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CONDITIONS OF SERVICE



**NORTHERN ONTARIO WIRES,
INC.**

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SECTION 1 – INTRODUCTION

1.1 Identification of Distributor and Territory

NORTHERN ONTARIO WIRES INC (NOW) is a corporation, incorporated under the laws of the Province of Ontario to distribute electricity.

NOW is licensed by the Ontario Energy Board (OEB) to supply electricity to Customers as described in the Transitional Distribution License and thereafter by the Distribution License issued to NOW by the OEB. Additionally there are requirements imposed on NOW by the various codes referred to in the License and by the Electricity Act and the Ontario Energy Board Act.

NOW is limited to operate distribution facilities within their Licensed Territory as defined in the Distribution License. The defined Territory is the Town of Cochrane, the Town of Iroquois Falls and the Town of Kapuskasing in the District of Cochrane.

1.1.1 General

Nothing contained in this document or in any contract for the supply of electricity by NOW shall prejudice or affect any rights, privileges, or powers vested in NOW by law under any Act of the Legislature of Ontario or the Parliament of Canada, or any regulations thereunder.

NOW will normally provide one electrical service to each Customer's location at a nominal service voltage.

Modifications to an existing service must comply with the requirements of the standards in effect at the time of the modifications.

The Customer or their authorized representative must make application for new or upgraded electric services and temporary power services in person.

The Customer or their representative shall consult with NOW concerning the availability of supply, the voltage of supply, service location, metering and any other details. These requirements are separate from and in addition to those of the Electrical Safety Authority. NOW will confirm, in writing, the Characteristics of Electric Supply available at a specific site.

The Customer is required to provide NOW sufficient lead-time in order to ensure:

- (a) the timely provision of supply to new and upgraded premises or*
- (b) the availability of adequate capacity for additional loads to be connected in existing premises.*

If special equipment is required or equipment delivery problems occur then longer lead-times may be necessary. The Customer will be notified of any extended lead-times.

Customers will be required to pay the cost of repair or replacement of NOW equipment that has been damaged through the Customer's action or neglect.

The supply of electricity is conditional upon NOW being permitted and able to provide such a supply, obtaining the necessary apparatus and material and constructing works to provide the service. Should NOW not be permitted to supply or not be able to do so, it is under no responsibility to the Customer whatsoever.

The Customer shall not build, plant or maintain or cause to be built, planted or maintained any structure, tree, shrub or landscaping that would or could obstruct the running of the distribution lines, endanger the equipment of NOW, interfere with the proper and safe operation of the NOW's facilities or adversely affect compliance with any applicable legislation in the sole opinion of NOW

Prior to commencing any service work, the Customer must consult with NOW to ensure compliance with current requirements.

NOW, at the expense of the Owner, reserves the right to provide an Inspector who will be on duty for the duration of the work and the Contractor shall supply him such accommodations as he may require. The Inspector shall have the authority to stop work at any time he feels the Contractor is not proceeding in accordance with these "Conditions of Service". Work shall not recommence until NOW has been notified and the Inspector is present at the site.

Customers may be required to pay Capital Contributions for the addition of new electrical services in accordance to calculations on overall system cost impact.

1.2 Related Codes and Governing Laws

NOW is limited in its scope of operation by the:

1. Ontario Energy Board Act, 1998
2. Electricity Act, 1998
3. Distribution License
4. Affiliate Relationships Code
5. Distribution System Code
6. Retail Settlements Code
7. Standard Service Supply Code
8. Transmission System Code

In the event of a conflict between this document and the Distribution License or regulatory Codes issued by the OEB or the *Electricity Act*, the provisions of the Act, the Distribution License and associated regulatory Codes shall prevail.

When planning and designing for electricity service, Customers and their agents must refer to all applicable provincial and federal electrical codes and all other applicable federal, provincial and municipal laws, regulations, codes, by-laws and applicable NOW standards to ensure compliance

with their requirements. The work shall be conducted in accordance with the Ontario Occupational Health and Safety Act, the Regulations for Construction Projects and the E&USA (or the OHSC Safety) rulebook.

1.3 Interpretations

In these Conditions, unless the context otherwise requires:

- ◆ Headings and underlining are for convenience only and do not affect the interpretation of these Rules;
- ◆ Words referring to the singular include the plural and vice versa;
- ◆ Words referring to a gender include any gender.

1.4 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 NOW and any connected Customer, generator or their agents. In the event of changes to these Conditions of Service, a public notice shall be made in the form of an advertisement in the local newspaper.

The Customer is responsible to contact NOW in order to obtain the current version of the Conditions of Service. NOW may charge a reasonable fee for providing the Customer with a copy of this document.

1.5 Contact Information

NOW and its agents can be contacted during normal working hours (Monday to Friday between 8:30 a.m. and 4:30 p.m.) at (705) 272-4232 in Cochrane or (800) 619-6722 in other areas. In the event of an emergency outside of normal working hours, NOW or its agents can be contacted by phone at (705) 272-4232 in the Cochrane area, (705) 232-4203 in the Iroquois Falls area and (705) 335-2451 in the Kapuskasing area.

1.6 Customer Rights

In those instances where the Customer will own their secondary or primary service, the Customer has the right to hire a Contractor to supply and install the service.

The Customer has the right to demand identification from any person purporting to be an authorized agent or employee of NOW.

A Customer, who believes that he has suffered damages to his property or equipment as a result of negligence on the part of NOW, may submit a written claim for damages to NOW. NOW will investigate the claim and respond in writing within ten (10) business days of the receipt of the claim.

1.7 Distributor Rights

In those instances where the Customer has the authority to hire a Contractor to construct plant which will become part of NOW's system, NOW shall have the right to require the Contractor to submit proof of previous experience and satisfactory performance and NOW shall have the right to investigate such proof and approve the Contractor prior to the Owner awarding a contract for the work to the Contractor.

NOW shall have access to Customer property in accordance with section 40 of the *Electricity Act, 1998*.

1.8 Disputes

NOW shall settle customer complaints and disputes as outlined in Section 23 of the Transitional Distribution License. Customer inquiries, complaints or disputes shall be conducted in good faith and subject to these Conditions of Service:

Step One: During the initial Customer inquiry, the Customer shall provide sufficient details in order for the inquiry to be directed to the appropriate Department Supervisor. If possible, the issue will be settled verbally at that time.

Step Two: Depending on the severity of the complaint and if the Customer is not satisfied with the results of the initial inquiry, the Executive Team will conduct an investigation and provide a written response to the Customer within thirty (30) days.

Step Three: If the Executive Team's findings provided to the Customer is unsatisfactory, the Customer may request, in writing, that the matter be presented to the Board of Directors. The Board of Directors will examine all facts in a fair and objective manner and present a final decision, in writing, to the Customer within thirty (30) days. The decision shall be final and binding upon all parties.

For meter or billing disputes, refer to Section 2.3.7.7. of these Conditions of Service.

SECTION 2 – DISTRIBUTION ACTIVITIES (GENERAL)

2.1 CONNECTIONS

This section includes information that is applicable to all Customer classes of NOW. Items that are applicable to only a specific Customer class are covered in Section 3.

2.1.1 Building that Lies Along

As provided in Section 28 of the Electricity Act 1998, NOW has the Obligation to Connect any Building that ‘lies along’ its distribution system. A building ‘lies along’ a distribution line if it can be connected to NOW’s distribution system without an expansion or enhancement, and meets the conditions listed in the Conditions of Service of NOW who owns or operates the distribution line.

A Building that ‘lies along’ a distribution line may be refused connection to that line should the distribution line not have sufficient capacity for the requested connection.

A Building that ‘lies along’ a distribution line may be refused connection to that line should the connection be bad or unsafe for the system.

2.1.2 Expansions and Enhancements

Under the terms of the Distribution System Code Section 3.1, NOW has the Obligation to make an Offer to Connect any Building that ‘lies along’ its distribution system yet may be excluded due to being outside of the Service Territory, or falls outside of the criteria outlined in NOW’s’ Conditions of Service. The Offer to connect must be Fair and Reasonable and be based on NOW’s’ design standard. The Offer to Connect must also be made within a reasonable time from the request for connection.

NOW may require a Customer to pay all or a part of the costs of electrical plant installed to supply only that Customer. Such capital contributions will be calculated using the guidelines set out by the OEB in the Distribution System Code

2.1.3 Connection Denial

The Distribution System Code in Section 3.1 sets out the conditions for NOW to deny connections. NOW is not obligated to connect a building within its service territory if the connection would result in any of the following:

- Contravention of existing Canadian Laws, and those of the Province of Ontario.
- Violations of conditions in a Distributor’s Licence.
- Use of a distribution system line for a purpose that it does not serve and that NOW does not intend to serve.
- Adverse effect on the reliability and safety of the distribution system.

- Imposition of an unsafe work situation beyond normal risks inherent in the operation of the distribution system.
- A material decrease in the efficiency of the NOW's distribution system.
- A material adverse effect on the quality of distribution services received by an existing connection.
- Discriminatory access to distribution services.
- Potential increases in monetary amounts that already are in arrears with NOW
- Any other conditions documented in NOW's Conditions of Service document that are consistent with the conditions identified above and with the goals delineated in the Energy Competition Act, 1998.

2.1.4 Inspections Before Connections

NOW has the right to request an inspection prior to any connection.

All Customer electrical installations shall be inspected and approved by the Electrical Safety Authority, referred to herein as the ESA.

NOW requires notification from the ESA of this approval prior to the connection of a Customer's service.

Services that have been disconnected for a period of six months or longer shall also be re-inspected and approved by the ESA prior to reconnection.

