

# CONDITIONS OF SERVICE

Effective May 1, 2003

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V1.7

## CONDITIONS OF SERVICE

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# St. Thomas Energy Inc. (S.T.E.I.)

## PREFACE

## CONDITIONS OF SERVICE

The Distribution System Code (DSC) requires that every Distributor produce its own "Conditions of Service" document. The purpose of this document is to provide a means for communicating the types and level of service available to the Customers within S.T.E.I.'s service area. The Distribution System Code requires that the Conditions of Service be readily available for review by the general public. In addition, the most recent version of the document must be provided to the Ontario Energy Board (OEB), who in turn will retain it on file for the purpose of facilitating dispute resolutions in the event that a dispute cannot be resolved between the Customer and its local distributor.

The "Distribution Activities (General)" section contains references to service and requirements that are common to all Customer classes. This section covers items such as Rates, Billing, Hours of Work, Emergency Response, Power Quality, Available Voltage, Metering etc.

The "Customer Class Specific" section contains references to service and requirements specific to the respective Customer class. This section covers items such as Metering, Service Entrance Requirements, Delineation of Ownership, and Special Contracts etc.

Other sections include the Glossary of Terms, Tables and References.

Subsequent changes will be incorporated with each submission to the OEB.

**Comments regarding this Conditions of Service document can be emailed to [contact@sttenergy.com](mailto:contact@sttenergy.com) or mailed to S.T.E.I. P.O. Box 460, Stn Main, St. Thomas, Ontario N5P 3V2**

## **CONDITIONS OF SERVICE**

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### **SECTION 1 - INTRODUCTION**

#### **1.1 Identification of Distributor and Service Area**

S.T.E.I. is a corporation, incorporated under the laws of the Province of Ontario to distribute electricity.

S.T.E.I. is licensed by the Ontario Energy Board "OEB" to supply electricity to Customers as described in the Distribution License and thereafter by the Distribution License issued to S.T.E.I. on April 1, 1999 by the OEB. Additionally, there are requirements imposed on S.T.E.I. by the various codes referred to in the License and by the Electricity Act and the Ontario Energy Board Act.

S.T.E.I. is limited to operate distribution facilities within its Licensed Territory as defined in the Distribution License. The defined Territory is the Municipal Boundaries of the City of St. Thomas.

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

S.T.E.I. will normally provide one electrical service to each Customer's location.

Electrical energy purchased from S.T.E.I. may not be resold at a profit by any Customer to a third party using S.T.E.I. rates. In the case of multi-tenant buildings with bulk metering, the Owner must pay the total cost of electrical energy.

#### **1.2 Related Codes and Governing Laws**

The supply of electricity or related services by S.T.E.I. to any Customer shall be subject to various laws, regulations, and codes, including the provisions of the latest editions of the following documents:

1. Electricity Act, 1998} part of the Energy Competition
2. Ontario Energy Board Act, 1998 (OEB)} Act, 1998
3. Electrical Distribution License
4. Affiliate Relationships Code (AFC)
5. Distribution System Code (DSC)
6. Retail Settlements Code (RSC)
7. Standard Service Supply Code (SSS)
8. Electrical Safety Code (ESA) OESC O.Reg.22-04
9. Applicable CSA Codes
10. Performance Based Rates Handbook (PBR)
11. Ontario Business Corporations Act (OBCA)
12. Public Service Works on Highways Act
13. Building Code
14. Personal Information Protection and Electronic Documents Act (PIPEDA)
15. Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)
16. Weights and Measures Act
17. Accessibility for Ontarians Disabilities Act

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In the event a conflict between the Connection of Service and any Codes or Acts listed above, the Code or Act listed above shall prevail.

If there is a conflict between a Connection Agreement with a Customer and this Conditions of Service, this Conditions of Service shall govern.

When planning and designing for electricity service, the Customer and their agents must refer to all applicable provincial and Canadian electrical codes, and all other applicable federal, provincial, and municipal laws, regulations, codes and by-laws to also ensure compliance with their requirements. Without limiting the foregoing, 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

**1.3.1** This document adds to and clarifies points in the previously listed document. No clause or rule outlined in this document can contradict or change in any material way the intent of established law, standards and statutes. In any dispute on interpretation the relevant law, standard or statute shall be taken as correct. If there is no relevant document to reference, then this document can be considered the official policy of S.T.E.I. and dispute resolution can be sought elsewhere (see below).

**1.3.2** The term "Customer" shall refer to the person requesting service from S.T.E.I.

In this Conditions of Service document, unless the context otherwise requires:

- Headings, paragraph numbers and underlining are for convenience only and do not affect the interpretation of this Conditions of Service.
- 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 this Conditions of Service and any amendments made from time to time form part of any Contract made between S.T.E.I. and any connected Customer, Retailer, or Generator, and this Conditions of Service supersedes all previous conditions of service, oral or written, of S.T.E.I. as of its effective date.

In the event of changes to this Conditions of Service, a Public notice shall be made in the form of either a notice in the local newspaper, or a notice on the S.T.E.I. website at [www.sttenergy.com](http://www.sttenergy.com). In addition, Customers will be notified by means of a note on and/or included with their billing.

The Customer is responsible for contacting S.T.E.I. to ensure that the Customer has, or to obtain the current version of the Conditions of Service. The current version of the document is also posted on S.T.E.I. website at [www.sttenergy.com](http://www.sttenergy.com). A fee will be charged to the Customer for a copy of this document.



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### 1.5 Contact Information

Address: St Thomas Energy Inc., 135 Edward St., St. Thomas, ON N5P 4A8  
Mailing Address: P.O. Box 460, Stn Main, St. Thomas, ON N5P 3V2  
Phone #: 519-631-5550  
Emergency Phone #: 519-631-0311 (after hours)  
Fax #: 519-631-4771  
Email: [contact@sttenergy.com](mailto:contact@sttenergy.com)  
Web Site: [www.sttenergy.com](http://www.sttenergy.com)  
Business Hours: 8:30 AM to 4:30 PM Monday to Friday

### 1.6 Customer Rights

S.T.E.I. shall only be liable to a Customer and a Customer shall only be liable to S.T.E.I. for any damages that arise directly out of the willful misconduct or negligence:

- of S.T.E.I. in providing distribution service to the Customer;
- of the Customer in being connected to S.T.E.I.'s distribution system; or
- of S.T.E.I. or Customer in meeting their respective obligations under these Conditions, their licenses and any other applicable law.

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

Notwithstanding the above, neither S.T.E.I. nor the Customer shall be liable under any circumstances whatsoever for any loss of profits or revenues, business interruption losses, loss of contract or loss of goodwill, or for any indirect, consequential, incidental or special damages, including but not limited to punitive or exemplary damages, whether any of the said liability, loss or damages arise in contract, tort or otherwise.

The Customer or Embedded Generator shall indemnify and hold harmless S.T.E.I., its directors, officers, employees and agents from any claim made by any third party in connection with the construction and installation of a generator by or on behalf of the Customer or the Embedded Generator.

### 1.7 Distributor Rights

#### 1.7.1 Access to Customer Property

S.T.E.I. shall have access to Customer property in accordance with section 40 of the Electricity Act, 1998.

#### 1.7.2 Safety of Equipment

The Customer shall comply with all aspects of the Ontario Electrical Safety Code regarding all Customer owned electrical equipment and shall insure that all equipment is properly identified and connected for metering and operation purposes and will take whatever steps necessary to correct any deficiencies, in particular cross wiring situations, in a timely fashion.

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If the Customer does not take such action within a reasonable time, S.T.E.I. may disconnect the supply of power to the Customer.

Meters, wires, poles, cables, transformers and all other appliances and equipment of S.T.E.I. on a Customer's premise shall be in the care and at the risk of the Customer and if destroyed or damaged by fire or any other cause whatsoever other than ordinary wear and tear, the Customer shall pay S.T.E.I. the value of such meters, wires, poles, cables, transformers, appliances and equipment, or the cost of repairing or replacing same.

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 distribution lines, endanger the equipment or S.T.E.I. personnel, interfere with the proper and safe operation of S.T.E.I.'s facilities or adversely affect compliance with any applicable legislation in the sole opinion of S.T.E.I.

We require a minimum clearance of 3 metres in front of underground transformers and junction boxes; additionally, 1.5 metres is required from the other three sides.

The Customer shall not use or interfere with the facilities of S.T.E.I. except in accordance with a written agreement with S.T.E.I. The Customer must also grant S.T.E.I. the right to seal any point where a connection may be made on the line side of the metering equipment.

### **1.7.3 Operating Control**

The Customer shall provide a convenient and safe place, satisfactory to S.T.E.I. for installing, maintaining and operating its equipment in, on, or about the Customer's premises. S.T.E.I. assumes no risk and will not be liable for damages resulting from the presence of its equipment on the Customer's premises or approaches thereto, or action, omission or occurrence beyond its control, or negligence of any Persons over whom S.T.E.I. has no control.

The Customer further agrees that no one who is not an agent of S.T.E.I. shall be permitted to remove, replace, alter, repair, inspect or tamper with S.T.E.I. equipment, including seals. Only properly authorized agents of S.T.E.I. shall have reasonable access to the Customer's premises for the purpose of reading, examining, preparing or removing meter, wires, poles, cables, transformers and other appliances and equipment of S.T.E.I. and for the inspection of all the Customer's appliances and wiring.

The "Operational Demarcation Point", as defined by the DSC, is the physical location on the Customer's premises at which a distributor's responsibility for operational control of distribution equipment ends.

### **1.7.4 Repairs of Defective Customer Electrical Equipment**

The Customer will be required to repair or replace any equipment owned by the Customer that may affect the integrity or reliability of S.T.E.I.'s distribution system. If the Customer does not take such action within a reasonable time, S.T.E.I. may disconnect the supply of power to the Customer. S.T.E.I.'s policies and procedures with respect to the disconnection process are further described in these Conditions.

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### **1.7.5 Repairs of Customer's Physical Structures**

Depending on the ownership demarcation point, construction and maintenance of all civil works on private property owned by the Customer will be the responsibility of the Customer. All civil work on private property must be inspected and accepted by S.T.E.I. and the Electrical Safety Authority.

The Customer is responsible for the maintaining, repairing and replacing, in a safe condition satisfactory to S.T.E.I. the Customer's entire civil infrastructure and mechanical facilities located on private property, including but not limited to poles, underground conduits, transformer vaults and pads, meter bases and electrical rooms that S.T.E.I. deems required to house S.T.E.I. connection assets.

### **1.8 Disputes**

If a Customer or other Market Participant has a complaint about S.T.E.I. regarding services provided under its Distribution License, the Customer may contact S.T.E.I. at (519) 631 – 5550 or by email at [contact@sttenergy.com](mailto:contact@sttenergy.com)

Upon receipt of a complaint, S.T.E.I. will contact the Customer to acknowledge receipt of the complaint and if possible resolve the complaint or investigate and follow up on the complaint as required.

