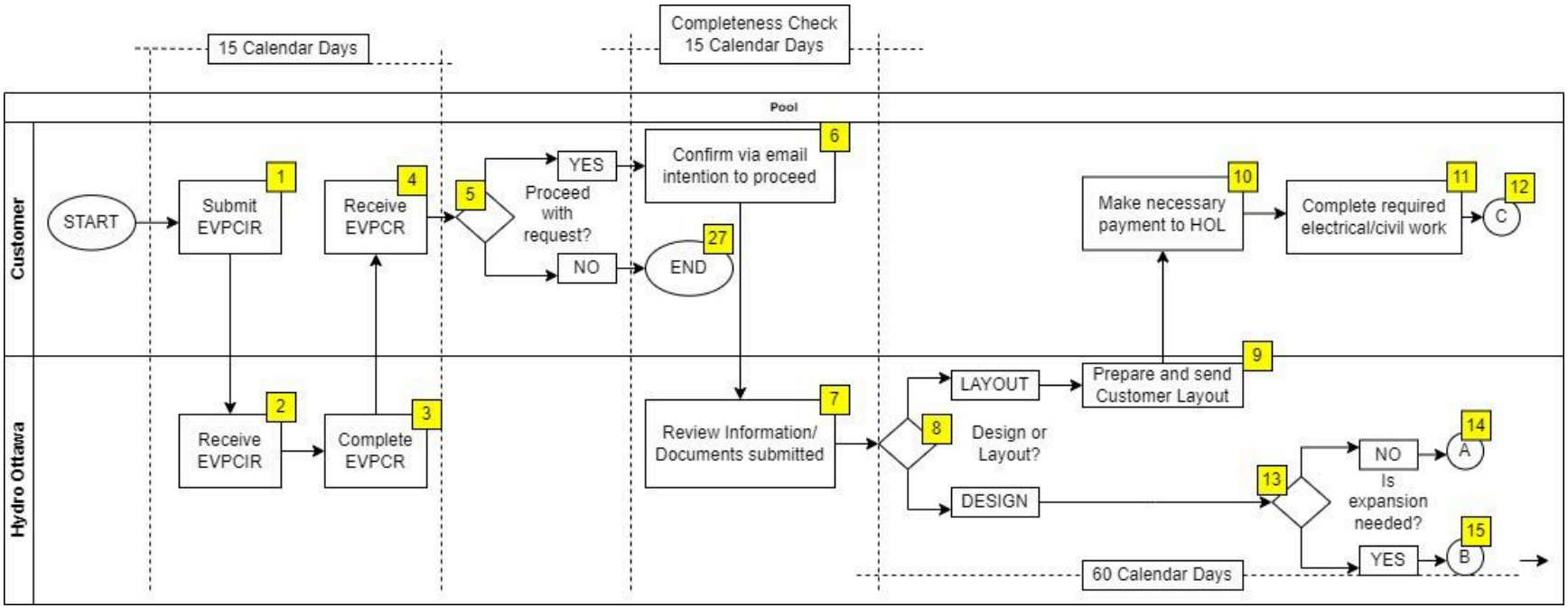
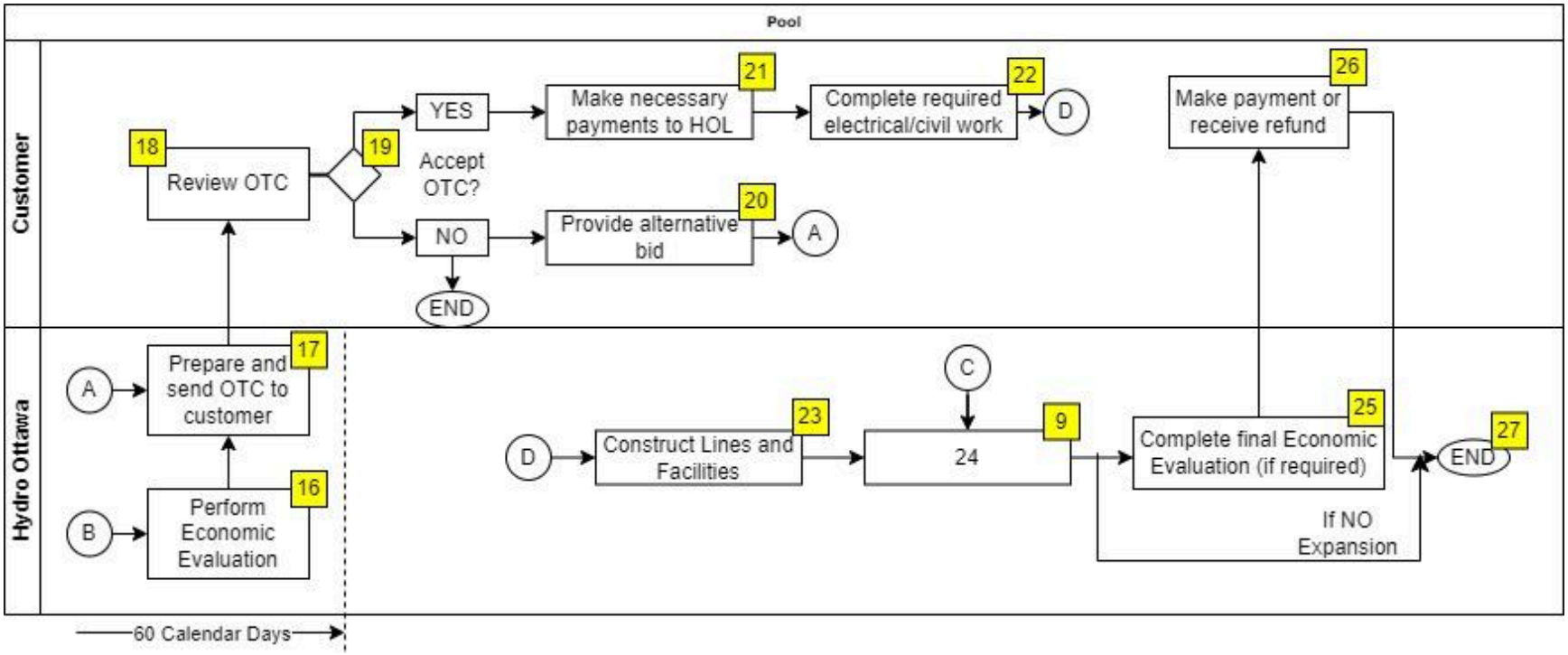