Temporary services, for construction purposes, are approved by the ESA for a period of twelve months and must be re-inspected should the period of use exceed twelve months.

NOW reserves the right to inspect and approve Transformer Rooms, Vaults and Pads prior to, during and following the installation of equipment.

Provision for metering shall be inspected and approved by NOW prior to connection.

Both the Electrical Safety Authority and NOW, prior to connection to the Distribution system, must inspect Customer-owned substations.

Duct banks and road crossings shall be inspected and approved by NOW prior to the pouring of concrete and again before backfilling.

NOW reserves the right to inspect any underground trenches prior to backfilling.

NOW reserves the right to approve the installation and location of all submarine cable. All documentation and permits required for laying of submarine cable must be provided to NOW. The installation of submarine cable must meet the requirements of all governing legislation.

All work done on existing Distributor plant must be authorized by NOW and carried out in accordance with all applicable safety acts and regulations.

In accordance with the *Distribution System Code*, if NOW refuses to connect a building in its service territory that lies along one of its distribution lines, NOW shall inform the person requesting the connection of the reasons for not connecting, and where NOW is able to provide a remedy, make an offer to connect. If NOW is unable to provide a remedy to resolve the issue, it is the responsibility of the Customer to do so before a connection can be made.

2.1.5 Relocation or Damage of Plant

NOW will, where feasible, accommodate requests to relocate electrical plant such as poles and metal enclosed equipment.

The Customer will be required to pay all of the costs incurred by the relocation.

Requests by civic authorities to relocate distribution facilities will be done so in accordance with the appropriate regulations.

2.1.6 Easements

To maintain the reliability, integrity and efficiency of the distribution system, NOW has the right to have supply facilities on private property registered against title to the property. Easements are required whenever NOW's' underground or overhead plant is to be located on private property or crosses over an adjacent private property to service a Customer.

The Customer shall acquire and grant in NOW's name, at no cost to NOW, where required, an easement to permit installation and maintenance of service. The width and extent of this easement shall be determined by NOW. The easement shall be granted prior to connection of the service.

The Owner shall furnish to NOW; free and clear of all encumbrances, sufficient easements to enable the servicing of all existing or proposed developments or subdivisions from plants located on the Owners' property.

Sufficient property at suitable locations shall be made available for the purpose of the installation of distributors' assets.

The Customer will prepare, at his own cost, a reference plan and associated easement documents to the satisfaction of NOW's' solicitor prior to its registration and register the easement plan. Details will be provided upon application for service.

Where surface restoration by NOW is required following any repairs or maintenance to a service, NOW will in so far as is practicable, restore the property to its original condition and provide compensation for any damages caused by the entry that cannot be repaired.

2.1.7 Contracts

Standard Form of Contract - Connection to the electrical distribution system will be provided

upon completion of a signed contract between the Customer and NOW, and receipt of approval by the Electrical Safety Authority.

All Customers will be required to complete and sign the standard form of contract to apply for the supply of an electrical energy connection. A Standard Contract for service shall be considered as being in force from the date it is signed by the Customer and NOW and shall remain in force until terminated by either party.

Implied Contract - In all cases, notwithstanding the absence of a formal contract, the taking and using of electrical energy from NOW by any person or persons constitutes the acceptance of the terms and conditions of all regulations, conditions and rates as established by NOW. Such acceptance and use of energy shall be deemed to be the acceptance of a binding contract with NOW and the person so accepting shall be liable for payment for such energy and the contract shall be binding upon the person's heirs, administrators, executors, successors or assigns.

Special Contracts - Special contracts that are customized in accordance with the service requested by the Customer normally include, but are not necessarily limited to, the following examples:

- *construction sites*
- *mobile facilities*
- *non-permanent structures*
- *special occasions, etc.*
- *generation*

2.2 DISCONNECTION

NOW has the right and/ or obligation to disconnect the supply of electrical energy to a Customer for causes not limited to:

- *Overdue amounts payable to NOW, the Retailer or Wholesaler (provided NOW provides the Customer with reasonable notice of the proposed shut off of electricity) as per the guideline for Application of Rates.*
- *Hazardous conditions*
- *Electrical disturbances propagation caused by Customer equipment that is not corrected in a timely fashion*
- *Energy diversion, fraud or abuse on the part of the Customer.*
- *When ordered to do so by any authority having the legal right to issue such an order.*
- *Adverse effect on the reliability and safety of the distribution system.*
- *Imposition of an unsafe worker situation beyond normal risks inherent in the operation of the distribution system.*
- *A material decrease in the efficiency of NOW's distribution system.*
- *Materially adverse effect on the quality of distribution services received by an existing connection.*
- *Inability of NOW to perform planned inspections or maintenance.*

- *Failure of the Consumer or Customer to comply with a directive of NOW that NOW makes for purposes of meeting its licence obligations.*

2.2.1 Disconnection Notification Process

2.2.1.1 Overdue Accounts

Bills are issued at the end of the month and are due by the fifteenth (15th) of the following month. Where the fifteenth falls on a weekend or statutory holiday, the due date is the last working day before the fifteenth (15th) of the month. A Reminder Notice is mailed six (6) business days after the due date for unpaid accounts. A Settlement/ Final Notice is mailed or hand delivered six (6) business days after the due date to all unpaid accounts. This notice informs the Customer of the disconnect date, which is the sixth business day after the date of the final notice, as per the Northern Ontario Wires Billing, Credit and Collection Policy and Procedures.

2.2.1.2 Hazardous Conditions

Notification for hazardous conditions will be done in conjunction with the Electrical Safety Authority. The ESA will notify a Customer in writing what hazardous condition exists and will give the Customer a time allowance to complete the necessary modifications. Failure to meet these requirements will result in the ESA ordering NOW to disconnect the service. If a hazard exists that is deemed by NOW to require immediate disconnection, NOW will do so and may, without any notification to the Customer, depending on the circumstances.

2.2.1.3 Electrical Disturbance

NOW will notify a Customer verbally and/ or in writing if an electrical disturbance exists and, depending on the severity of the disturbance, will give the Customer a time allowance to make the necessary modifications. Failure to meet NOW requirements will result in disconnection of service.

2.3 CONVEYANCE OF ELECTRICITY

2.3.1 *Guarantee of Supply*

NOW agrees to use reasonable diligence in providing a regular and uninterrupted supply but does not guarantee a constant supply or the maintenance of unvaried frequency or voltage and will 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 back-up or stand-by facilities.

When power is interrupted, or the Customer is experiencing power quality problems the Customer or their electrical contractor shall first ensure that interruption is not due to problems within the Customer owned installation. If after verifying that the cause of the problem does not reside on the Customers' installation, the Customer shall contact NOW. NOW will respond to

and take reasonable steps to restore power. NOW reserves the right to recover costs from the Customer for making false claims of interruptions.

Although it is NOW's policy to minimize inconvenience to Customers, it is necessary to occasionally interrupt a Customers' supply to maintain or improve NOW's system or to provide new or upgraded services to other Customers. Whenever practical and cost effective, as determined by NOW, arrangements suitable to the Customer and NOW may be made to minimize any inconvenience. NOW will endeavor to provide the Customer with reasonable advance notice, except in cases of emergency, involving danger to life and limb, or impending severe equipment damage.

NOW will endeavor to notify Customers prior to interrupting the supply to any individual service. However, if an unsafe or hazardous condition is found to exist, or if the use of electricity by apparatus, appliances, or other equipment is found to be unsafe or damaging to NOW or the public, service may be discontinued without notice.

Depending on the outage duration and the number of Customers affected, NOW may issue a news release to advise the general public of the outage.

2.3.2 Power Quality

NOW will respond to and take reasonable steps to investigate consumer power quality complaints and report to the consumer on the results of the investigation. The method and level of investigation will be at the discretion of NOW.

If the consumer making the complaint causes the source of a power quality problem, NOW may seek reimbursement for the time and cost spent to investigate the complaint.

If a consumer causes the source of a power quality problem, NOW may direct the consumer to take corrective action. If the Consumer does not take such action within a reasonable time, NOW may disconnect the supply of power to the Customer. (See [Section 2.2](#))

2.3.3 Electrical Disturbances

There are levels of voltage fluctuation and other disturbances that can cause flickering lights and more serious difficulties for Customers connected to NOW's distribution system.

Some types of electronic equipment, such as video display terminals, can be affected by the close proximity of high electrical currents that may be present in transformer rooms.

No electrical equipment, which may produce an undesirable system disturbance, shall be connected by a Customer to a Customer's service without prior approval of NOW.

Examples of equipment, which may cause disturbance, are large motors, welders and variable speed drives. In planning the installation of such equipment, the Customer is required to consult with NOW.

NOW will endeavour to maintain voltage variation limits, under normal operating conditions, at the Customers' Delivery Points, as specified by the latest edition of the Canadian Standards Association, C235. However, more sensitive electronic equipment such as computers can be seriously affected by variations in quality of supply voltage. Customers who need electrical power of high quality and with rigid voltage tolerances are responsible for providing their own power conditioning equipment.

Customers requiring a three-phase supply should install protective apparatus to avoid damage to their equipment, which may be caused by the interruption of one phase, or non-simultaneous switching of phases of NOW's supply.

The Customer shall provide such protective devices as may be necessary to protect his property or equipment from any disturbance beyond the control of NOW.

2.3.4 Standard Voltage Offerings

2.3.4.1 For Secondary Voltage

The Supply Voltage governs the limit of supply capacity for any Customer. General guidelines for supply from overhead street circuits are as follows:

- *at 120/240 V single phase, or*
- *347/600 V three phase, four wire, or*
- *120/208 V three phase, four wire,*

OR

Where street circuits are buried, the Supply Voltage and limits will be determined upon application to NOW.