To resolve disputes, S.T.E.I. will follow the terms of Section 23 of the Distribution License.

Section 23 of the Distribution License states:

The Licensee shall:

- a) establish proper administrative procedures for resolving complaints by consumers and other market participants' complaints regarding services provided under the terms of this License;
- b) publish information which will facilitate its Customers accessing its complaints resolution process;
- c) refer unresolved complaints and subscribe to an independent third party complaints resolution agency which has been approved by the Board;
- d) make a copy of the complaints resolution procedure available for inspection by members of the public at each of the Licensee's premises during normal business hours;
- e) give or send free of charge a copy of the procedure to any person who reasonably requests it; and
- f) keep a record of all complaints whether resolved or not including the name of the complainant, the nature of the complaint, the date resolved or referred and the result of the dispute resolution.

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### 1.8.1 Dispute Resolution Process

If, following good faith negotiations between a Customer or other market participant and S.T.E.I., a resolution cannot be reached, the dispute may be submitted to a dispute resolution process.

Any dispute which shall arise between S.T.E.I. and a Customer(s) and other market participants subject to the terms of these Conditions of Service concerning the rights, duties or obligations of S.T.E.I. or others subject to these Conditions of Service, shall be subject to the following dispute resolution procedure:

#### Mediation

- Either party (the “Initiating Party”) may invoke the dispute resolution procedure by sending a written notice to the other party (the “Respondent Party”) describing the nature of the dispute and designating a representative of the Initiating Party with appropriate authority to be its representative in negotiations relating to the dispute. The responding Party shall, within five business days of the receipt of such notice, send a written notice to the Initiating Party, designating a representative of the Responding party with the appropriate authority to be its representative in negotiations relating to the dispute.
- Within ten business days of the receipt by the Initiating Party of the written notice of the Responding Party the designated representatives shall enter into good faith negotiations with a view to resolving the dispute. If the dispute is not resolved in thirty days of the commencement of such negotiations, or such longer period as may be agreed upon, either party may, by written notice to the other party, require that the parties be assisted in their negotiations by a mediator. The mediator shall be acceptable to both parties and have knowledge and experience in the matter under dispute, or professional qualifications, or experience in alternative dispute resolution, or both. The parties shall thereafter participate in mediation with the mediator through such process as the mediator, in consultation with the parties, may determine.
- None of the parties shall be deemed to be in default of any matter being mediated until effective on or after the date mediation fails.

#### Referral to Dispute Resolution

Any dispute that is not resolved through mediation as described above shall be referred to a third party dispute resolution agency according to the following procedure:

- Upon the written demand of either of the parties, the dispute shall be referred to an independent third party disputes resolution agency that has been approved by the Board.
- An independent third party disputes resolution agency that has been approved by the Board, shall be selected within ten days of the receipt of the demand by the other party.
- The third party disputes resolution agency selected to hear the dispute shall be qualified by education and training to pass on the particular question in dispute.

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- The third party disputes resolution agency selected shall immediately proceed to hear the matter or matters in dispute. The decision of the third party disputes resolution agency shall be made within 45 days of the selection, subject to any reasonable delay due to unforeseen circumstances. Notwithstanding the foregoing, if the third party disputes resolution agency fails to make a decision within 60 days of the selection, then either party may elect to have another third party disputes resolution agency hear the matter or matters as if none had previously heard the matter or matters.
- The decision of the third party disputes resolution agency shall be in writing and signed by the agency. It shall be final and binding upon all the parties hereto as to any matter or matters so submitted to the third party disputes resolution agency and shall observe and implement the terms and conditions thereof.
- The compensation and expenses of the third party disputes resolution agency (unless otherwise determined by the agency) shall be paid equally by the parties.

### **SECTION 2 - DISTRIBUTION ACTIVITIES (GENERAL)**

#### **2.1 CONNECTIONS**

Under the terms of the Distribution System Code, S.T.E.I. has the obligation to either connect or make an offer to connect any Customer that lie in its service area.

Early consultation with S.T.E.I. is essential. The Customer or their authorized representative must make application for new or upgraded electric services and temporary power services in writing. The Customer is required to provide S.T.E.I. 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.

The Customer or their representative shall consult with S.T.E.I. 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. S.T.E.I. will confirm, in writing, the Characteristics of Electric Supply available at a specific site.

S.T.E.I. shall make every reasonable effort to respond promptly to a generator's request for connection. In any event S.T.E.I. shall provide an initial consultation with a generator that wishes to connect to the distribution system regarding the connection process within thirty (30) calendar days of receiving a written request for connection. A final offer to connect a generator to its distribution system shall be made within ninety (90) calendar days of receiving a written request for connection, unless other necessary information outside the distributor's control is required before the offer can be made.

S.T.E.I. shall make every reasonable effort to respond promptly to another distributor's request for connection. S.T.E.I. shall provide an initial consultation with another distributor regarding the connection process within thirty (30) days of receiving a written request for connection. A final offer to connect the distributor to S.T.E.I.'s distribution system shall be

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made within ninety (90) days of receiving the written request for connection, unless other necessary information outside the distributor's control is required before the offer can be made.

S.T.E.I., in its discretion, may require a Customer, generator or distributor to enter into a Connection Agreement with S.T.E.I. including terms and conditions in addition to those expressed in these Conditions (refer to the sample in the DSC Code – Appendix D)

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.

In addition to any other requirements in these Conditions, the supply of electricity is conditional upon S.T.E.I. being permitted and able to provide such a supply, obtaining the necessary apparatus and material, and constructing works to provide the service. Should S.T.E.I. not be permitted to supply or not be able to do so, it is under no responsibility to the Customer whatsoever and the Customer releases S.T.E.I. from any liability in respect thereto.

Prior to commencing any service work, the Customer must consult with S.T.E.I. to ensure compliance with current requirements.

Customers may be required to pay a connection charge for the connection of a new or upgraded electrical service. The connection charge may consist of a basic connection charge and a variable connection charge.

There shall be only one electrical service to a property.

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

### **2.1.1 Building that Lies Along**

For the purpose of these Conditions "lies along," means a Customer property or parcel of land that is directly adjacent to or abuts onto the public road allowance where S.T.E.I. has distribution facilities of the appropriate voltage and adequate capacity.

Under the terms of the Distribution System Code, S.T.E.I. has the obligation to connect (under Section 28 of the Electricity Act, 1998) a building or facility that "lies along" its distribution line, provided:

- a) the building can be connected to S.T.E.I. distribution system without an expansion or enhancement and,
- b) the service installation meets the conditions listed in the Conditions of Service of the Distributor that owns and operates the distribution line.

The location of the Customer's service entrance equipment will be subject to the approval of S.T.E.I. and the Electrical Safety Authority.

A Building that "lies along" a distribution line may be refused connection to that line should the connection have an adverse effect on the reliability or safety of the distribution system.

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### **2.1.1.1 Connection Charges**

S.T.E.I. shall recover costs associated with the installation of “Connection Assets”, by Customer Class, via a Basic Connection Charge and a Variable Connection Charge, as applicable.

For the purpose of these Conditions condominiums, apartment complexes, multi-units or townhouse type developments are considered as Non-Residential Class of Customers.

Basic Connection Fees are reviewed annually and are calculated based on the average costs to provide the Standard Allowance and the Basic Connection for each Customer Class. Standard fees are determined using historical data from previous year(s) for all completed projects in each Customer Class.

Variable Connection Fees are calculated as the costs associated with the installation of connection assets above and beyond the Basic Connection.

Refer to Table 1 for Basic and Variable Connection Fees of each Customer Class and respective ownership demarcation point.

#### **a) Residential Customers**

The Basic Connection Charge is recovered through S.T.E.I.'s rates and covers the Standard Allowance to provide a basic connection consistent with the defined ownership demarcation point as outlined in Table 1 in these Conditions. This point may differ from the “operational demarcation point”.

The basic connection, provided at no charge to the Customer, shall include:

- supply and installation of overhead distribution transformation capacity or an equivalent credit for transformation equipment and
- up to 30 m (98 ft) of overhead conductor or an equivalent credit for underground services.

The Variable Connection Charge is recovered through a charge to the Customer requesting the connection. The Basic Connection Fee and the Variable Connection Fee is determined for each Customer Class as indicated in Table 1 of these Conditions.

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### b) Non-Residential Customers

- i) Multi-Unit Residential Developments
- ii) Industrial & Commercial

S.T.E.I. may recover the Basic Connection Charge either through S.T.E.I.'s rates, or through a Basic Connection Fee charged to the Customer requesting the connection.

The Variable Connection Charge is recovered through a charge to the Customer requesting the connection. The Basic Connection Fee and the Variable Connection Fee is determined for each Customer Class as indicated in Table 1 of these Conditions.

### 2.1.2 System Expansion / Offer to Connect

Under the terms of the Distribution System Code (DSC), S.T.E.I. is required to make an "offer to connect" if, in order to connect a Customer, S.T.E.I. must construct new distribution system facilities or increase the capacity of existing distribution facilities (i.e. an "Expansion" of its system). In making an "Offer to connect", S.T.E.I. will include, without limitation, the following components, as applicable:

- a. the Basic Connection Fee
- b. the Variable Connection Fee
- c. the Capital Contribution
- d. the Expansion Deposit

The cost associated with the Expansion is to be fair and reasonable and is in addition to any Basic and/or Variable Connection Charges. Refer to Table 1 for Basic and Variable Connection Fees of each Customer Class and the respective ownership demarcation point.

S.T.E.I. will perform an economic evaluation to determine whether the future revenue from the Customer will pay for the capital and on-going maintenance costs of the Expansion project (refer to methodology and assumptions in the DSC Code – Appendix B). At the discretion of S.T.E.I., the capital costs for the Expansion may include incremental costs associated with the full use of S.T.E.I.'s existing spare facilities or equipment, which may result in an adverse impact to future Customers. The economic evaluation will be based on the Customer's proposed load as determined by S.T.E.I.

Performing an economic evaluation for a project determines the monetary value of the project in today's dollars. The basic calculation for determining project value is:

$$\text{Project Value} = \text{Revenue} - \text{Maint \& Oper} - \text{Taxes} - \text{Capital Cost} + \text{Depreciation}$$

**Where:**

**Project Value** = The present value of the project also referred to as the **Net Present Value**

**Revenue** = The present value of projected revenue the project is expected to generate over its useful life



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- Maint & Oper** = The present value of Maintenance and Operating cost during the life of the project
- Taxes** = The present value of tax costs during the life of the project
- Capital Cost** = The present value of the total cost to build and install the project also referred to as **(Principal + Interest)**
- Depreciation** = A percentage of the project's **Principal** also referred to as **Capital Cost Allowance**.