Figure 2: Electrical Vehicle Charging Connection Work Flow Part 2



7. Connection Process Procedural Steps

This section contains detail on the tasks (steps) associated with the work flow in the previous section.

Table 1: Electrical Vehicle Charging Connection Procedural Steps Part 1

Ref.	Task Name	Task Detail	When	Resulting Information	Method	Completion Events
1	**Submit EVPCIR**	The customer is to submit the EVPCIR	Before requesting a new connection	Proposed EVSE information details: ● Contact information ● Technical information ● Site information	Electronically via the Hydro Ottawa Website - hydroottawa.com	Customer receiving an email confirmation that request was received by HOL
2	**Receive EVPCIR**	HOL receives EVPCIR from customer	-	Completed EVPCIR	Via electronic submission	-
3	**Complete EVPCR**	HOL to complete and issue the EVPCR report	Within 15 calendar days after submission of EVPCIR	High-level connection feasibility information: ● Capacity review ● Whether an expansion is expected to be required ● Any additional information that HOL may provide	Electronically	-
4	**Receive EVPCR**	Customer receives the EVPCR report.	Within 15 calendar days after submission of EVPCIR	High-level connection feasibility information: ● Available capacity ● Whether an expansion is expected to be required ● Any additional information	Electronically via email	Customer receiving an email containing the EVPCR

Ref.	Task Name	Task Detail	When	Resulting Information	Method	Completion Events
				that HOL may provide		
5	**Proceed with Request?**	Customer determines whether or not to proceed.	At anytime after receiving the EVPCR	-	-	-
6	**Confirm intention to proceed**	Customer confirms to proceed with a connection request.	At anytime after receiving the EVPCR	Customer confirmation	Electronically via email	Customer submitting a formal request for connection via email
7	**Review Information/ Documents submitted**	HOL to review information received from the customer. HOL to advise customer for any other documents to submit as necessary.	After receiving customer confirmation	Completeness check	Electronically	Customer receiving an email to confirm all required information/ documents are met
8	**Design or Layout?**	HOL to determine whether a connection request will be carried out by Design or Layout team	After review of information (as there may be changes to the original customer requirements)	-	Electronically	HOL transferring the connection request to Design or Layout team
9	**Prepare and send Customer Layout**	HOL to prepare and send Customer Layout	Within 60 days after completeness check is met	Customer Layout includes information including but not limited to: ● Site review ● Service instructions ● Cost estimate	Electronically via email	HOL sending the Customer Layout via email
10 and 27	**Make necessary payment to HOL**	Customer to settle service charges associated with the Customer Layout	Within 90 days from date of Customer Layout issuance	-	Through the following payment methods: ● Telephone or online banking ● Credit card ● Electronic transfer ● Cheque or money order hydroottawa.com/pay	Customer making the necessary payment