OR

Where the Customer or Developer provides a pad on private property;

- *at 120/240 V single phase, or*
- *at 120/208 V three phase, four wire, or*
- *at 347/600 V three-phase, four-wire*

2.3.4.2 For Primary Voltage

Primary supplies to transformers or Customer-owned substations will be one of the following as determined by NOW:

- *2,400/4,160 volts three phase four wire*
- *7,200/12,400 volts three phase four wire*
- *14.4/24,940 volts three phase four wire*

An electrical requirement in excess of 300 kVA may require a Customer-owned Substation supplied at the voltage as determined by NOW.

2.3.5 Voltage Guidelines

NOW maintains service voltage at the Customer's service entrance within the guideline of C.S.A. Standard Can 3-C235-87 (latest edition), which allows variations from nominal voltage of:

6% for Normal Operating Conditions

8% for Extreme Operating Conditions

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

2.3.6 Back-up Generators

Customers with portable or permanently connected emergency generation capability shall comply with all applicable criteria of the *Ontario Electrical Safety Code* and in particular, shall ensure that Customer emergency generation does not back feed on NOW's system.

Customers with permanently connected emergency generation equipment shall notify NOW regarding the presence of such equipment.

NOW reserves the right to have the connection of this equipment inspected.

Generation systems found to be feeding into the Distribution System without proper approval of NOW shall be subject to immediate disconnection.

2.3.7 Metering

For all installations requiring metering, the Customer shall meet all of NOW's requirements as specified by the Metering Department prior to connection of service.

2.3.7.1 General

Access

NOW or its agents shall have the right to access and read any of NOW's electricity meters on the

Customer's premises.

All metering installations shall be accessible from a public area. Customers will be responsible for all costs incurred to relocate meters wherein access has been denied.

Costs

All NOW metering equipment located on the Customer's premises are in the care and at the risk of the Customer and if destroyed or damaged, other than by normal usage, the Customer will pay for the cost of repair or replacement.

Regardless of any charges for metering installations, all meters and meter instrumentation equipment shall remain the property of NOW and maintenance of this equipment shall be NOW's responsibility.

Voltage

Generally, metering will be at utilization voltage. Where NOW provides primary transformation, primary voltage metering will be allowed only in special circumstances following full discussion with NOW.

Customer-owned substations may require primary metering. The provisions required for these installations shall be specified and approved by NOW for each application.

Primary / Bulk Metering

Primary metering units may be installed outdoors or within an electrical vault as outlined in the current *Electrical Safety Code*. Where the Owner prefers not to provide an approved electrical vault NOW, at additional cost, can provide a metering unit with non-flammable coolant.

Non-residential or mixed-use buildings will normally be bulk metered by a single meter. However, where specific areas are clearly and permanently defined and in other respects as a separate entity, individual metering of the loads will be considered.

In all installations, where the Customer requests revenue metering remote from the secondary entrance equipment or downstream from a Customer-owned dry-core transformer, provisions are required for a bulk meter directly after the main switch. This bulk metering is required in addition to any public metering provisions. The Customer will be required to contribute to the cost of the metering installation.

Where more than one meter exists, the meters shall be grouped where practicable.

The Customer/Contractor shall permanently and legibly identify all metered services with respect to correct municipal address and unit number. The identification shall be applied to all service switches and breakers and to all meter cabinets and meter mounting devices that are not immediately adjacent to the service switch. The Customer/Contractor shall insure that all service identifications are accurate and by not doing so will be held totally responsible. NOW shall issue a

Meter Verification Sheet for this purpose to the Owner or Contractor. In any case, a copy of the metering layout plan shall be forwarded to NOW for review and approval.

If the distribution of the metered load circuit is in dispute, (i.e.: circuits from one premise is found to supply a second premise) NOW reserves the right to transfer all accounts into the Property Owner's name until such time as the problem has been resolved, and the individual metering can be clearly identified with the individual units.

Locks

All devices on the line side of NOW metering shall have provisions for padlocking. For commercial and industrial services the Customer's main switch shall have provisions for padlocking the switch handle in the open position and the switch cover or door in the closed position.

When a disconnect device has been locked in the "OFF" position by NOW, under no circumstances shall anyone remove the lock and energize it without first receiving approval from NOW.

At the discretion of NOW, a dual locking arrangement, a Distributor master key arrangement, a key box arrangement, or a copy of the access key will be required for access.

2.3.7.2 Current Transformer Boxes

Where a current transformer box is required, it shall be CSA approved, painted or galvanized, made of No. 16 gauge sheet metal and include a provision for sealing. A removable plate shall be provided in the box for mounting the equipment.

As an alternative to a separate CT box and meter, a single enclosure combining both functions may be feasible. Contact NOW for details.

In cases where the CTs only meter a portion of the metal clad switchgear (such as house loads), a separate disconnect switch must be installed ahead of the metering compartment so that the service can be de-energized without any interruption to the main service supply.

Generally, one house load meter only will be allowed. Additional house load meters will require authorization from NOW.

Conductors should enter the current transformer box at the top and leave at the bottom, or vice versa. If this cannot be arranged, the next largest CT box must be used to enable conductors to be trained in place. Where parallel conductors are used, the sum of the conductors will determine the size of the CT box to use. In all cases the Customer shall supply suitable cable termination lugs.

On all electrical services that require current transformers and the neutral for metering, an isolated neutral block shall be provided in the current transformer box.

2.3.7.3 Interval Metering

The Distribution System Code, as amended from time to time, requires NOW to meter Customers of specific load levels with pulse-recording meters, or interval meters, which are interrogated remotely. NOW, at its sole discretion, may also require such metering on any Customer whose load characteristics may have a significant impact on the Net System Load Shape, or where reasonable access to the meter for the purpose of acquiring metering data may be limited due to location.

A Customer that requests interval metering shall compensate a distributor for all incremental costs associated with that meter, including the capital cost of the interval meter, installation costs associated with the interval meter, ongoing maintenance (including allowance for meter failure), verification and re-verification of the meter, installation and ongoing provision of communication line or communication link with the Customer's meter, and cost of metering made redundant by the Customer requesting interval metering. The communication system utilized for interval meters shall be in accordance with NOW's requirements.

Where such metering exists NOW will consider Customer requests to provide a secondary pulse for load control or Customer-owned metering at the Customer's expense. In keeping with the intent of the Legislation and accompanying amendments, once an interval meter installation is processed as part of NOW's settlement process, and has affected the relevant changes to NOW's net system load, the installation must not be changed back to a non-interval meter installation.

Where a Customer submits a request to read their own interval meter, NOW shall make this access available given the following conditions are met:

- The meter has the capability of read-only password protection
- The Customer provides a signed copy of the "Interval Metering Access Agreement" to NOW.

Interval Metering Communications

- Solid-state recorders and/or Electronic Interval Meters installed by NOW have provision for remote interrogation over a telephone line. To accommodate this feature the Owner will provide shared access to a telephone line for NOW's metering purposes.
- At its sole discretion, for metering installations where loss of metering data would cause a substantial impact on NOW's Settlement System, NOW may require the phone line to be dedicated for metering purposes only. A voice quality telephone line, which is active 24 hours a day to the metering location extension jacks, which is mounted on the metering board.
- Phone lines must be installed and functioning prior to the new service being energized.

2.3.7.4 Meter Reading

NOW will read all meters on a regularly scheduled basis whenever possible. If an actual meter reading is not obtained, the Customer shall pay a sum based on an estimated demand and/or energy for electricity used since the last meter reading.

2.3.7.5 Final Meter Reading

When a service is no longer required, or if the Customer is switching Energy Providers, the Customer shall provide NOW sufficient notice of the date so that a final meter reading can be obtained. The Customer shall provide access to NOW or its agents for this purpose.

If a final meter reading is not obtained, the Customer shall pay a sum based on an estimated demand and/ or energy for electricity used since the last meter reading.

2.3.7.6 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. NOW revenue meters are required to comply with the accuracy specifications established by the regulations under the above Act.

In the event of incorrect electricity usage registration, NOW 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, a reasonable sum based on the reading of any meter formerly or subsequently installed on the premises by NOW, due regard being given to any change in the character of the installation and/ or the demand.

If the incorrect measurement is due to reasons other than the accuracy of the meter, such as incorrect meter connection, incorrect connection of auxiliary metering equipment, or incorrect meter multiplier used in the bill calculation, the billing correction will apply for the duration of the error. NOW will correct the bills for that period in accordance with the regulations under the Act.

2.3.7.7 Meter Dispute Testing

NOW will attempt to resolve billing enquiries. However, to give Customers confidence in the accuracy of electricity meters, NOW will conduct an internal investigation to verify the accuracy of any meter the Customer believes to be recording incorrectly. If the internal investigation does not resolve the matter, the Customer or NOW may request Measurement Canada to test the meter.

If the test indicates that the meter is not accurate, the Customer's historic billing will be adjusted, and NOW shall pay the full costs of the meter dispute testing.

2.3.7.8 Location

The location of the indoor or outdoor meter shall be readily accessible at all times and acceptable to NOW. If a meter is recessed or enclosed after installation, without the prior approval of NOW, the service may be subject to disconnection.

The location of the service entrance, routing of duct banks, metering, and all other works will be established through consultation with NOW. Failure to comply may result in relocation of the service plant at the Owner's expense.

In all locations where Commercial/Industrial revenue metering is accessible to the general public, a lockable enclosure or a room for service equipment and meters, shall be provided by the Owner at the discretion of NOW, as follows:

- *An electrical room reserved solely for metering equipment or*
- *Metal enclosed switchgear approved by NOW or*
- *A suitable metal metering cabinet or*
- *A vandal proof cage.*

2.3.7.9 Meter Mounting Heights

Provision for metering shall facilitate a practical mounting height for revenue meters in compliance with all applicable codes and regulations.