If the Project Value (Net Present Value or NPV) is negative it means that the project is not economically feasible for S.T.E.I. because the project cannot generate enough revenue to be sustainable. To proceed, the customer must provide a capital contribution in the amount of the shortfall which is the negative NPV amount.

The Customer requesting the system expansion may seek an alternative bid for the work required to complete the system expansion, provided the offer to connect from S.T.E.I. meets the following conditions:

- The project requires a capital contribution from the Customer; and
- Construction work does not involve work on existing circuits.

Alternative bids may only be obtained from contractors who have been pre-qualified by S.T.E.I.

S.T.E.I. may charge the Customer that chooses to pursue an alternative bid any costs incurred by S.T.E.I. associated with the expansion project, including but not limited to the following:

- costs for additional design, engineering, or installation of facilities required to complete the project that were made in addition to the original offer to connect;
- costs for inspection or approval of the work performed by the contractor hired by the Customer.

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### **2.1.2.1 Offer to Connect**

If an expansion is needed in order for S.T.E.I. to connect the customer, the initial offer to connect shall include:

- a) a statement as to whether the offer is a firm offer or is an estimate of the costs that would be revised in the future to reflect actual costs incurred;
- b) a reference to S.T.E.I.'s Conditions of Service and information on how the customer requesting the connection may obtain a copy of them;
- c) a statement as to whether a capital contribution will be required from the customer;
- d) a statement as to whether an expansion deposit will be required from the customer; if one is required, the amount the customer will have to provide will be specified;
- e) a statement as to whether the connection charges referred to in sections 3.1.5 and 3.1.6 of the Distribution Systems Codes, will be charged separately from the capital contribution referred to in Section 2.1.2.1(c) and a description of, and if known the amount for, those connection charges.

### **2.1.2.2 S.T.E.I. Obligations Under "Offer to Connect"**

All of the above will be provided to the customer without charge. If the NPV of the economic evaluation is negative and the customer pays capital contribution, S.T.E.I. will include in the Offer to Connect.

- a) The amount of the capital contribution that the customer will have to pay for the expansion.
- b) The calculation used to determine the amount of the capital contribution to be paid by the customer including all of the assumptions and inputs used to produce the economic evaluation.
- c) In the Offer to Connect, S.T.E.I. will inform the customer that he/she has a choice to obtain alternate bids from pre-qualified contractors.
- d) A statement as to whether the offer includes work for which the customer may obtain an alternative bid and, if so, the process by which the customer may obtain the alternate bid.
- e) A description of, and costs for, the contestable work and the uncontestable work associated with the expansion broken down into the following categories:
  - i) labour (including design, engineering and construction);
  - ii) materials;
  - iii) equipment; and
  - iv) overhead (including administration)

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- f) An amount for any additional costs that will be incurred as a result of the alternative bid option being chosen (including, but not limited to, inspection costs).
- g) If the offer is for a residential customer, a description of, and the amount for, the costs of the basic connection referred to in Section 3.1.4 of the Distribution System Code that has been factored into the economic evaluation.
- h) If the offer is to a non-residential customer, a description of, and the amount for, the connection charges referred to in Section 3.1.5 of the Distribution System Code that have been factored into the economic evaluation.
- i) The amount S.T.E.I. may offer to charge a customer other than a generator or distributor to construct the expansion to S.T.E.I.'s distribution system shall not exceed the customer's share of the difference between the present value of the project capital costs and ongoing maintenance costs for the equipment and the present value of the projected revenue.
- j) S.T.E.I.'s offer to connect is an estimate of the costs to construct the expansion and is not a firm offer, the final amount charged to the customer will be the actual costs incurred. S.T.E.I. will calculate the first estimate and the final payment at no extra expense to the customer.
- k) Whether the offer is firm or is an estimate, the NPV revisions in the final payment will reflect the actual costs incurred.

All of the above will be provided to the customer.

### **2.1.2.3 Settlement of "Capital Contribution" for "Offer to Connect"**

The customer must supply a deposit either as a certified cheque or letter of credit a minimum 30 days prior to construction to cover the complete installation costs of the expansion which includes engineering design, materials, labour, equipment and administrative activities per phase of the development. The capital contribution is the amount of the shortfall identified in the Economic Evaluation (the negative amount of the negative NPV in section 2.1.2). When the expansion has been completed and Customer has completed payments for the capital contribution and met all obligations. S.T.E.I. will return the deposit to the customer. If the deposit was a Letter of Credit, it will be returned to the customer's bank. If the deposit was paid for with a certified cheque, the capital contribution amount will be deducted from the total amount paid and the remainder returned the customer.

### **2.1.2.4 Alternate Bids**

As mentioned earlier in the "Offer to Connect" Section 2.1.2.2, S.T.E.I. shall inform the customer that he has a choice to obtain alternate bids for expansion work, if the NPV of economic evaluation is negative.

- a) The conditions for "Alternate Bids" are:
  - Project requires Capital Contribution from the customer;
  - Construction work does not involve work with existing circuits.

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b) S.T.E.I. shall require the customer to:

- Complete all the contestable work, select and hire the contractor, pay the contractor's costs for the contestable work, and assume full responsibility for the construction of that aspect of the expansion;
- Be responsible for administering the contract (including the acquisition of all required permissions, permits and easements) or have the customer pay S.T.E.I. to do this activity;
- Ensure that the contestable work is done in accordance with S.T.E.I.'s design and technical standards and specifications; and
- Inspect and approve, at cost, all aspects of the constructed facilities as part of a system commissioning activity, prior to connecting the constructed facilities to the existing distribution system.
- S.T.E.I. reserves the right to inspect and approve all aspects of the constructed facilities as a part of a system commissioning, prior to connecting the constructed facilities to the existing distribution system;
- The transfer price of the assets shall be the lower of cost or S.T.E.I.'s initial price for the contestable work.

If customers choose to have work completed with an Alternate Bid, the customer must still provide a deposit either as a certified cheque or letter of credit prior to construction to cover the cost of the shortfall (capital contribution) as determined by the Economic Evaluation negative NPV (section 2.1.2),

When the expansion has been completed and S.T.E.I. receives payment for engineering, administration, inspection and connections and all Customer obligations have been met, S.T.E.I. will reduce the deposit to 15% and hold it for two years. S.T.E.I. then pays the customer for the installation cost of the expansion less the shortfall (capital contribution) as determined by the Economic Evaluation negative NPV (section 2.1.2), For residential subdivision developments, any payments made to Developers are based on the number of services connected in the first five years. A payment is made to the Developer each year based on the number of services connected for the first five only.

### **2.1.2.5 Settlement of Rebates for Connection of Un-Forecasted Customers During Connection Horizon**

Un-forecasted customers that connect to the distribution system during the customer connection horizon will benefit from the earlier expansion and should contribute their share. In such an event, the initial contributors shall be entitled to a rebate from S.T.E.I. S.T.E.I. shall collect from the un-forecasted customers an amount equal to the rebate the distributor shall pay to the initial contributors. The amount of the rebate shall be determined as follows:

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- a) For a period of up to the customer connection horizon, the initial contributor shall be entitled to a rebate without interest, based on apportioned benefit for the remaining period; and
- b) The apportioned benefit shall be determined by considering such factors as the relative load level and the relative line length (in proportion to the line length being shared by both parties).

### **2.1.2.6 Phase Developments**

For a development constructed in phases over several years, the estimated cost of servicing the first phase may reflect costs associated with the installation of equipment to accommodate the future phases. These costs may be excluded from the servicing costs of the first phase and be proportion to future phases. Customers must clearly identify the timing and scope of future phases with their original submittal. In the "Offer to Connect", S.T.E.I. will identify any costs associated with accommodating future phases and specify if these costs are included in the servicing cost estimate, or if they are excluded but will be charged when the next phase proceeds.

### **2.1.2.7 Expansion Deposit**

For expansions that require a capital contribution, S.T.E.I. will require the customer to provide an expansion deposit either as a certified cheque or letter of credit to cover the complete installation costs which includes engineering design, materials, labour, equipment and administrative activities of the expansion. The capital contribution is the amount of the shortfall identified in the Economic Evaluation (the negative amount of the negative NPV in section 2.1.2).

When the expansion has been completed and Customer has completed payments for the Capital Contribution and met all obligations, S.T.E.I. will return the deposit to the customer. If the deposit was a Letter of Credit, it will be returned to the customer's bank. If the deposit was paid for with a certified cheque, the capital contribution amount will be deducted from the total amount paid and the remainder returned the customer.

For expansions that do not require a Capital Contribution, the customer will still be required to provide an expansion deposit to cover the complete installation costs which includes engineering design, materials, labour, equipment and administrative activities of the expansion.

- . The expansion deposit collected shall cover both forecast and asset risk.
- . The expansion deposit shall be in the form of cash or letter of credit. The customer may choose the form of the expansion deposit.
- . If the expansion deposit is in the form of cash, S.T.E.I. will return the expansion deposit as per Section 3.2. 26 of the Distribution System Code.
- . Once the facilities are energized, S.T.E.I. shall annually return the percentage of the expansion deposit in proportion to the actual connections (for residential developments) or actual demand (for commercial and industrial developments) that

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materialized in that year. This annual calculation shall only be done for the duration of the customer connection horizon of five years. If at the end of the customer connection horizon the forecasted connections (for residential developments) or forecasted demand (for commercial and industrial developments) have not materialized, S.T.E.I. shall retain the remaining portion of the expansion deposit.

- If the customer chooses an alternate bid, S.T.E.I. will collect an expansion deposit in the amount of 10% of present value of the projected revenue, and:
  - a) Retain and use the expansion deposit to cover its costs if it must complete, repair or bring up to standard the facilities. Complete, repair or bring up to standard includes S.T.E.I.'s costs to ensure that the expansion is completed to the proper design and technical standards and specifications, and that the facilities operate properly when energized;
  - b) Retain up to 10% of the expansion deposit for a warranty period of up to two years. This portion of the expansion deposit may be applied to any work required to repair the expansion facilities within the two-year period. The two-year period begins;
    - i. When the last forecasted connection in the expansion project materializes (for residential developments) or the last forecasted demand materializes (for commercial and industrial developments); or
    - ii. At the end of the customer connection horizon of five years;

Whichever occurs first, S.T.E.I. shall return any remaining portion of this part of the expansion deposit at the end of the two-year warranty period.

### **2.1.2.8 Settlement of Capital Contributions, Supply Agreement and Securities – General Service Customers (Industrial/Commercial)**

Electric energy consumption and demand of General Service Customers (Industrial/Commercial) is subject to significant variation over time due to changes in business process, building usage and building ownership or tenants. Significant changes in consumption and/or demand of General Service Customers from those projected in the initial economic evaluation have a direct effect on the accuracy of the initial economic evaluation and the subsequent shortfall calculation.