Ref.	Task Name	Task Detail	When	Resulting Information	Method	Completion Events
11	**Complete electrical/civil work**	Customer to prepare and complete all electrical/civil requirements and other related works as instructed in the Customer Layout (e.g., secondary service trench, meter base installation, tree trimming, etc.)	After receiving the Customer Layout	-	-	Customer completing all technical requirements
12	**Go to "C" Energization**	HOL to execute work and energize the service	After payment and all documentary and technical requirements are met Documentary and technical requirements include but not limited to: ● Appendix D ● ESA Connection Authorization ● Electrical and civil works ● Test reports Note: Depending on the work required, additional time may be needed for ordering new equipment and coordinating with other utilities	-	-	HOL energizing the service
13	**Is expansion needed?**	-	-	-	-	-
14	**Go to "A"**	-	-	-	-	-
15	**Go to "B"**	-	-	-	-	-

Table 2: Electrical Vehicle Charging Connection Procedural Steps Part 2

Ref.	Task Name	Task Detail	When	Resulting Information	Method	Completion Events
16	**Perform Economic Evaluation**	HOL to perform Economic Evaluation to calculate whether an offset to the cost to customer for enhancement or expansion of HOL's distribution system can be provided based on forecasted revenues Note: The Economic Evaluation uses the methodology and parameters prescribed in the Distribution System Code (DSC)	Within 60 days after completeness check is met	• Customer's portion of the cost (Capital Contribution), if required • Financial offset credit (to be collected through a performance guarantee)	-	HOL completing Economic Evaluation calculations
17	**Prepare and send OTC to customer**	HOL to prepare and send the OTC to customer. OTC is an official offer by HOL to connect the customer to the distribution system	Within 60 days after completeness check is met	OTC to contain information including but not limited to: • Contact information • Scope of work • Cost summary • Service conditions for energization • Alternative bid option (if applicable) • Payment methods and schedule • Other terms and conditions • Contract acceptance	Electronically via email	HOL sending OTC to customer via email
18	**Review OTC**	Customer to review OTC	After receiving the OTC	-	-	Customer reviewing the OTC
19	**Accept OTC?**	Customer to confirm	After reviewing the	Customer confirmation	-	Customer signing off

Ref.	Task Name	Task Detail	When	Resulting Information	Method	Completion Events
		whether or not to accept the OTC	OTC			on the OTC
20	**Provide Alternative Bid**	Customer providing an Alternative Bid to construct eligible HOL works. HOL and Customer execute a new Development Servicing Agreement. This agreement will be an addendum to the OTC. Note: The Customer is fully responsible for the construction of the Alternative Bid Works including the health and safety of workers and the public, environmental laws, land rights, required access and installation permits, financial obligations associated with the alternative bid work and warranty of work. The customer agrees to transfer of ownership of any assets constructed under this option to Hydro Ottawa.		• Alternative Bid Works Scope • Approved Drawings • Construction Schedule • Estimated losses for transformers (if applicable)	-	Customer submitting an Alternative Bid Offer
21	**Make necessary payments to HOL**	Customer to settle OTC charges	Within 90 days from date of OTC	-	Through the following payment methods: • Telephone or online banking • Credit card • Electronic transfer • Cheque or money order hydroottawa.com/pay	Customer making the necessary payment

Ref.	Task Name	Task Detail	When	Resulting Information	Method	Completion Events
22	**Complete all required electrical/civil work**	Customer to prepare and complete all electrical/civil requirements and other related works as indicated in the OTC (e.g., trenching, concrete encased ducts, switching manhole bases, transformer manhole bases, secondary cables and equipment, etc.)	After acceptance of the OTC	-	-	Customer completing all technical requirements
23	**Construct Lines and Facilities**	HOL to construct lines and facilities	After OTC payment	-	-	HOL completing construction works
24	**Energization**	HOL to complete construction and energize the service	After OTC payment and all documentary and technical requirements are met Documentary and technical requirements include but not limited to: ● Appendix D ● ESA Connection Authorization ● Electrical and civil works ● Test reports Note: Depending on the work required, additional time may be needed for ordering new equipment and coordinating with other utilities	-	-	HOL energizing the service

Ref.	Task Name	Task Detail	When	Resulting Information	Method	Completion Events
25	**Complete final Economic Evaluation (if required)**	HOL to complete a final Economic Evaluation once the facilities are energized. If HOL's initial offer was an estimate, a final Economic Evaluation shall be carried out. This shall be based on forecasted revenues and actual costs incurred. Depending on the results of the final calculation, HOL shall obtain from the customer, or credit the customer, for any difference between the initial and final calculations.	Once service is facilities are energized	Final Economic Evaluation calculations	-	HOL completing a final Economic evaluation

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