2.3.7.10 Environment

The following requirements apply to the areas allocated for revenue metering.

The Customer, to the satisfaction of NOW, shall provide where there is the possibility of danger to workmen or damage to equipment from moving machinery, dust, fumes, or moisture, protective arrangements.

A clear safe working space of not less than 1.2 m (48") in front of the installation from the floor to ceiling with a minimum ceiling height of 2.1 m (84") provided to insure the safety of NOW or other authorized employee(s) who may be required to work on the installation.

Where excessive vibration may affect or damage metering equipment, adequate shock-absorbing mounting shall be provided and installed by the Customer.

2.3.7.11 Meter Sockets

The owner will supply and install a meter socket as specified by NOW. Meter sockets will be directly accessible to NOW's staff.

A listing of approved revenue metering sockets is available from NOW.

2.3.7.12 Cabinets

Where required by these Conditions of Service, the Owner shall supply and install a meter cabinet to NOW's requirements.

Meter cabinets shall be installed indoors, except where special permission is granted by NOW to install the meter cabinet outside. In such cases, the Customer shall provide an approved weather proof, lockable, C.S.A.-approved meter cabinet.

2.3.7.13 Metering Loops

Three-phase, four-wire services will require a loop for metering, within the meter cabinet, for all three phases.

Mineral insulated, solid, or hard drawn wire conductors are not acceptable as metering loops.

2.3.7.14 Metal Enclosed Switchgear

The following regulations apply to the installation of instrument transformers and metering equipment within metal enclosed switchgear.

NOW will provide the following revenue metering equipment as required:

- Colour coded secondary wiring
- Revenue meters

The Owner shall:

- Consult with NOW regarding the metering equipment to be provided which may include:
 - Potential transformers
 - Potential transformer fuse holders and fuses
 - Current transformers
 - Phone line for remote interrogation of meters
 - Duplicate Pulse Initiators
 - Complete shipping instructions for instrument transformers for those projects where these are to be provided by NOW for installation by the switchboard manufacturer.
 - Installation of instrument transformers, metering cabinet and conduit.
 - Each main bus bar to be drilled and tapped (10-32) or (10-24) on the line side of the removable current transformer link.
- Submit two copies of the manufacturer's switchboard drawings, for approval, dimensioned to show provision for and arrangement of NOW's metering equipment.

Meters shall be installed by NOW in a Customer-owned metal cabinet of a size and type pre-approved by NOW, mounted at an approved location separate from the switchgear.

Tamper proof or sealable rigid conduit or any equally approved conduit of a size and type specified by NOW shall be installed between the CT compartment of the switchgear and the meter cabinet.

For conduit installations greater than 30 m (100') in length or where several bends are necessary, larger conduits or other special provisions may be required, at the discretion of NOW.

2.3.7.15 Switchgear Connected to Wye Source

Where a Wye source neutral connection is to be used or grounded, the Owner shall provide a conductor sized to the requirements of the Ontario Electrical Safety Code from the instrument transformer compartment to the neutral connection.

2.3.7.16 Four Quadrant Metering (Generation)

All Ontario Energy Board-licensed generators connected to the distribution system that sell energy and settle through NOW's retail settlement process shall be required to install metering that meets the requirements of the Distribution System Code as approved by the Ontario Energy Board, and/or the Market Rules as approved by the Independent Electricity Market Operator.

2.4 TARIFF AND CHARGES

2.4.1 Service Connection

Charges for Service Connections are set out in NOW's approved rates, (Miscellaneous Rates and Charges) and may be obtained by request from NOW. Notice of Rate revisions may be published in the local newspapers and or mailed out to all Customers with the first billing issued at revised rates.

2.4.2 Energy Supply

NOW shall provide Customers connected to the Distribution System with access to electricity through Standard Supply Service as defined in the Retail Settlement Code published by the OEB or as mandated through Legislation or Regulations issued by the Ministry of Energy.

Disputes arising from charges relating to Standard Supply Service shall be directed to NOW.

Customers will be switched to their Retailer of choice only if the retailer has a Service Agreement with NOW. The Customer's authorized Retailer through the Electronic Business Transaction system (EBT) must make the Service Transfer Request (STR) in accordance with the rules established and amended from time to time by the Ontario Energy Board.

Disputes arising from charges relating to Retailer Service shall be directed to the Retailer.

NOW may, at its discretion, refuse to process a Service Transfer Request for a Customer to switch to a Retailer if that Customer owes money to NOW for Distribution Services and/or Standard Supply Service.

Wheeling of Power

Customers considering delivery of electricity through NOW's Distribution System shall contact NOW for technical requirements and current applicable Rates.

2.4.3 Supply Deposits and Agreements

Where a developer proposes the development of premises that requires NOW to place equipment orders for special projects, the developer is required to sign the necessary Supply Agreements and furnish a suitable deposit before such equipment is ordered by NOW.

Whenever required by NOW, the Customer shall provide and maintain security in an amount that NOW has been mandated to collect, or deems necessary and reasonable. NOW shall require security amounts based on the existing security and deposit policies. The current deposit policy shall be provided to the Customer upon request.

2.4.4 Billing

NOW may, at its option, render bills to its Customers on either a monthly, bi-monthly, quarterly or annual basis. The option applicable to the Customer shall be identified to the Customer at the time of application for service.

Prorating of Service and Demand charges will be performed at the discretion of NOW.

Competitive Charges:

Are based on rates as determined by:

- i. the Hourly Ontario Spot Market Price (HOEP); or
- ii. the utilities Weighted Average Price (WAP) as determined by net system load; or
- iii. the Customer's Retailer contract rate; or
- iv. the rates published by the OEB; or
- v. Legislation or Regulations issued by the Ministry of Energy.

Non-competitive Charges:

Are based on rates approved by the Ontario Energy Board and fall outside the scope of this document. Approved rates as they relate to the transmission, distribution and other non-competitive elements may be attained through the utility's rate documents. These documents will be provided by the utility at the Customer's request.

Billable Engineering Units:

Customers will be billed on:

- i. actual or estimated meter reading data; or
- ii. derived consumption data (streetlights, sentinel lights and other scattered loads);
or
- iii. a flat rate, depending on the type of loads being billed.

Use of Estimates:

In months where a bill is issued, but no reading is obtained, NOW estimates usage in order to determine billing quantities. The estimate is based on historical usage for the premise, or a pre-determined quantity if there is no historical usage information available.

2.4.5 Payments and Late Payment Charges

Bills are rendered for distribution services and electrical energy used by the Customer. Bills are payable in full by the due date.

Customer bills will be due, in most cases, by the 15th of the month following the statement date of the bill. Payments made after the billing due date will be subject to late charges at a rate approved by the Ontario Energy Board.

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.

NOW 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.

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

2.4.6 Unauthorized Energy Use

NOW shall use its discretion in taking action to mitigate unauthorized energy use. Upon identification of possible unauthorized energy use, NOW shall notify, if appropriate, Measurement Canada, The Electrical Safety Authority, Police Officials, Retailers that service Customers affected by an authorized energy use, or other entities.

NOW may recover from the parties responsible for the unauthorized energy use all costs incurred by NOW arising from unauthorized energy use, including an estimate of the energy used, inspection and repair costs. A \$2,000 general administration fee may be charged to the parties responsible in addition to all direct costs incurred by NOW.

A service disconnected due to unauthorized use of energy shall not be reconnected until such time as all arrears resulting from the unauthorized use has been resolved to the satisfaction of NOW.

Prior to reconnection, NOW shall require proper authorization from applicable authorities.

2.5 CUSTOMER INFORMATION

NOW reserves the right to request specific information from the Customer in order to facilitate the normal operation of its business. Failure of a Customer to supply such information may prevent the normal continuation of service.

The *Retail Settlement Code* as amended from time to time specifies the rights of Customers and their retailers to access current and historical usage information and related data and the obligations of distributors in providing access to such information.

Under these requirements NOW shall, upon authorization by a Customer, make the following information available to the Customer or the Retailer that provides electricity to a Customer connected to NOW's distribution system:

- NOW's account number for the Customer,
- NOW's meter number for the meter or meters located at the Customer's service address
- The Customer's service address,
- The date of the most recent meter reading,
- The date of the previous meter reading,
- Multiplied kilowatt-hours recorded at the time of the most recent meter reading,
- Multiplied kilowatt-hours recorded at the time of the previous meter reading,
- Multiplied kW for the billing period (if demand metered),
- Multiplied kVA for the billing period (if available),
- Usage (kWh) for each hour during the billing period for interval-metered Customers
- An indicator of the read type (e.g., distributor read, consumer read distributor estimate, etc.)
- Average distribution loss factor for the billing period

This information will be provided to the Customer / Retailer upon request twice per year at no charge. NOW may request a fee to recover costs for additional requests. A request is considered to be data delivered to a single address. Thus, a single request to send information to three locations is considered three requests.

NOW acknowledges that no confidential information regarding its Customers shall be released to a third party without the expressed prior written consent of the Customer unless the request is rightfully received from the third party requesting the information or NOW is legally required to disclose such information under the terms and in accordance with the *Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. F.31.

SECTION 3 CUSTOMER SPECIFIC

3.1 RESIDENTIAL

This section refers to the supply of electrical energy to residential Customers residing in detached or semi-detached dwelling units, as defined in the local zoning by-law.

3.1.1 General

Energy is generally supplied at single phase, 3-wire, 60-Hertz, having a nominal voltage of 120/240 Volts.