The initial demand proposed by the Customer must be reasonable and shall be subject to approval by S.T.E.I. If after 2 years from the in-service date the Customer's twelve month rolling average monthly demand is less than 90% of the incremental demand used in the original economic evaluation, the Customer and S.T.E.I. agree to recalculate the economic evaluation based on the actual twelve-month demand and increase the capital contribution payment accordingly.

To keep S.T.E.I. harmless as a result of S.T.E.I. agreeing to reduce the amount of capital contribution required for the Expansion, the Industrial/Commercial General Service Customers may be required to enter into a Supply Agreement and provide a security deposit to cover for the difference between the actual costs incurred by S.T.E.I. and the capital

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contribution(s) paid by the Customer. This requirement will depend on the amount of capital required by S.T.E.I. and the associated risk involved in recovering this capital through revenue from the applicable S.T.E.I. distribution rates.

With each subsequent renewal of the security deposit, the Customer's liability shall be reduced by an amount equal to the actual incremental revenue collected since the in-service date. The residual debt, if any, is due 25 years after the in-service date, or upon termination of the Supply Agreement. The obligation to pay any outstanding amount shall survive the termination of the Supply Agreement. An irrevocable (standby) letter of credit or a letter of guarantee from a chartered bank, trust company or credit union is acceptable in lieu of a cash deposit. This security deposit is in addition to any other charges or deposits that may be required by S.T.E.I. and is to be provided prior to the connection of service.

If S.T.E.I. cannot determine the electricity consumption and demand proposed by the Customer is valid or reasonable, the customer will be responsible for the complete installation costs which includes engineering design, materials, labour, equipment and administrative activities of the expansion.

### **2.1.3 Connection Denial**

The Distribution System Code provides for the ability of a Distributor to deny connections. S.T.E.I. is not obligated to connect a building within its service territory if the connection would result in any of the following:

1. Contravention of existing laws of Canada and the Province of Ontario.
2. Violations of conditions in S.T.E.I. Distribution License.
3. Use of a distribution system line for a purpose that it does not serve and that S.T.E.I. does not intend to serve.
4. Adverse effect on the reliability and/or safety of the distribution system.
5. Public safety reasons or imposition of an unsafe work situation beyond normal risks inherent in the operation of the distribution system.
6. A material decrease in the efficiency of S.T.E.I.'s distribution system.
7. A material adverse effect on the quality of distribution services received by an existing connection.
8. Discriminatory access to distribution services.
9. Potential increases in monetary amounts that already are in arrears with S.T.E.I.
10. If an electrical connection to S.T.E.I.'s distribution system does not meet S.T.E.I.'s design requirements.
11. If the person requesting the connection owes S.T.E.I. money for any reason.
12. Any other conditions documented in S.T.E.I.'s Condition of Service document that are consistent with the conditions identified above and with the goals delineated in the Energy Competition Act, 1998.

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If S.T.E.I. has denied the request for connection, the Customer will be informed of the reason(s) for not connecting and if S.T.E.I. is able to provide a remedy to the situation an offer to connect will be made to the Customer. If S.T.E.I. 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.

S.T.E.I. reserves the right to require the consumer to be present during the connection/reconnection of a service. However, if the Customer does not meet with S.T.E.I. at the scheduled time and the Customer is not present during the service connection/reconnection, S.T.E.I. accepts no responsibility for damages caused by energizing the service.

### **2.1.4 Inspections Before Connection**

All Customer electrical installations shall be inspected and approved by the Electrical Safety Authority and must also meet S.T.E.I.'s requirements. S.T.E.I. requires notification from the Electrical Safety Authority of this approval prior to energizing the service.

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

Temporary services, typically used for construction purposes, must be approved by the Electrical Safety Authority for a period of twelve months and must be re-inspected should the period of use exceed twelve months.

Customer owned substations must be inspected by the Electrical Safety Authority and S.T.E.I.

Transformer rooms shall be inspected and approved by S.T.E.I. prior to the installation of equipment.

Provisions for metering shall be inspected and approved by S.T.E.I. prior to energizing the service.

Duct banks shall be inspected and approved by the S.T.E.I. prior to the pouring of concrete and again before backfilling. The completed ducts must be swabbed or brushed by the site contractor in the presence of the S.T.E.I. inspector and shall be clear of all extraneous material. In the event that the ducts are blocked, the owner's representative will be responsible for clearing the ducts prior to the cable installations. Only an approved contractor will make connections to existing concrete duct banks or manholes. All work done on existing duct banks must be authorized by S.T.E.I. and carried out in accordance with all applicable safety acts and regulations.



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### **2.1.4.1 Overlap of Electrical Services**

In certain situations, where an existing service is being upgraded or relocated, S.T.E.I. may allow two services to be energized for a period of up to 15 days to provide the owner with adequate time to transfer all internal circuits to the new system. E.S.A. approval is required. A charge to disconnect the existing service may apply. Prior to any overlap of services, the owner, must obtain approval from S.T.E.I. Engineering Department and S.T.E.I. reserves the right to disconnect the non-permanent service should the 15-day overlap period be exceeded.

### **2.1.5 Relocation of Plant**

When requested to relocate distribution plant, S.T.E.I. shall exercise its rights and discharge its obligations in accordance with existing legislation such as the Public Service Works on Highways Act, regulations, formal agreements, easements and common law. In the absence of existing arrangements, S.T.E.I. is not obligated to relocate the plant. However, S.T.E.I. shall resolve the issue in a fair and reasonable manner.

Once the request for relocation of distribution plant has been reviewed, the Customer or agency requesting the relocation will be notified of the feasibility or unfeasibility of the work required. If the relocation is feasible, the Customer or agency shall pay the total costs for labour, labour saving devices, materials and applicable overheads or as otherwise defined in existing legislation.

#### **2.1.5.1 Temporary Relocation of Plant**

S.T.E.I. will cooperate with all reasonable requests in assisting and moving plant where possible. However, it will reserve the right to disallow the moving of equipment and/or structures over certain routes when in their opinion the moving and/or disconnecting of the distribution system is not feasible. The total costs for labour, labour saving devices, materials and applicable overheads for such work shall be borne by the Customer.

If the equipment and/or structure to be moved has a traveling height of 4.2 m (14 feet) or less, no charge for the moving or relocation of the overhead distribution system will apply.

### **2.1.6 Easements**

#### **2.1.6.1 Unregistered Rights**

The Electricity Act 1998 provides that all property that is subject to unregistered rights prior to April 1, 1999, will continue to be subject to the unregistered right until the right expires or until it is released by the holder of that right.

#### **2.1.6.2 Registered Easements**

Customer shall grant, at no cost to S.T.E.I., where required, an easement to permit installation and maintenance of service. The width and extent of this easement shall be determined by S.T.E.I. The easement shall be granted prior to energizing of the service.

To maintain the reliability, integrity and efficiency of the distribution system, S.T.E.I. has the right to have supply facilities on private property registered against title to the property.

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Easements are required whenever S.T.E.I.'s underground or overhead plant is to be located on private property or crosses over an adjacent private property to service a Customer other than the owner of that adjacent property.

The Customer will prepare at its own costs a reference plan and associated easement documents to the satisfaction of S.T.E.I.'s solicitor prior to its registration and register the easement plan. Details will be provided upon application for service.

The Customer shall not construct or locate any buildings, structures, fences, equipment, pools, shrubs, etc. on the easement.

### **2.1.7 Contracts**

**2.1.7.1 Standard Form of Contract** – Connection to the electrical distribution system will be provided upon completion of a signed contract; as deemed necessary by S.T.E.I., between the Customer and S.T.E.I. and receipt of approval by the Electrical Safety Authority.

A Standard Contract for service shall be considered as being in force from the date it is signed by the Customer and S.T.E.I. or a deemed contract is in force and shall remain in force until terminated by either party.

**2.1.7.2 Implied Contract** – In all cases, notwithstanding the absence of a formal contract, the taking and using of electricity and distribution services from S.T.E.I. by any Person or Persons named on the account with S.T.E.I. constitutes the acceptance of the terms and conditions of all regulations, conditions and rates as established by S.T.E.I. Such acceptance and use of electricity and distribution services shall be deemed to be the acceptance of a binding contract with S.T.E.I. and the Person(s) named on the account so accepting shall be liable for payment for such electricity and distribution services and associated charges and the contract shall be binding upon the Person(s)' named on the account heirs, administrators, executors, successors or assigns.

**2.1.7.3 Special Contract** – 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

### **2.1.7.4 Account Holder**

The current customer whose name appears on the S.T.E.I. monthly invoice is deemed to be the Account Holder.

S.T.E.I. takes direction from the Account Holder for the purpose of providing electricity service. Direction is given in the form of:

- Opening of Accounts
- Closing of Accounts

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The Account Holder is responsible for the following charges:

- Fixed Service Charges
- Usage/Consumption Charges
- Specific Service Charges (referred to as Miscellaneous Charges by S.T.E.I.)

The above charges are approved by the Ontario Energy Board, from time to time and are contained in the "Tariff of Rates and Charges" schedule which can be found on-line by going to [www.sttenergy.com](http://www.sttenergy.com).

The Account Holder may also be responsible for other fees and charges as indicated in this Conditions of Service document.

S.T.E.I. may refuse to terminate the supply of electricity to an owner's building when there are occupant(s) in the building.

### **2.1.7.5 Opening and Closing of Accounts**

A Customer who wishes to open an account for the supply of electricity by S.T.E.I. shall contact S.T.E.I. by phone, by written request (including requests submitted by facsimile), or through the S.T.E.I. website at [www.sttenergy.com](http://www.sttenergy.com).

A customer who wishes to close an account with S.T.E.I. shall contact S.T.E.I. by phone, by written request (including requests submitted by facsimile), The Customer shall be responsible for all billable charges to S.T.E.I. for the supply of electricity to the account up to and including the termination date of the account.

In all cases, S.T.E.I. will not maintain availability of a meter and service without an active account and Customer. For every metered service an account will be established and applicable charges will apply. When a Customer advises S.T.E.I. they are no longer responsible for the account or requests to close an account, a final bill will be issued for the account. If, at that time, a new Customer has not assumed responsibility for services provided to the property, S.T.E.I. may disconnect the service and may remove the S.T.E.I. facilities and equipment from the property. If a request is made for reconnection, the new Customer setting up an account at the service address may incur the applicable costs to reinstall appropriate delivery equipment that may have been removed. If service has been disconnected from a premise for six months or longer, an ESA inspection is required and it will be the responsibility of the party requiring the reconnection to arrange for the inspection and the payment of fees.