There shall be only one Delivery Point to a dwelling.

In circumstances where two existing services are installed to a dwelling, and one service is to be upgraded, the upgraded service will replace both of the existing services.

All new single-family homes will be required to install their primary and secondary service wires to the specifications contained within NOW's technical specification document.

Whether the method of supply will be overhead or underground will be at the discretion of NOW. NOW will adhere to any existing regulations subject to requirements of authorities.

Unless specifically documented otherwise to the Customer, where NOW has taken ownership of such plant, all services installed by NOW or by an approved Contractor using approved materials, will be maintained by NOW.

3.1.2 Early Consultation

The Customer shall supply a completed Electrical Planning Requirements document and related information to NOW well in advance of installation commencement (see appendix). The information shall be supplied in a manner requested by NOW at the time of the application.

3.1.3 Standard Connection Allowance

For the purposes of calculating Customer connection fees, the Basic Connection for Residential consumers is defined as 100-amp 120/240-volt overhead service.

The basic connection for each Customer shall include;

- i.** supply and installation of overhead distribution transformation capacity or an equivalent credit for transformation equipment; and
- ii.** up to 30 metres of overhead conductor or an equivalent credit for underground services.

In the case of an upgrade to an existing service, where the existing service is below the basic connection, the credit up to the basic connection will apply.

Secondary services exceeding the basic 30-metre length may require specific design approved by NOW to ensure power quality.

3.1.4 Variable Connection Fees

Any requirements above the defined basic connection shall be subject to a variable connection charge to be calculated as the costs associated with the installation of connection assets above and beyond the basic connection. NOW may recover this amount from a Customer through a connection charge or equivalent payment.

3.1.5 Point of Demarcation

In all cases the final Demarcation Point will be the decision of NOW.

The Customer must obtain a Demarcation Point Location from NOW before proceeding with the installation of any service. Failure to do so may result in the Demarcation Point having to be relocated at the Customer's expense.

Maintenance of the portion of the Secondary Service owned by NOW includes repair and like-for-like replacement of a wire or cable that has failed irreparably. The Customer is responsible for all civil work, supports, vegetation and landscaping associated with any such repair or replacement of the portion of Secondary Service owned by NOW.

3.1.5.1 Secondary Service Connections

The Point of Demarcation for residential services up to 400 amps is at the line side of the Meter Base for Underground services and at the top of the stack for Overhead services, beyond which the Customer bears full responsibility for installation and maintenance.

The Point of Demarcation for residential services over 400 amps is at the secondary side of the transformer or secondary service bus.

For Secondary Services wholly-owned and maintained by the Customer, the Demarcation Point is the secondary connection at the transformer or the service bus.

The Customer shall install, own, and maintain the secondary conductor under any of the following conditions:

- (a) conductor terminations are inside the Customer's building;
- (b) conductor is installed beyond the service entrance;
- (c) conductor is connected to a Primary Service; or
- (d) conductor is a non-standard installation.
- (e) conductors on or over private property.

3.1.5.2 Primary Service Connections

For Primary Service, the Demarcation Point is the primary connection at NOW's Distribution system.

3.1.6 Supply Voltage

- (a) A Residential building is supplied at one service voltage per land parcel.
- (b) Depending upon the location of the building the supply voltage will be one of the following:
 - 120/240 Volts Single Phase Three Wire
 - 120/208 Volts Three Phase Four Wire
 - 347/600 Volts Three Phase Four Wire
- (c) The Owner shall make provision to take delivery at one of the nominal utilization voltages as specified by NOW. The Owner shall obtain prior approval from NOW for the use of any specific voltage at any specific location.

3.1.7 Access

At NOW's discretion, service locations requiring access to adjacent properties (mutual drives, narrow side setbacks, etc.) will require the completion of an easement in NOW's name, or a "Letter of Permission" from the property owner(s) involved.

The Customer will provide unimpeded and safe access to NOW at all times for the purpose of installing, removing, maintaining, operating or changing metering and distribution equipment.

3.1.8 Metering

The owner will supply and install a meter socket acceptable to NOW. Meter sockets will be directly accessible to NOW staff; and

- Mounted 1.7 metres from the finished grade to the centre of the meter and, either on the exterior of the front of the building or, within three (3) metres of the front of the building on the driveway side.
- Installed ahead of (on the line side of) the main disconnect switch.
- Installed in a location, which is and will remain unobstructed by fences, hedges, expansions, sunrooms, porch enclosures, and any other impediments.
- If the meter is not to be installed on the actual building, it is important to contact NOW for specific location instructions prior to installation.

For more details refer to Section 2.3.7 in these Conditions of Service.

3.1.9 Overhead Service

The Owner will provide service equipment according to both NOW and ESA requirements and be of sufficient height to maintain proper minimum clearances. The Owner's main switch and the overhead service conductors will be of compatible capacity.

3.1.10 Underground Service

Underground secondary services will be installed at the Owner's expense, to NOW's specifications. The Owner's main switch and the underground service conductors will be of compatible capacity.

3.1.11 Seasonal and Remote Dwellings

Due to the varied nature of Seasonal and Remote Dwellings some special arrangements may be required to service these locations. Arrangements will be made in such a manner to provide services such as restoring power, maintenance of equipment or new construction requests to water access or remote Customers, without endangering personnel or the public.

3.1.11.1 Service Information

The Owner will enter into a Servicing Agreement with NOW, governing the terms and conditions under which the electrical distribution system services will be provided.

In the event of a power interruption, NOW will respond to and take reasonable steps to restore power. NOW reserves the right to recover costs from the Customer for making false claims of interruptions.

3.1.11.2 Access

- **Night crossings**

NOW's transportation equipment will not be used to cross any water ½ hour before sunset and ½ hour after sunrise due to safety concerns. It will be at the discretion of NOW whether they will board Customer owned transportation equipment in these circumstances.

- **Ice conditions**

Recognizing seasonal ice hazards, NOW reserves the right to suspend water passage during freeze up and spring thaw, as well as any such time deemed unsafe by NOW.

- **Severe weather conditions**

Recognizing that severe weather conditions may pose undue safety hazards, NOW reserves the right to postpone attempts to restore power until restoration can be performed in a safe manner.

3.1.12 Inspection

Prior to connection of the service, NOW requires written notification from the Electrical Safety Authority that the electrical installation within a building has been inspected and approved for connection.

Provision for metering shall be inspected and approved by NOW prior to connection.

A NOW or Distributor-approved Contractor generally installs all services. All work done shall be as per the specifications of NOW and subject to inspection by NOW.

Refer to Section 2.1.4 for further inspection details

3.2 GENERAL SERVICE (BELOW 50 kW)

3.2.1 General

This section refers to the supply of electrical energy to Commercial buildings.

Commercial buildings are defined as buildings, which are used for purposes other than resident dwellings.

3.2.2 Early Consultation

Detailed regulations cannot be stated which would be applicable to all cases, therefore the Owner will consult with NOW in the early planning stages to ascertain NOW's requirements.

The Owner shall supply a completed Electrical Planning Requirements Form to NOW well in advance of installation commencement to allow NOW time for proper planning, ordering of equipment, etc.

3.2.3 Standard Connection Allowance

All costs attributed to the connection of a new General Service Customer (Below 50 kW) shall be recovered through a variable connection Fee.

3.2.4 Variable Connection Fees

All costs associated with the installation of connection assets shall be subject to a variable connection charge. NOW may recover this amount from a Customer through a connection charge or equivalent payment.

3.2.5 Point of Demarcation

In all cases the final Demarcation Point will be the decision of NOW.

The Customer must obtain a Demarcation Point Location from NOW before proceeding with the installation of any service. Failure to do so may result in the Demarcation Point having to be relocated at the Customer's expense.

Maintenance of the portion of the Secondary Service owned by NOW includes repair and like-for-like replacement of a wire or cable that has failed irreparably. The Customer is responsible for all civil work, supports, vegetation and landscaping associated with any such repair or replacement of the portion of Secondary Service owned by NOW.

NOW shall perform the maintenance or replacement of all underground-looped cables that form part of the Distribution plant circuits. Following maintenance, surface restoration by NOW will include only soil, sod, gravel or asphalt.

Where damage can be shown to be the Owner's liability, maintenance and repair are at the Owner's expense

3.2.5.1 Secondary Service Demarcations

A General Service Customer's Demarcation Point is at the secondary side of the transformer or as otherwise set by NOW, beyond which the Customer bears full responsibility for installation and maintenance.

In some instances, where it is in the best interest of the operation of the distribution system, NOW may establish the Demarcation Point at the top of stack for overhead services or at the meter base for underground services.

The Demarcation Point might be located on an adjacent property. In such cases, a registered easement must exist.

3.2.5.2 Primary Service Demarcations

For Primary Service, the Demarcation Point is the primary connection at NOW's Distribution system.

3.2.6 Supply Voltage

- (a) A Commercial building is supplied at one service voltage per land parcel.
- (b) Depending upon the location of the building the supply voltage will be one of the following:
 - *120/240 Volts Single phase Three Wire*
 - *120/208 Volts Three Phase Four Wire*
 - *347/600 Volts Three Phase Four Wire*

- (c) The Owner shall make provision to take delivery at one of the nominal utilization voltages as specified by NOW. The Owner shall obtain prior approval from NOW for the use of any specific voltages at any specific location.

3.2.7 Access

At NOW's discretion, service locations requiring access to adjacent properties (mutual drives, narrow side setbacks, etc.) will require the completion of an easement in NOW's name or a "Letter of Permission" from the property owner(s) involved.