### **Landlord/Owner and Tenant Agreements**

When a tenant has opened an account at a property for the distribution of services they have agreed to be an S.T.E.I. Customer and have accepted responsibility for electricity charges provided to a service address. Therefore, the contract is with the tenant. When a tenant closes the account, S.T.E.I. will adhere to the date provided by the tenant, regardless of the terms of any lease or verbal agreement between that tenant and landlord or owner, and a final bill be issued for the account.

A landlord or owner may enter into an agreement (Continuous Service Agreement/CSA) with S.T.E.I. to accept responsibility for any and/or all units listed at a service address for which they are the landlord or owner and be responsible for any electricity charges for services

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provided at that property at anytime a person has not assumed responsibility for services delivered to the property until;

- a) new tenant opens an account and agrees to accept responsibility for the charges at the service address, or;
- b) the landlord or owner terminates the agreement.

A landlord or owner may enter into the above mentioned agreement in the form of a written agreement only. If a new account is set up in the landlord or owner's name pursuant to such an agreement, the following terms and conditions apply;

- a) S.T.E.I. will open an account(s) for electrical service to the properties in the landlord or owner's name as soon as any vacating tenant's account has been closed, where;
- b) the landlord or owner will be responsible for the new account(s) and any electricity charges for service provided, at any and all units listed at a service address, and will comply with these Conditions of Service; and
- c) a new account set up charge will apply to the new account(s), which will appear on the first electricity bill for any new account(s). Even though the property may be vacant, monthly service charges and electricity used will be billed to this new account(s).

The above agreement shall continue in effect until terminated by either party by giving ten (10) days written notice to the other party. The termination of this agreement shall not relieve the landlord or owner from its obligation to pay for any charges accrued prior to the date of termination. In the event the landlord or owner cancels this agreement, the landlord or owner will not be eligible to enter into another agreement relating to the premises listed for a period of six (6) months.

For greater clarity, if a tenant has closed an account and a new tenant or landlord or owner has not assumed responsibility for services delivered to the property, S.T.E.I. will disconnect the service and may remove their equipment from the property as in accordance with section 2.1.7.5. S.T.E.I. will not be responsible for any liabilities or damages, which may occur as a result of the service being disconnected.

All reconnection fees will be the responsibility of the person requesting service.

### **2.1.7.6 Transferring Arrears**

S.T.E.I. has the right to transfer arrears from one account in a customer's name to any other account in the same customer's name, irrespective of rate classification or whether other additional names appear on the account.

### **2.1.7.7 Payment by Building Owner**

The owner of a building is responsible for paying for the supply of electricity by S.T.E.I. to the building except in the case of multi-tenant buildings with individual meters where the occupants have contracted for supply with S.T.E.I. In the case of multi-tenant buildings with bulk metering, the owner must pay the total cost of the account.

A building owner wishing to terminate the supply of electricity to its Building must notify S.T.E.I. in writing. Until S.T.E.I. receives such written notice from the Building owner or its authorized representative, the Building owner will be responsible for all billable charges for the supply of

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electricity to such Building. S.T.E.I may refuse to terminate the supply of electricity to an owner's Building when there are occupant(s) in the Building.

### **2.2 Disconnection**

S.T.E.I. has the right and/or obligation to disconnect or control the supply of electricity to a Customer for the following reasons not limited to:

- a) Failure to pay overdue amounts for the supply of electricity.
- b) Failure to pay any connection costs due and payable.
- c) Failure to notify S.T.E.I of customer responsible for electricity account when a new party moves into an existing connected property.
- d) Non-payment of security deposits identified as a condition of service or a condition of continuing service.
- e) Contravention of the laws of Canada or Ontario.
- f) Imposition of an unsafe worker situation beyond normal risks inherent in the operation of the Distribution System.
- g) Adverse effect on the reliability and/or safety of the Distribution System.
- h) A material decrease in the efficiency of S.T.E.I.'s Distribution System.
- i) Inability of S.T.E.I to perform metering (manually, automatically or remotely), planned inspections, maintenance, meter reading, repairs or replacement of all or any part of a Meter Installation.
- j) Failure of the Customer to comply with a directive of S.T.E.I that S.T.E.I makes for the purposes of meeting its License obligations.
- k) Failure of the Customer to comply with any requirements in these Conditions of Service, including a requirement that the Customer complete an account set up process over the telephone or in writing and assume responsibility for Distribution Services charges, or a term of any agreement made between the Customer and S.T.E.I, including, but not limited to, a Connection Agreement, Connection Cost Agreement or a Connection and Cost Recovery Agreement;
- l) In compliance with a court order;
- m) By order of the Electrical Safety Authority, by order of the IESO; or for the reasons identified in Section 2.2.1 of these Conditions of Service
- n) Electrical disturbances propagation caused by Customer equipment that is not corrected in a timely fashion;
- o) Energy diversion, fraud or abuse.
- p) Upon receipt of a Disconnection request by the owner, S.T.E.I. will disconnect and/or remove S.T.E.I.'s connection assets. The disconnection of a service does not alleviate the customer of the liability of arrears or ongoing Utility Bills.

### **General Information**

S.T.E.I. 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 S.T.E.I. or the public, service may be discontinued without notice.

Upon discovery of a connection that has the potential to cause a hazardous condition or in the event that disturbance propagation (back feed) exists, S.T.E.I. will notify the Customer to rectify the conditions at once. Where possible, the Customer will be given up to seven calendar days to make the necessary repairs to correct the problem. If the Customer fails to make satisfactory arrangements to remedy the condition within seven calendar days after a

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disconnect notice has been given to the Customer, the service may be disconnected and not restored until satisfactory arrangements to remedy the condition have been made. S.T.E.I. shall not be liable for any damage to the Customer's premises resulting from such discontinuance of service. Disconnect notices will be in writing and if given by mail shall be deemed to be received on the third business day after mailing.

### **2.2.1 Collection of Arrears**

The St Thomas Energy Inc. monthly bill is issued and due within 19 days of the billing date. S.T.E.I provides customers with a 16-day payment period, plus 3 days for the bill to be sent by mail. The due date on the bill is set 19 days from the billing date.

Immediately following the due date, steps will be taken to collect the full amount of the bill.

- Where the amount of the bill has not been paid by the due date, the customer shall pay an interest charge of 1.5% per month, compounded monthly (19.56% per year).
- 5 days after the due date if the account is unpaid and no acceptable payment arrangements are on file and "Interactive Voice Response (IVR)" reminder call is made and is recorded on the customer's account
- 9 days after the due date if the account is unpaid and no acceptable payment arrangements are on file a "Notice of Arrears" is hand delivered to the service address within the City of St Thomas and all others are mailed.
- The "Notice of Arrears" informs customers of the outstanding monies owed, a disconnection date, along with information about payment methods, short term payment arrangements, arrears management program and collection charges.
- 5 days after the "Notice of Arrears" is issued, personal contact is attempted to advise the customer of the pending disconnection.
- 19 days after the due date if the account remains unpaid a "Disconnection for Non-Payment" notice is delivered to the service address at which time the service is disconnected. Such discontinuance of service does not relieve the Customer of the liability for arrears or monthly service charges nor shall S.T.E.I be liable for any damage on the Customer's premises resulting from discontinuance of service. At the time of disconnection, a Fire and Safety Notice is left at the affected premise.
- The service will not be reconnected unless payment has been received for all outstanding arrears which could include an additional deposit and a reconnection fee.
- Regular working hour service reconnections are done between the hours of 3 pm and 4:30 pm. Monday to Friday. For safety reasons S.T.E.I requires an adult to be present at the time of the reconnection. Reconnections are to be done within 2 business days.

### **2.2.2 Disconnection Provision for Residential Low-Income Customers**

S.T.E.I shall suspend any disconnection action for a period of 21 days from the date of notification by a registered charity, social service agency or government agency that partners with a given distributor to assess Emergency Financial Assistance eligibility for a residential customer for the purposes of determining whether the customer is eligible to receive such assistance, provided such notification is made within 10 days from the date on which the disconnection notice is received by the customer. Where a residential customer had requested prior to the issuance of the disconnection notice that the distributor also provide a copy of any disconnection notice to a third party, the distributor shall suspend any

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disconnection action for a period of 21 days from the date of notification by the third party that he, she is attempting to arrange assistance with the bill payment, provided such notification is within 10 days from the date the disconnection notice is received by the customer. Upon notification by a registered charity, government agency or social service agency that the residential customer is not eligible to receive bill payment assistance, or if the third party decides not to assist the customer with the bill payment, S.T.E.I. may proceed with the disconnection process.

### **2.2.3 Unauthorized Energy Use**

S.T.E.I. shall use its discretion in taking action to mitigate unauthorized energy use. Upon identification of possible unauthorized energy use, S.T.E.I. shall notify, if appropriate, Measurement Canada, the Electrical Safety Authority, Local Police Officials, retailers that service consumers affected by the unauthorized energy use, or other entities.

S.T.E.I. reserves the right to disconnect the supply of electrical energy to a Customer for causes not limited to energy diversion, fraud or abuse on the part of the Customer. Such service may not be reconnected until the Customer rectifies the condition and provides full payment to S.T.E.I. including all costs incurred by S.T.E.I. arising from unauthorized energy use, including inspections, repair costs, and the cost of disconnection and reconnection. Where actual metered consumption is not available, S.T.E.I. will calculate the energy consumption based on an estimate.

Prior to reconnecting the service, S.T.E.I. shall require proper authorization from applicable authorities.

S.T.E.I. may recover from the parties responsible for the unauthorized energy use all costs incurred from the unauthorized energy use, including lost revenue from energy sales, inspection and repair costs. Under certain situations the building owner may be required to pay these costs before the service is reconnected.

## **2.3 CONVEYANCE OF ELECTRICITY**

### **2.3.1 Limitations on the Guaranty of Supply**

S.T.E.I. may shut off or reduce the supply of electricity to the property or disconnect equipment or open circuits to:

- a) inspect, maintain, repair, alter, remove, replace or disconnect wires or other facilities used to transmit or distribute electricity; or
- b) to install, inspect, read, calibrate, maintain, repair, alter, remove or replace a meter.

This work will be done as part of S.T.E.I. planned operations and maintenance activities during normal business hours, Monday to Friday. Where a Customer requests such planned activities to be done outside normal working hours, then the Customer shall pay the incremental costs.

S.T.E.I. 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

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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 standby facilities. Customers may require special protective equipment on their premises to minimize the effect of momentary power interruptions.

S.T.E.I. will endeavor to maintain voltage variation limits, under normal operation conditions, at the Customers' Delivery Points, as specified by the latest edition of the Canadian Standards Association CAN3-C235.

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 the S.T.E.I. supply.