The Customer will provide unimpeded and safe access to NOW at all times for the purpose of installing, removing, maintaining, operating or changing metering and distribution equipment

3.2.8 Metering

The owner will supply and install a meter socket complete with collar acceptable to NOW. Meter sockets will be directly accessible to NOW and unless otherwise specified during the early consultation process:

- Mounted 1.7 metres from the finished grade to the center of the meter and, either on the exterior of the front of the building or, within 3 metres of the front of the building on the driveway side.
- Installed ahead of (on the line side of) the main disconnect switch.
- Installed in a location, which is and will remain unobstructed by fences, hedges, expansions, sunrooms, porch enclosures, and any other impediments.
- If the meter is not to be installed on the actual building, it is important to contact NOW for specific location instructions prior to installation.

For more details refer to section 2.3.7 in these Conditions of Service.

3.2.9 Overhead Service

In circumstances where Commercial buildings cannot reasonably be supplied electrical energy by an underground service, NOW shall use its sole discretion based on acceptable industry practices in establishing the specific requirements for the service installation.

3.2.10 Underground Service

Under normal circumstances, Commercial buildings are supplied electrical energy by an underground service through a single point of entry for each land parcel, at a location specified by NOW.

3.2.11 Supply of Equipment

NOW supplies, installs and maintains subject to the variable connection fee:

- Primary switchgear.
- Primary transformation equipment.
- Meter and secondary metering transformers.

The Owner shall supply, install and maintain any additional equipment required for the connection beyond the point of Demarcation.

3.2.12 Inspection

Prior to connection of the service NOW requires notification from the Electrical Safety Authority that the electrical installation has been inspected and approved for connection.

Provision for metering shall be inspected and approved by NOW prior to connection.

A NOW or Distributor-approved Contractor generally installs all services. All work done shall be as per the specifications of NOW and subject to inspection by NOW.

Refer to Section 2.1.4 for further inspection details

3.3 GENERAL SERVICE (ABOVE 50 kW)

3.3.1 General

This section refers to the supply of electrical energy to General Service Customers requiring a connection with a connected load greater than 50 kW.

3.3.2 Early Consultation

Detailed regulations cannot be stated which would be applicable to all cases, therefore the Owner will consult with NOW in the early planning stages to ascertain NOW's requirements.

The Owner shall supply a completed Electrical Planning Requirements Form to NOW well in advance of installation commencement to allow NOW time for proper planning, ordering of equipment, etc.

3.3.3 Standard Connection Allowance

All costs attributed to the connection of a new General Service Customer (Above 50 kW) shall be recovered through a variable connection Fee.

3.3.4 Variable Connection Fees

All costs associated with the installation of connection assets shall be subject to a variable connection charge. NOW may recover this amount from a Customer through a connection charge or equivalent payment.

3.3.5 Point of Demarcation

In all cases the final Demarcation Point will be the decision of NOW.

The Customer must obtain a Demarcation Point Location from NOW before proceeding with the installation of any service. Failure to do so may result in the Demarcation Point having to be relocated at the Customer's expense.

Maintenance of the portion of the Secondary Service owned by NOW includes repair and like-for-like replacement of a wire or cable that has failed irreparably. The Customer is responsible for all civil work, supports, vegetation and landscaping associated with any such repair or replacement of the portion of Secondary Service owned by NOW.

NOW shall perform the maintenance or replacement of all underground-looped cables that form part of the Distribution plant circuits. Following maintenance, surface restoration by NOW will include only soil, sod, gravel or asphalt.

Where damage can be shown to be the Owner's liability, maintenance and repair are at the Owner's expense

3.3.5.1 Secondary Service Connections

A General Service Customer Demarcation Point for Customers above 50 kW is at the secondary side of the transformer or as otherwise set by NOW, beyond which the Customer bears full responsibility for installation and maintenance.

In some instances, where it is in the best interest of the operation of the distribution system, NOW may establish the Delivery point at the top of stack for overhead services or at the meter base for underground services.

The location of the service entrance, routing of duct banks and all other works will be established through consultation with NOW. Failure to comply may result in relocation of the service plant at the Owner's expense.

The Demarcation Point might be located on an adjacent property. In such cases, a registered easement must exist.

3.3.5.2 Primary Service Connections

For Primary Service, the Demarcation Point is the primary connection at NOW's Distribution system.

In some circumstances the owner may be required to construct a private pole line. Primary conductors will be terminated complete with cut-out(s) at the Demarcation Point by NOW at the Owner's expense.

Where a private pole line is to be constructed by the Owner with an approved contractor, this shall be constructed according to ESA and NOW requirements.

An electrical requirement in excess of 300 kVA may require a Customer owned substation.

In some instances primary metering may be required.

3.3.6 Supply Voltage

A General Service building is supplied at one service voltage per land parcel.

Depending upon the location of the building the supply voltage will be one of the following:

- *120/240 Volts Single Phase Three Wire*
- *120/208 Volts Three Phase Four Wire*
- *347/600 Volts Three Phase Four Wire*

Depending upon the location of the building Primary supplies to transformers and Customer owned Sub-Stations will be one of the following as determined by NOW:

- *2,400/4,160 volts Three phase Four wire*
- *4,800/8,320 volts Three phase Four wire*
- *7,200/12,400 volts Three phase Four wire*
- *8,000/13,800 volts Three phase Four wire*
- *16,000/27,600 volts Three phase Four wire*
- *44,000 Volts – Three Phase Three Wire*

The Owner shall make provision to take delivery at one of the nominal utilization voltages as specified by NOW. The Owner shall obtain prior approval from NOW for the use of any specific voltage at any specific location.

3.3.7 Access

At NOW's discretion, service locations requiring access to adjacent properties (mutual drives, narrow side setbacks, etc.) will require the completion of an easement in NOW's name or a "Letter of Permission" from the property owner(s) involved.

The Customer will provide unimpeded and safe access to NOW at all times for the purpose of installing, removing, maintaining, operating or changing metering and distribution equipment

3.3.8 Metering

Meter installations will be directly accessible to NOW. The Owner will consult with NOW well in advance of installation commencement to allow NOW time for proper planning and ordering of equipment.

For more details refer to section 2.3.7 in these Conditions of Service.

3.3.9 Overhead Service

In circumstances where Commercial buildings cannot reasonably be supplied electrical energy by an underground service, NOW shall use its sole discretion based on acceptable industry practices in establishing the specific requirements for the service installation.

3.3.10 Underground Service

Under normal circumstances, Commercial buildings are supplied electrical energy by an underground service through a single point of entry for each land parcel, at a location specified by NOW.

3.3.11 Sub-transmission Service

The Owner will pay for the full cost of sub-transmission services and may in some circumstances be required to construct a private pole line. NOW will terminate sub-transmission conductors complete with live line loops and hardware at the Demarcation Point.

3.3.12 Supply of Equipment

NOW supplies, installs and maintains, subject to the variable connection fee:

- Primary switchgear.
- Primary transformation equipment.
- Meter and secondary metering transformers.

The Owner shall supply, install and maintain any additional equipment required for the connection beyond the point of Demarcation.

3.3.13 Short Circuit Capacity

The Owner shall ensure that the service entrance equipment has an adequate short-circuit interrupting capability.

3.3.14 Inspection

Prior to connection of the service NOW requires notification from the Electrical Safety Authority that the electrical installation has been inspected and approved for connection.

Provision for metering shall be inspected and approved by NOW prior to connection.

A NOW or Distributor-approved Contractor generally installs all services. All work done shall be as per the specifications of NOW and subject to inspection by NOW.

Refer to section 2.1.4 for further inspection details

3.4 GENERAL SERVICE (ABOVE 500 kW)

3.4.1 General

This section refers to the supply of electrical energy to General Service Services requiring a connection at a connected load greater than 500 kW.

3.4.2 Early Consultation

Detailed regulations cannot be stated which would be applicable to all cases, therefore the Owner will consult with NOW in the early planning stages to ascertain NOW's requirements.

The Customer shall supply a completed Electrical Planning Requirements Form to NOW well in advance of installation commencement to allow NOW time for proper planning, ordering of equipment, etc.

NOW will:

- *Advise the Customer of the suitability of the in-service date*
- *Arrange with the Customer for a Service Contract*
- *Review the submitted drawings; return one set to the Customer with comments and/or approval. If requested by NOW, the Customer shall resubmit the drawings where the comments are extensive and require major changes*
- *Specify the required main fuse link or relay setting for co-ordination with the system. In case of multiple transformer stations, the Customer for approval shall submit a complete co-ordination study.*
- *Make the final connection to the source of supply*
- *Determine metering requirements*
- *Advise the Transmitter of the particulars of the Customer owned substation*

3.4.3 Standard Connection Allowance

All costs attributed to the connection of a new General Service Customer (Above 500 kW) shall be recovered through a variable connection Fee.

3.4.4 Variable Connection Fees

All costs associated with the installation of connection assets shall be subject to a variable connection charge. NOW may recover this amount from a Customer through a connection charge or equivalent payment.

3.4.5 Point of Demarcation

In all cases the final Demarcation Point will be the decision of NOW.

The Customer must obtain a Demarcation Point Location from NOW before proceeding with the installation of any service. Failure to do so may result in the Demarcation Point having to be relocated at the Customer's expense.

Maintenance of the portion of the Primary Service owned by NOW includes repair and like for-like replacement of a wire or cable that has failed irreparably. The Customer is responsible for all civil work, supports, vegetation and landscaping associated with any such repair or replacement of the portion of Secondary Service owned by NOW.

NOW shall perform the maintenance or replacement of all underground-looped cables that form part of the Distribution plant circuits. Following maintenance, surface restoration by NOW will include only soil, sod, gravel or asphalt.