### **2.3.2 Power Quality**

In response to a Customer power quality concern, where the utilization of electric power affects the performance of electrical equipment, an investigative analysis will be performed to identify the underlying cause. Depending on the circumstances, this may include review of relevant power interruption data, trend analysis, and/or use of diagnostic measurement tools.

Upon determination of the cause resulting in the power quality concern, where it is deemed a system delivery issue and where industry standards such as IEEE 519, IEC, ITI (CBEMA Curve) are not met, S.T.E.I. will recommend and/or take appropriate mitigation measures. S.T.E.I. will endeavor to control harmonics generated by its own system where these are found to be detrimental to the Customers. If S.T.E.I. is unable to correct the problem due to the impact on other Customers, then it is not obligated to make the corrections. Appropriate industry standards such as IEEE 519, IEC, ITI (CBEMA Curve) will be used as a guideline. If the problem lies on the Customer side of the system, S.T.E.I. may seek reimbursement from the Customer for the costs incurred in its investigation.

If an undesirable system disturbance is being caused by the Customer's equipment, the Customer will be required to cease operation of the equipment until satisfactory remedial action has been taken. If the Customer does not take such action within a reasonable time, the Customer's supply of power may be disconnected.

If S.T.E.I. determines that Consumer's equipment may be the source causing unacceptable harmonics, voltage flicker or voltage level on S.T.E.I.'s distribution system; the Consumer shall assist S.T.E.I. in its investigation by providing required equipment information, relevant data and necessary access for monitoring the equipment.

All electrical and mechanical equipment used by the Customer shall be subject to the reasonable approval of S.T.E.I. When Customers plan to install large motors over 500hp, they must contact the S.T.E.I. to ensure the existing or new services are sized correctly and that the distribution system can supply the required starting current. If customers have equipment or install equipment that results in poor power factor (less than 90%), a power factor penalty will be applied and it is the Customer's responsibility to install equipment to correct or improve power factor.



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### 2.3.2.1 System Interruptions

S.T.E.I. will exercise reasonable diligence and care to deliver a continuous supply of electrical energy to the Customer. However, S.T.E.I. cannot guarantee a supply that is free from interruption.

Although it is S.T.E.I.'s policy to minimize inconvenience to Customers, it is necessary to occasionally interrupt a Customer's supply to maintain or improve the distribution system, or to provide new or upgraded service to other Customers. S.T.E.I. will undertake the necessary programs to maintain its distribution system at its expense, as part of its planned activities during normal business hours, Monday to Friday. Where a Customer requests such planned activities to be done outside normal working hours, then the Customer shall pay the incremental costs.

S.T.E.I. will endeavor to provide the Customer with reasonable advance notice, except in cases of extreme emergency, involving danger to life and limb, or impending severe equipment damage.

S.T.E.I. will endeavor to notify Customers prior to interrupting the supply to an individual service. Where work involves a small number of Customers, S.T.E.I. will attempt to notify Customers prior to disconnection for maintenance or repairs to the specific 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 S.T.E.I. or the public, service may be discontinued without notice.

In the event of a planned outage, S.T.E.I. will attempt to provide reasonable notice prior to the scheduled work date. When possible, 48 hours' notice will be given. However, interruption times may change due to inclement weather or other unforeseen conditions. S.T.E.I. shall not be held liable in any manner for failure to provide such notice of planned interruptions or any changes in schedule for planned interruptions.

Depending on the outage duration and the number of Customers affected, notification in the local newspaper may be issued to advise the general public of the outage.

In an emergency, S.T.E.I. has the right to disconnect Customers in response to shortage of supply; until or while repairs are made to Customer-owned equipment.

To assist with S.T.E.I. outage or emergency response, Customers shall make provisions, suitable to S.T.E.I., for emergency access to Customer owned distribution equipment normally operated by S.T.E.I. or S.T.E.I. owned equipment on Customer property. Access will be provided up to and including the Operational Demarcation Point as identified in these Conditions.

Customers or a party to a joint use agreement are obligated to comply with reasonable and appropriate instructions from S.T.E.I. during an unplanned outage or emergency situations.

S.T.E.I. has developed an Emergency Preparedness Plan and it shall be maintained in accordance with the requirements of the Minister of Energy, Science and Technology and the Market Rules. This plan includes Mutual Assistance Plans with neighboring distributors or other measures to respond to a widespread emergency.

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S.T.E.I. provides an after-hours emergency phone number with on-call personnel to assist in the event of an unplanned power outage. When power is interrupted, the Customer should ensure that failure is not due to failed protection devices (i.e. fuses or breakers) within the installation. In the case of a partial power failure, the Customer should obtain the services of an electrical contractor to carry out necessary repairs. If, on examination, it appears that S.T.E.I.'s main source of supply has failed, the Customer's Electrical Contractor should report these conditions at once to S.T.E.I.

Customers who require an uninterrupted source of power for life support equipment must provide their own equipment for these purposes. Customers with life support system are encouraged to inform S.T.E.I. of their medical needs. These Customers are responsible for ensuring that the information they provide S.T.E.I. is accurate and up-to-date.

In the event of an unplanned power outage, S.T.E.I. will endeavor to notify Critical Customers, as defined in the Emergency Preparedness Plan, of the estimated time of power restoration once the problem has been identified and restoration time has been determined. S.T.E.I. will not be liable in any manner to the Customers in the event that notification was not given.

### **2.3.3 Electrical Disturbances**

S.T.E.I. shall not be held liable for the failure to maintain supply voltages within standard levels due to Force Majeure as defined in Section 2.3.5 of these Conditions.

There are levels of voltage fluctuation and other disturbances that can cause flickering lights and more serious difficulties for Customers connected to the S.T.E.I. distribution system. Customers must ensure that their equipment does not cause any disturbances such as harmonics and spikes that might interfere with the operation of adjacent Customer equipment. Examples of equipment that may cause disturbance include large motors, welders and variable speed drives. In planning the installation of such equipment, the Customer must consult with S.T.E.I.

Customers that own equipment connected to the distribution system must take reasonable steps to ensure that the operation or failure of that equipment does not cause a distribution system outage or disturbance.

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. Correction of this problem will be the responsibility of the Customer. S.T.E.I. may assist in attempting to resolve any such difficulties at the Customer's expense.

Customers who may require an uninterrupted source of power supply or a supply completely free from fluctuation and disturbances must provide their own power supply (i.e.: generator or UPS's) or power conditioning equipment for these purposes.

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### **2.3.4 Standard Voltage Offerings**

#### **2.3.4.1 Primary Voltage**

The primary voltage used for S.T.E.I.'s distribution system is 3 Phase 4 Wire 27.6 KV. If customer requires substations or transformers connected to the primary distributions system, a system expansion may be required (see Section 2.1.2).

#### **2.3.4.2 Supply Voltage**

The standard secondary supply voltages in Ontario and available at S.T.E.I. are:

- Single Phase Three Wire 120/240V
- Three Phase 4 Wire 120/208V
- Three Phase 4 Wire 600/347V

Normally, service sizes being supplied at the standard secondary supply voltages are limited to 200 Amps. It may be possible to supply a standard secondary voltage up to 400 Amps but each case would have to be evaluated by S.T.E.I. Furthermore, depending on the secondary supply transformers or bus that "lies along", not all the secondary supply voltages may be available.

For service sizes larger than 200 Amps, transformers installed on customer property and connected to S.T.E.I. primary system are required (Section 2.3.4.1). The transformers can be owned by S.T.E.I. or privately by the customer. Customer owned transformers must meet S.T.E.I. loss specifications which are available on request. If customer owned transformers do not meet S.T.E.I. loss specification, the metering will be on the primary side of the transformer and the customer is responsible for all the primary metering equipment costs.

If other secondary supply voltages are required such as three-phase 4 Wire 480/277V, customers can purchase and own either step-up three-phase 208/480V or step-down three-phase 600/480V transformers and install them in their buildings were required.

If customers would like to be supplied at a non-standard voltage, they must install a privately owned transformer on their property and make arrangements to have it connected to the primary system (Section 2.3.4.1). Furthermore, the metering will be on the primary side of the transformers and the customer is responsible for all the primary metering equipment costs.

### **2.3.5 Voltage Guidelines**

Service voltage at the Customer's service entrance are maintained within the guidelines of Canadian Standards Association CAN3-C235 (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.

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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.

S.T.E.I. shall practice reasonable diligence in maintaining voltage levels, but is not responsible for variations in voltage from external forces, such as operating contingencies, exceptionally high loads and low voltage supply from the transmitter or host distributor. S.T.E.I. shall not be liable for any delay or failure in the performance of any of its obligations under this Conditions of Supply due to any events or causes beyond the reasonable control of S.T.E.I., including, without limitation, severe weather, flood, fire, lightning, other forces of nature, acts of animals, epidemic, quarantine restriction, war, sabotage, act of a public enemy, earthquake, insurrection, riot, civil disturbance, strike, restraint by court order or public authority, or action or non-action by or inability to obtain authorization or approval from any governmental authority, or any combination of these causes (“Force Majeure”).

### **2.3.6 Back-up Generators**

Customers with portable or permanently connected emergency generation capability used for emergency backup shall comply with all applicable criteria of the Ontario Electrical Safety Code. In particular, the Customer shall ensure that Customer’s emergency generation does not parallel with S.T.E.I.’s system without a proper interface protection and does not adversely affect S.T.E.I.’s distribution system.

Customers with permanently connected emergency generation equipment shall notify the S.T.E.I. regarding the presence of such equipment.

### **2.3.7 Metering**

S.T.E.I. will supply, install, own, and maintain all meters, instrument transformers, ancillary devices, and secondary wiring required for revenue metering. For every metered service an account is created and is billed accordingly.

Additional metering requirements are listed in the Distribution System Code. Metered Market Participants in the Independent Electricity System Operator (“IESO”) administered wholesale market must meet or exceed all IESO metering requirements.

Also note that STEI does not remove meters for temporary purposes such as renovations, vacations nor vacancies. The customer, at their expense, may contract a qualified Electrician Contractor to combine services to eliminate the need for multiple meters. A Service Layout from S.T.E.I. is required to approve the proposed work and an inspection from the Electrical Safety Authority is required prior to the removal of any meters.

#### **2.3.7.1 General Information**

The Customer is required to supply and install an S.T.E.I. approved meter socket for the use of S.T.E.I.’s self-contained socket meters for the main switch ratings and supply voltages listed in Table 2 appended to these Conditions.

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Meter centers installed for individual metering applications must meet the requirements specified in Table 4 appended to these Conditions.

In certain situations, S.T.E.I. requires the Customer to provide a room specifically designed to provide a location for revenue metering equipment and other electrical equipment. Specifications for this electrical room will be provided to the Customer. See Section 3.2.10 for details of electrical room requirements.