Where damage can be shown to be the Owner's liability, maintenance and repair are at the Owner's expense

NOW reserves the right to direct the operations of any Customer-owned switchgear connected to the distribution system including those located beyond the point of demarcation.

3.4.5.1 Service Installation

In General, the Demarcation Point for a General Service Customer with a demand of over 500 kW is on the primary side of the transformer at the first available Distributor-owned point of isolation, or as otherwise set by NOW. This delivery point might be located on an adjacent property from which NOW has an authorized easement. In all cases the final Demarcation Point will be the decision of NOW.

The location of the service entrance, routing of duct banks, metering facilities, and all other works will be established through consultation with NOW. Failure to comply may result in relocation of the service plant at the Owner's expense.

NOW will install overhead supply lines and required cutouts to the first point of support on private property. The location of this support must be approved by NOW and shall be within 30 metres of NOW's existing overhead plant. All costs for materials and labour shall be at the Customer's expense.

The service pole or first point of support on private property shall be considered self-supported and shall be complete with suitable hardware for attaching the suspension insulators. The Customer shall be responsible for all costs associated with equipment, installation, and inspection.

Where the Customer wishes an underground supply, the Customer shall supply and install the underground cables and termination pole complete with primary switch, fuses and lightning arrestors. The installation shall be subject to ESA inspection and specific approval of NOW. The Customer-owned termination pole must comply with items as prescribed by NOW.

At NOW's discretion, the Customer's underground service may be connected to a termination pole owned by NOW. In such cases, NOW shall supply and install, at the Customer's expense, any required primary switch, fuses and lightning arrestors.

When requested, the Customer shall make provision in the substation switchgear or transformer, for loop feeding NOW's supply cables via load interrupter switches.

In some instances, primary metering may be required.

3.4.6 Supply Voltage

A General Service building is supplied at one service voltage per land parcel.

General Service connections above 500 kW may require a Customer owned substation.

Depending upon the location of the building, Primary supplies to transformers and Customer owned Sub-stations would be one of the following as determined by NOW:

- *2,400/4,160 volts Three phase Four wire*
- *7,200/12,400 volts Three phase Four wire*
- *14,400/24,940 volts Three phase Four wire*

The Owner shall make provision to take delivery at one of the nominal utilization voltages as specified by NOW. The Owner shall obtain prior approval from NOW for the use of any specific voltage at any specific location.

3.4.7 Access

At NOW's discretion, service locations requiring access to adjacent properties (mutual drives, narrow side setbacks, etc.) will require the completion of an easement in NOW's name or a "Letter of Permission" from the property owner(s) involved.

The Customer will provide unimpeded and safe access to NOW at all times for the purpose of installing, removing, maintaining, operating or changing metering and distribution equipment.

Where the high voltage interrupting switches are located inside a building, a direct outside entrance to the switchgear room must be provided.

The outside door providing direct access to the transformer or switchgear room must be compliant with all applicable codes and requirements and of a quality to be approved by NOW.

3.4.8 Metering

The owner will supply and install provisions for metering following the details outlined both in these Conditions of Service and technical documents provided to the Customer during the consultation process.

For more details refer to section 2.3.7 in these Conditions of Service.

3.4.9 Sub-transmission Service

The Owner will pay for the full cost of sub-transmission services and may in some circumstances be required to construct a private pole line.

NOW will terminate sub-transmission conductors complete with live line loops and hardware at the Demarcation Point.

3.4.10 Short Circuit Capacity

The Owner shall ensure that the service entrance equipment has an adequate short-circuit interrupting capability.

3.4.11 Drawings

Apart from the regular drawing submission to the ESA, the Customer shall provide two sets of the following drawings and details to NOW.

Survey Plan: prepared by an Ontario Land Surveyor, showing the property limits, registered plan and existing buildings or easements if any.

Site Plan: showing the location of the station relative to buildings, structures and setbacks from adjacent property lines. The site plan shall also include the exact location of existing Distributor owned plant and the proposed route of the incoming supply.

Schematic or Single-Line Diagram: indicating the major components of the station and their electrical ratings. Where additions or alterations are being made, these shall be clearly distinguished from unchanged portions of the installation.

Electrical Details: sufficient details shall be provided in order to enable fast processing and approval of the station drawings. The following represents the minimum data required.

- Plan, elevation and profile views of the station structure, switchgear, transformer(s), termination poles, duct banks, etc.
- Dimensions to clearly indicate the electrical, physical and working clearances as well as relative location of all equipment.
- Pole or structure for dead-ending NOW lines shall be complete with suitable hardware for attaching the suspension insulators that will be supplied and installed by NOW.
- Fencing arrangement.
- Grounding details (in the case of indoor metal enclosed switchgear, when NOW has operating control of any interrupter switches, the assembly shall further incorporate ground rod parking stands and stirrups per NOW's Specifications.)
- Details of vault construction (if indoor substation).
- Manufacturer's drawings of metal-enclosed switchgear showing internal arrangement of equipment, clearances, means of access, interlocking and provision for personal safety. Where NOW's cables terminate in the switchgear, the Customer shall provide suitable terminators for the size and type of cable as specified by NOW.
- When the Customer's switchgear is used for loop-feeding NOW's supply cables, provision for padlocking the in and out load interrupter switches and the associated bay doors shall be required.
- Indoor and outdoor switchgear assemblies shall contain a space heater and protective guard in each bay, along with thermostat(s), sized to promote air circulation and to prevent condensation from forming.
- At the discretion of NOW, the Customer shall make provisions for a future system neutral connection to the Customer's dead-ending pole or structures installed by NOW. Where NOW's neutral terminates in the Customer's switchgear, the Customer shall provide a suitable connector on the ground bus for the size and type of cable specified by NOW.

3.4.12 Pre-Service Inspection

The Customer shall present to NOW a final "Pre-service Inspection Report" a minimum of three (3) business days before connection can be affected.

The "Pre-Service Inspection Report" shall outline and document the results of all tests and inspections carried out on the substation components. The information contained in the report must be to the satisfaction of NOW before connection can be authorized.

The "Pre-Service Inspection Report" shall be required in case of:

- **New Substation**: in which case all components of the substation shall be reported upon.
- **Modified substation**: in which case all components of the substation shall be reported upon.

Prior to connection of the service NOW requires notification from the Electrical Safety Authority that the electrical installation has been inspected and approved for connection.

Provision for metering shall be inspected and approved by NOW prior to connection.

A NOW or Distributor-approved Contractor generally installs all services. All work done shall be as per the specifications of NOW and subject to inspection by NOW.

(Refer to section 2.1.4 for further inspection details)

3.5 EMBEDDED GENERATION

3.5.1 General

An Embedded Generator shall provide NOW with proof of compliance of IMO or OEB registration Requirements, and appropriate Licences.

NOW shall collect costs reasonably incurred with making an offer to connect a generator from the entity requesting the connection. Costs reasonably incurred include costs associated with:

- Preliminary review for connection requirements.
- Detailed study to determine connection requirements.
- Final proposal to the generator.

A Generator that is or wishes to become connected to NOW's distribution system shall enter into a Connection Agreement with NOW.

If damage or increased operating costs result from a connection with a Generator, the Generator shall reimburse NOW for these costs.

The Embedded Generator is responsible for providing suitable embedded generator equipment to protect his plant and equipment for any conditions on NOW and interconnected transmission systems such as re-closing, faults and voltage unbalance.

To incorporate the connection of an embedded generator to the distribution system, the line/feeder protection including settings and breaker re-closing circuits must be reviewed and modified if necessary by NOW or transmission authority. This process may be complex and may require significant time.

The embedded generator must submit a proposed single line diagram and protection scheme for review to the NOW contact as identified by NOW.

Based on the transformer connection proposed by the embedded generator, additional significant protection costs may be incurred (e.g. delta HV transformer winding may require Three phase HV breaker / re-closure device). The embedded generator shall not order the protection equipment and transformer until the station line diagram is reviewed and accepted by NOW.

The purpose of a NOW review is to establish that the embedded generator electrical interface design meets NOW requirements.

The protection schemes shall incorporate adequate facilities for testing/maintenance.

Negative phase sequence protection shall be installed where required, to detect abnormal system condition as well as to protect the generator.

The embedded generator may be required to install utility grade relays for those protections that could affect NOW or transmission authority system.

The embedded generator may be required to submit a Ground Potential Rise study for review by NOW if telecommunications circuits are specified for remote transfer trip protection.

3.5.2 Protection

The embedded generator should provide protection systems to cover the following conditions:

3.5.2.1 Internal Faults

The Generator should provide adequate protections to detect and isolate generator and station faults.

3.5.2.2 External Faults

The protection system should be designed to provide full feeder coverage complete with a reliable DC supply. In some cases redundancy in protection schemes may be required.

Normally the following fault detection devices are required for synchronous generator(s) installation(s).

3.5.2.3 Ground Faults

When the HV winding of the Generator station transformer is wye connected with the neutral solidly grounded, then ground over-current protection in the neutral is required to detect ground faults.

If the Embedded generator station transformer HV winding connected to NOW's system is ungrounded wye or delta, then ground under-voltage and ground over-voltage protections shall be required to detect ground faults.

Depending on the size, type of generator and point of connection, NOW may require the relaying system to be duplicated, complete with separate auxiliary trip relays and separately fused DC supplies to ensure reliable protection operation and successful isolation of the embedded generator.

3.5.2.4 Phase Faults

To detect phase faults, at least one of the following protections should be installed with acceptable redundancy where required depending on fault values:

- Distance
- Phase directional over-current
- Voltage-restrained over-current
- Over-current
- Under-voltage

3.5.2.5 Islanding/Abnormal Conditions

Voltage and frequency protections are required to separate the embedded generator from the distribution system for an islanded condition and thus maintain the quality of supply to distribution system Customers. This also will enable speedy restoration of the distribution system.

Typically, the protections required to detect islanding/abnormal conditions are:

- Over-voltage
- Under-voltage
- Over-frequency
- Under-frequency
- Voltage-balance

The above protections should be timed to allow them to ride through minor disturbances.

3.5.3 Induction Generator

Due to the operating characteristics of the induction generator, the protection package required is normally less complex than the synchronous generator. An embedded generator should design the protection scheme to trip for the same conditions as stated for synchronous generators. An induction generator is an asynchronous machine that requires an external source such as a healthy distribution system to produce normal 60 Hz power. Alternatively, if there is an outage in the distribution system then there is unlikely to be 60 Hz output from the induction generator.

In certain instances, an induction generator may continue to generate electric power after the source is removed. This phenomenon, known as self-excitation, can occur whenever there is sufficient capacitance in parallel with the induction generator to provide the necessary excitation and when the connected load has certain resistive characteristics.

3.5.4 DC Remote Tripping / Transfer Tripping

Remote or transfer tripping may be required between the Generator and the feeder circuit breaker if the Generator is connected at a critical location in the distribution system. This feature will provide for isolation of the embedded generator when certain faults or system disturbances are detected at the feeder circuit breaker location.

Additional Protection Features, such as Remote Trip and Generator end open signal, may be required in some applications.

3.5.5 Maintenance

An Embedded Generator shall have a regular scheduled maintenance plan to assure NOW that all connection devices and protection and control systems are maintained in good working order. These provisions shall be included in the Connection Agreement. A complete copy of the inspection report shall be delivered to NOW within thirty (30) days.

In developing a maintenance plan, the Generator should consider the following requirements:

- Qualified personnel should carry out all inspections and repairs.
- Periodic tests should be performed on protection systems to verify that the system operates as designed. Testing intervals for protection systems should not exceed four (4) years for microprocessor-based systems and two (2) years for electro-mechanical based systems.
- Isolating devices at the point of connection should be operated at least once per year.
- The Generator facility should be inspected visually at least once per year to note obvious maintenance problems such as broken insulators or other damaged equipment.
- Any deficiencies identified during inspections shall be noted and repairs scheduled as soon as possible, with timing dependent on the severity of the problem, due diligence concerns (of both NOW and the Generator) and financial and material requirements. NOW shall be notified of any deficiencies involving critical protective equipment.
- NOW shall be provided with copies of all relevant inspection and repair reports that may affect the protection and performance of NOW's systems. NOW has the right to witness any relevant test being performed by the generator.

3.6 EMBEDDED MARKET PARTICIPANT

An Embedded Market Participant shall provide NOW with proof of compliance of IMO registration Requirements, and appropriate Licences.

Where NOW's Conditions of Service exceeds the technical requirements of any other licence or participant obligations, these Conditions of Service shall take precedence.

The Embedded Market Participant must meet at a minimum, the standards as set out in these Conditions of Service in order to connect to NOW's distribution facilities.

3.7 EMBEDDED DISTRIBUTOR

An Embedded Distributor shall provide NOW with proof of compliance of IMO and OEB registration Requirements, and appropriate Licences.

Where NOW's Conditions of Service exceeds the technical requirements of any other licence or participant obligations, these Conditions of Service shall take precedence.

The Embedded Distributor must meet at a minimum the standards as set out in these Conditions of Service in order to connect to NOW's distribution facilities.

3.8 MISCELLANEOUS SMALL SERVICES

This section pertains to the supply of electrical energy for Street Lighting, Traffic Signals, Bus Shelters, Telephone Booths, Cable T.V. Amplifiers, Decorative Street Lighting, Bill Boards, and other similar small loads.

3.8.1 General

At the discretion of NOW, the service voltage will be:

120/240 volts, single phase three wire or
120 volts, single phase two wire or
347/600V three phase, four wire

The method and location of the supply will vary based on the conditions present on NOW's plant, and will be established for each application through consultation with NOW.

Where specified by NOW during the Early Consultation process, the Customer will provide underground ducts to NOW's specifications.

The Owner shall be responsible for all costs associated with the supply and installation of service conductors.

NOW, at the Owner's expense will install required transformation.

Where at the discretion of NOW, a meter is not installed, energy consumption will be based on the connected wattage and the calculated hours of use.

Prior to energization of a service NOW will require notification from the ESA that the installation has been inspected and approved for connection.

3.8.2 Early Consultation

The Owner shall supply a completed Electrical Planning Requirements Form to NOW well in advance of installation commencement to allow NOW time for proper planning, ordering of equipment etc. Information required includes:

- Required in-service date
- Requested Service Entrance Capacity and voltage rating of the service entrance equipment
- Locations of other services, gas, telephone, water and cable TV
- Survey plan and site plan indicating the proposed location of the service equipment with respect to public rights-of way and lot lines.

3.8.3 Street Lighting

Town street-lighting that is designed, installed, and maintained by NOW shall be fully funded by the Municipality to ensure adherence to the Affiliate Relationship Code and NOW's Licence.

3.8.4 Traffic Signals

Traffic Signals and Crosswalk Lights are owned and maintained by the applicable road authority.

3.8.5 Bus Shelters

Bus Shelter Lighting is owned and maintained by the Customer.

3.8.6 Decorative Street Lighting

Such installations could be lighting for festive occasions or "neighbourhood character" street-scaping and will be maintained by the Customer.

SECTION 4 GLOSSARY OF TERMS

“Conditions of Service” means the document developed by a distributor in accordance with subsection 2.3 of the *Distribution System Code* that describes the operating practices and connection rules for the Distributor;

“Connection” means the process of installing and activating connection assets in order to distribute electricity to a Customer;

“Connection Agreement” means an agreement entered into between the Distributor and a person connected to its distribution system that delineates the conditions of the connection and delivery of electricity to that connection;

“Connection Assets” means that 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 the Distributor’s main distribution system and the ownership Demarcation Point with that Customer;

“Consumer” means a person who uses, for the person’s own consumption, electricity that the person did not generate;

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

“Demand Meter” means a meter that measures a consumer’s peak usage during a specified period of time;

“Demarcation Point” mean the point at which the obligation of the Distributor ends and those of the Customer begin for the purposes of maintenance and repair of the distribution service;

“Disconnection” means a deactivation of connection assets that results in cessation of distribution services to a consumer;

“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(s) 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 electrical and the services the Board has required the Distributor to carry out, for which a charge or rate has been approved by the Board under Section 78 of the Act.

“Distribution System/ Plant” means a system for distributing electricity, and includes any structures, equipment or other things 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” means the code, approved by the 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 system.

“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;

“Electrical Safety Authority” or “ESA” means the person or body designated under the *Electricity Act* regulations as the Electrical Safety Authority; In Northern Ontario, the Electrical Safety Authority may be reached at (800) 636-7107.

“Embedded Generator” or “Embedded Generation Facility” means a generator whose generation facility is not directly connected to the IMO-controlled grid but instead is connected to a distribution system.

“Embedded Market Participant” means a consumer who is a wholesale market participant whose facility is not directly connected to the IMO-controlled grid but is connected to a distribution system.

“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.

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

“Enhancement” means a modification to an existing distribution system that is made for purposes of improving system operating characteristics such as reliability or power quality or for relieving system capacity constraints resulting, for example, from general load growth.

“Expansion” means an addition to a distribution system in response to a request for additional Customer connections that otherwise could not be made; for example, by increasing the length of the distribution system;

“Four-quadrant Interval Meter” means an interval meter that records power injected into a distribution system and the amount of electricity consumed by the consumer;

“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.

“Geographic Distributor” with respect to a load transfer, mean the distributor that is licensed to service a load transfer Customer and is responsible for connecting and billing the load transfer Customer;

“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 judgement, 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.

“Holiday” means a Saturday, Sunday, statutory holiday or any day as defined in the Province of Ontario as a legal holiday.

“IMO” means the Independent Electricity Market Operator established under the *Electricity Act*;

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

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

“Lies Along” means a property can be connected to the distributor’s distribution system without and expansion or enhancement and meets the conditions listed in the Conditions of Service of the distributor who owns or operates the distribution line;

“Load Transfer” means a network supply point of one distributor that is supplied through the distribution network of another distributor and where this supply point is not considered a wholesale supply or bulk sale point;

“Load Transfer Customer” means a Customer that is provided distribution services through a load transfer;

“Market Rules” means the rules made under Section 32 of the *Electricity Act*;

“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);

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

“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;

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

“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;

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

“Physical Distributor” with respect to a load transfer, means the distributor that provides physical delivery of electricity to a load transfer Customer, but is not responsible for connecting and billing the load transfer Customer directly;

“Point of Supply” with respect to an embedded generator, means the connection point where electricity produced by the generator is injected into a distribution system;

“Rate” means any rate, charge or other consideration, and including penalties for late payment;

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

“Regulations” means the regulations made under the Act or the Electricity Act.

“Retail”, with respect to electricity means,

- (a) To sell or offer to sell electricity to a Consumer,
- (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” 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;

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

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

“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 Board approved code 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;

“Transmit” with respect to electricity, means to convey electricity at voltages of more than 50 kilovolts;

“Transmitter” means a person who owns or operates a transmission system;

“Unaccounted-for Energy” means all energy losses that cannot be attributed to distribution losses. These include measurement error, errors in estimates of distribution losses and un-metered loads, energy theft and non-attributable billing errors;

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

“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 IMO-administered markets;

SECTION 5 APPENDICES