Generally, metering will be at utilization (secondary) voltage. Transformers or substations supplied and owned by the Customer will normally be primary-metered, unless the building qualifies for individual tenant metering. Where the Customer provides transformation; utilization (secondary) voltage metering may be allowed. Customer owned transformers must meet S.T.E.I. loss specifications which are available on request. If customer owned transformers do not meet S.T.E.I. loss specification, the metering will be on the primary side of the transformer and the customer is responsible for all the primary metering equipment costs

Regardless of any charges for metering installations, all metering equipment shall remain the property of S.T.E.I. and maintenance of this equipment shall be by S.T.E.I.'s responsibility. No person, except those authorized by S.T.E.I., may connect, remove, or otherwise interfere with meters, wires, or ancillary equipment.

The Customer will be responsible for the care and safekeeping of S.T.E.I.'s meters, wires and ancillary equipment on the Customer's premises. If any S.T.E.I. equipment installed on Customer premises is damaged, destroyed, or lost other than by ordinary wear and tear, tempest or lightning, the Customer will be liable to pay to S.T.E.I. the value of such equipment, or at the option of S.T.E.I., the cost of repairing the same.

The location allocated by the owner for S.T.E.I. metering shall provide direct access for S.T.E.I. staff and or agent and shall be subject to satisfactory environmental conditions, some of which are:

- Maintain a safe and adequate working space in front of equipment, not less than 1.2 m (48 in) and a minimum ceiling height of 2.1 m (84 in)
- Maintain an unobstructed working space in front of equipment, free from, or protected against, the adverse effects of moving machinery, vibration, dust, moisture or fumes

Where S.T.E.I. deems self-contained meters to be in a hazardous location, the Customer shall provide a meter cabinet or protective housing.

Any compartments, cabinets, sockets, boxes, or other workspace provided for the installation of S.T.E.I.'s metering equipment shall be for the exclusive use of S.T.E.I. No equipment, other than that provided and installed by S.T.E.I., may be installed in any part of the S.T.E.I. metering workspace.

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

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All connections to circuits such as fire alarms, exit lights and Customer instrumentation shall be made to the load side of S.T.E.I.'s metering. No Customer equipment shall be connected to any part of the S.T.E.I. metering circuit.

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.

For all services, the Customer shall supply CSA approved square meter socket bases with the number of jaws indicated for the appropriate service type. Refer to Table 2 appended to these conditions for details.

The location of the indoor or outdoor meter shall be readily accessible at all times and acceptable to S.T.E.I. The inside meter shall not be in a bathroom, stairway, behind an oil tank, directly under a water or steam pipe or within 460 mm (18 in) of water, gas, or steam pipes. A space of 910 mm (48 in) clear of all obstructions shall be provided in front of the meter and service panel and a minimum of 0.61 m (2 ft) clearance on either side from permanent walls or stairs. If a meter is required to be recessed or enclosed after installation, prior approval shall be obtained from S.T.E.I.

All outdoor meters shall be located as near as possible to the service entrance box and located within a one-metre distance from the front of the building.

The meters shall be grouped where practicable and be accessible from a public area. A copy of the metering layout plan shall be forwarded to S.T.E.I. for review.

All disconnect switches and circuit breakers on the line side of S.T.E.I. metering shall have provisions for padlocking. This includes feeder breakers supplying dry-core transformers, which in turn feed meter centers.

The Customer shall install a permanent non-fading legible label to identify each metered service with respect to its specific address, including unit or apartment number. The identification shall be applied to all service switches, circuit breakers, meter cabinets, and meter mounting devices.

Multiple or grouped meter bases will be accepted only when prior approval has been given by the S.T.E.I. both as to type and proposed location. A completed "Electric Service Meter Base/Service Address Verification Form" shall be provided to S.T.E.I. prior to energization.

The customer/contractor shall ensure that all service identifications are accurate and by not doing so will be held totally responsible. S.T.E.I. shall issue a "Electric Service Meter Base/Service Address Verification Form" for this purpose to the owner or contractor.

In any case, a copy of the metering layout plan shall be forwarded to S.T.E.I. 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) S.T.E.I. reserves the right to transfer all accounts into the Property Owners' name until such time as the problem has been resolved, and the individual metering can be clearly identified with the individual units.

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Normally the service to a house will not be energized until the outside finish in the area of the revenue meter has been completed. If exceptions are made to this, then the general contractor constructing the home will be responsible for ensuring that the meter is suitably protected while work is being done on the exterior wall adjacent to the meter. As a minimum, protection shall consist of a wooden box, at least 250 mm (10 in) deep and constructed to fit around the meter socket base. The general contractor will be entirely responsible for all costs for materials and labour for repairing or replacing a damaged meter.

Where aluminum conductors are used, service entrance equipment must have CSA approval for aluminum conductors.

### **2.3.7.2 Metering Instrument Transformers and Enclosures**

Metering instrument transformers are required on all services over 200 amps. Where instrument transformers are required, they are to be either installed in the metering cabinet or in the switchgear.

Where instrument transformers are installed in the meter cabinet, the Customer is required to supply and install a meter cabinet to contain all of S.T.E.I.'s metering equipment for the main switch ratings and supply voltages listed in Table 3 appended to these Conditions.

Where current transformers are to be installed in the secondary bus of metal clad switchgear, a copy of the shop drawing shall be submitted to S.T.E.I. for review. The utility metering compartment shall have hinged doors and provision for pad locking. All switchgear where current transformers are installed must be CSA approved. In cases where the CTs only meter a portion of the metal clad switchgear, 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.

A separate meter cabinet must be supplied and installed by the Customer, located to the satisfaction of S.T.E.I. and as close as possible to the instrument transformer compartment. Generally, one revenue meter only will be allowed. Additional revenue meters will require authorization from S.T.E.I.

In all cases the Customer shall supply suitable cable termination lugs. On all 600/347-volt electrical services that require instrument transformers for metering, an isolated neutral block shall be provided in the meter cabinet. The neutral shall be connected to the isolated neutral block.

Refer to Table 3 appended to these Conditions, for details.

### **2.3.7.3 Metering for Hourly Energy Pricing**

Hourly energy pricing will apply for all new or upgraded services where the peak demand is, forecasted to be,  $\geq 50\text{kW}$ . For these services interval meters will be installed. The communication options available for the interval meters will be discuss with the customer at the initial consultation with engineering.

A monthly meter service charge will be applied to the Customer's bill relative to the Customer Classification. This rate covers the collection, validation and verification of the meter data

## **CONDITIONS OF SERVICE**

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used to calculate the monthly bill for energy, distribution services and other associated charges.

Note: OEB Distribution System Code Section 5.1.3 states the following;

5.1.3 For the purpose of measuring energy delivered to the customer, a distributor shall;

- (a) Install a MIST meter on any new installation that is forecast by the distributor to have a monthly average peak demand during a calendar year of over 50 kW; and
- (b) Have until August 21, 2020 to install a MIST meter on any existing installation that has a monthly average peak demand during a calendar year of over 50 kW.

If a customer or their agent requires access to obtain unverified meter data a meter providing such access shall be installed by S.T.E.I. (a monthly fee may apply) given the following conditions are met.

A 19 mm (3/4 in) conduit to the nearest outside wall complete with a 119 x 119 x 54 mm (4-11/16 x 4-11/16 x 2-1/8 ft-in)galvanized square electrical box with box cover mounted at 2.5 m (96 in) off grade for the communications protocol for the meter.

- The communications protocol must be installed and functioning prior to meter installation.
- All additional costs are the responsibility of the customer
- The meter has the capability of read-only protection.
- Any cost incurred by S.T.E.I. to correct problems caused by a customer's direct access to the meter; and
- If a customer assigns their right to direct meter access to a third party, the customer shall remain responsible for the action of the assigned party.
- S.T.E.I. may suspend a customer's right to access until any outstanding problems are solved.

### **2.3.7.4 Meter Registration**

The Customer must provide or arrange free, safe and unobstructed access during regular business hours to any authorized representative of S.T.E.I. for the purpose of meter reading, meter changing, or meter inspection. Where premises are closed during S.T.E.I.'s normal business hours, the Customer must, on reasonable notice, arrange such access during STEI's regular business hours.

If a 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.



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### **2.3.7.5 Final Meter Reading**

It is the responsibility of the Account Holder to make the necessary arrangements to have their account closed and a minimum of 3 days' notice is required so that a final meter reading can be obtained. If needed, access shall be provided to S.T.E.I. or its agents for this purpose.

It is the responsibility of the Account Holder (tenant) to notify the owner or landlord of their moving date and that they have advised S.T.E.I. to close their account as of the moving date.

If S.T.E.I. is unable to determine the owner or account holder of the property, the service may be disconnected. S.T.E.I. shall not be liable for any damage on the Customer's premises resulting from such disconnection of service.

### **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. S.T.E.I.'s 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, S.T.E.I. 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 S.T.E.I., due regard being given to any change in the character of the installation and/or the demand. If Measurement Canada, Industry Canada determines that the Customer was overcharged, S.T.E.I. will reimburse the Customer for the amount incorrectly billed.

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 for up to a two-year (2 year) period. S.T.E.I. will correct the bills for that period in accordance with the regulations under the Electricity and Gas Inspection Act.

### **2.3.7.7 Meter Dispute Testing**

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

Either S.T.E.I. or the Customer may request the service of Measurement Canada to resolve a dispute. If the Customer initiates the dispute, S.T.E.I. may charge the Customer a meter dispute fee if the meter is found to be accurate and Measurement Canada rules in favor of the utility.

## **2.4 TARIFFS AND CHARGES**

### **2.4.1 Service Connections**

Charges for distribution services are made as set out in the Rate Schedule available from S.T.E.I. Information about changes will be communicated to all Customers.

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Connection fees, which include “Basic Connection Fee”, and “Variable Connection Fee”, are outlined in Table 1 appended to these conditions.

### **2.4.1.1 Customers Switching to Retailer**

There are no physical service connection differences between Standard Service Supply (SSS) Customers and third party retailers’ Customers. Both Customer energy supplies are delivered through the local Distributor with the same distribution requirements. Therefore, all service connections requirements applicable to the SSS Customers are applicable to third party retailers’ Customers.

### **2.4.1.2 Supply Deposits and Agreements**

Where an owner proposes the development of premises that require S.T.E.I. to place orders for equipment for a specific project and before actual construction begins the owner is required to sign the necessary Supply Agreement and furnish a suitable deposit before such equipment is ordered by S.T.E.I.

An irrevocable letter of credit or a letter of guarantee from a chartered bank, trust company or credit union is acceptable in lieu of a cash deposit.

## **2.4.2 Energy Supply**

### **2.4.2.1 Standard Service Supply (SSS)**

All existing S.T.E.I. Customers are Standard Service Supply (SSS) Customers until S.T.E.I. is informed of their switch to a competitive electricity supplier. The Service Transfer Request (STR) must be completed by the Customer or the Customer’s authorized retailer.

### **2.4.2.2 Retailer Supply**

Customers transferring from Standard Service Supply (SSS) to a retailer shall comply with the Service Transfer Request (STR) requirements as outlined in the Retail Settlement Code.

All requests shall be submitted as electronic file and transmitted through EBT. Service Transfer Request (STR) shall contain information as set out in the Retail Settlement Code.

If the information is incomplete, S.T.E.I. shall notify the retailer or Customer about the specific deficiencies and await a reply before proceeding to process the transfer.

### **2.4.2.3 Wheeling of Energy**

All Customers considering delivery of electricity through the S.T.E.I. distribution system are required to contact S.T.E.I. for technical requirements and applicable tariffs.

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### 2.4.3 Deposits

S.T.E.I. may use any risk mitigation options available to manage customer non-payment risk. S.T.E.I. shall not discriminate among customers with similar risk profiles or risk related factors except where expressly permitted under the Distribution System Code.

S.T.E.I. will disclose to the customer the reasons for requiring the security deposit.

#### **Residential Customers**

The form of payment of a security deposit shall be cash or cheque at the discretion of the customer or such other form as is acceptable to S.T.E.I.

S.T.E.I. shall permit a residential customer to pay a security deposit in equal instalments over a 6-month period.

S.T.E.I. shall allow a residential customer to repay a security deposit that was applied in full or in part to the residential customers account to offset amounts owing at that time as an attempt to avoid a disconnection notice for non-payment, in equal instalments over a 6-month period. The customer may elect to pay the security deposit over a shorter period of time.

#### **General Service Customers**

The security deposit will be in the form of cash, cheque or an automatically renewing irrevocable letter of credit from a bank and can be paid equally over a 4-month payment period with the first instalment being due on the implementation of an implied contract or the signing of a service agreement. The customer may elect to pay the security deposit over a shorter period of time. Security deposit must be provided to S.T.E.I. by all General Service customers prior to the implementation of service.

#### **Method of Calculation and Limit of Security Deposit:**

The maximum amount of the security deposit that a customer is required to pay is calculated as follows;

- Billing Cycle Factors shall be 2.5 times for monthly-billed customers.

Security deposit levels for new customers shall be determined in the following manner;

- Billing Cycle Factor x estimated bill based on customer's average monthly load during the most recent 12 consecutive months within the past two years.
- Where 12 consecutive months of relevant usage information within the past two years is not available, the customer's average monthly load shall be based on a reasonable estimate by S.T.E.I.

#### **Limits on Amount of Security Required**

##### **All rate classes:**

The maximum amount of a security deposit shall be calculated based on the Billing Cycle Factor multiplied by the estimated bill based on the customer's average monthly load during the most recent 12 consecutive within the past two years (or S.T.E.I.'s reasonable estimate of monthly load where there is insufficient history).

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Where a customer, other than a residential customer, has a payment history which discloses more than one disconnection notice in a relevant 12-month period, S.T.E.I. will use that customer's highest actual or estimated monthly load to calculate the security deposit amount.

### **Non-residential Demand Billed (Equal to or Greater than 50 kW) rate class:**

Despite the above, where the customer provides S.T.E.I. with a credit rating from a recognized credit rating agency, the maximum amount of security deposit shall be reduced in accordance with the following table. The following table uses Standard & Poor's ratings:

#### **Credit Rating**

(Using Standard and Poor's Rating Terminology)

#### **Allowable Reduction in Security Deposit**

AAA- and above or equivalent 100%

AA-, AA, AA+ or equivalent 95%

A-, From A, A+ to below AA or equivalent 85%

BBB-, From BBB, BBB+ to below A or equivalent 75%

Below BBB- or equivalent 0%

### **Exception:**

Despite the above, for non-residential >5,000 kW customer who has established a good payment history for the relevant seven-year period, S.T.E.I. will return only 50 per cent of the security deposit held.

#### **Exceptions:**

1. All new residential customers who have had a continuous 1 year (12 months) good payment history with another Local Distribution Company or Gas Utility in Canada. If a customer is claiming an exception due to good payment history with another LDC or Gas Utility the customer must provide a letter from that company documenting a good payment history. The payment history must have occurred in the past 24 months in order to qualify for an exception.
2. All existing residential customers that maintain a 1 year (12 months) good payment history with S.T.E.I.
3. All new residential customers, at their expense, may provide an initial credit check that demonstrates they are a good credit risk, after which the customer must maintain a good payment history acceptable to S.T.E.I. Failure to maintain a satisfactory payment history will result in an immediate security review.

For Low Income Customers that have been qualified by a social agency a security deposit may be waived as per section 2.4.11.1 of the OEB Distribution System Code.

### **Planned Frequency, Process and Timing of Updating Security Deposits:**

S.T.E.I. shall review every customer's security deposit at least once every calendar year to determine whether the entire amount of the security deposit is to be returned to the customer or adjusted based on a re-calculation of the maximum amount of the security deposit.

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When S.T.E.I. determines in conducting a review that the maximum amount of the security deposit is to be adjusted upward, S.T.E.I. may require the customer to pay the adjusted amount in equal instalments over a period of 6 months.

A customer may request no earlier than 12 months after payment of a security deposit or the making of a prior request for a review, that S.T.E.I. undertake a review to determine whether the amount of the security deposit is to be returned to the customer or adjusted based on a re-calculation of the maximum amount of the security deposit. If some or all of the security deposit is to be returned to the customer, S.T.E.I. shall promptly return this amount.

Any security deposit received from the customer upon closure of the customer account, shall be applied to the final bill prior to change in service and can be used to off-set other amounts owing by the customer to S.T.E.I. The balance shall be returned within six weeks of closure of the account.

Security deposits must be applied against any arrears and be insufficient to cover any amounts owing before a disconnection notice can be issued to a residential customer. When a security deposit has been applied against any arrears, the residential customer may have to repay the security deposit and must be allowed to repay in equal instalments over at least 6 months.

### **Interest Payable:**

The interest shall accrue monthly on security deposits made by cash or cheque commencing on receipt of the total deposit. The interest shall be at the Prime Business Rate as published on the Bank of Canada website less 2 per cent, updated quarterly. The interest accrued shall be paid at least once every 12 months or on return or application of the security deposit or closure of the account, whichever comes first, and may be credited to the account.

### **Criteria Required to Waive or Return Security Deposits:**

S.T.E.I. reserves the right to collect a security deposit from a customer unless the customer has a good payment history of:

- 1 year in the case of a Residential customer,
- 5 years in the case of a General Service customer in < 50 kW demand rate class, or
- 7 years in the case of a General Service customer in any other rate class.

The time period that makes up the good payment history must be the most recent period of time.

A customer is deemed to have a good payment history, unless, during the relevant time period the customer has received:

- more than one disconnection notice from S.T.E.I., or
- more than one cheque given to S.T.E.I. by the customer has been returned for insufficient funds, or

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- more than one pre-authorized payment to S.T.E.I. has been returned for insufficient funds, or
- a disconnection/collection trip has occurred
- all or part of a security deposit held on file was applied to offset amounts owing by residential customer prior to disconnection of their electricity service for non-payment of account and the customer is required by S.T.E.I to pay back the security deposit.

Method of Enforcement Where Security Deposit is Not Paid:

Failure to pay the security deposit as required will result in the immediate implementation of S.T.E.I.'s collection policy process which may lead to the discontinuation of electrical service.

### **2.4.4 Billing**

S.T.E.I. issues bills to its Customers monthly. The Customer may dispute charges shown on the Customer's bill or other matters by contacting and advising S.T.E.I. of the reason for the dispute. S.T.E.I. will investigate all disputes and advise the Customer of the results.

### **Use of Estimates**

For billing periods where a meter reading is not available, the S.T.E.I. may estimate usage in order to determine billing quantities. The estimate is based on historical usage for the Customer or premise or on a pre-determined quantity if there is no historical usage information available.

### **2.4.5 Payments and Late Payment Interest Charges**

Bills are rendered for distribution services and electrical energy used by the Customer. Bills are payable in full by the due date. An interest charge will apply on the outstanding balance of each account at a rate approved by the Regulator (OEB). It will be assessed at the time each bill is issued. For current amounts (due by the most recent due date) a charge will apply from the due date to the billing date or the payment date whichever is earlier. If there are arrears prior to the current bill, a charge will apply from the last billing date to the current billing date or payment date whichever is earlier. Partial payments will apply to the oldest arrears first.

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

S.T.E.I. shall not be liable for any damage on the Customer's premises resulting from such disconnection of service. A reconnection charge will apply where the service has been disconnected.

The Customer will be required to pay additional charges for the processing of non-sufficient fund (N.S.F.) cheques and pre-authorized payments.

Customers will pay special charges and deposits, on request, which may arise from a variety of conditions such as:

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- **Deposit.** As a guarantee of payment of bills, Customers may be required to pay a deposit to S.T.E.I.
- **Account Setup Change.** Will apply to all accounts taken over by a new Account Holder.
- **Collection Charge.** There will be a charge for the “Notice of Arrears”, which is hand delivered to the service address or mailed to an out of town address if applicable.
- **Reconnection Charge.** A Consumer disconnected for non-payment shall be required to pay a reconnection charge.

### **2.5 Customer Information**

The rights of consumers and retailers to access current and historical usage information and related data and the obligations of S.T.E.I. in providing access to such information is outlined in the Retail Settlement Code.

A third party who is not a retailer may request historical usage information with the written authorization of the Customer to provide their historical usage information and a fee may be charged.

S.T.E.I. will provide information appropriate for operational purposes that has been aggregated sufficiently, such that an individual's Customer information cannot reasonably be identified, at no charge to another distributor, a transmitter, the IESO or the OEB. S.T.E.I. may charge a fee that has been approved by the OEB for all other requests for aggregated information.

At the request of a Customer, S.T.E.I. will provide a list of retailers who have Service Agreements in effect within its distribution service area. The list will inform the Customer that an alternative retailer does not have to be chosen in order to ensure that the Customer receives electricity and the terms of service that are available under Standard Supply Service.

Upon receiving an inquiry from a Customer connected to its distribution system, S.T.E.I. will either respond to the inquiry if it deals with its own distribution services or provide the Customer with contact information for the entity responsible for the item of inquiry, in accordance the Retail Settlement Code.

An embedded distributor that receives electricity from S.T.E.I. shall provide load forecasts or any other information related to the embedded distributor's system load to S.T.E.I., as determined and required by S.T.E.I. A Distributor shall not require any information from another Distributor unless it is required for the safe and reliable operation of either Distributor's distribution system or to meet a Distributor's license obligations.

### **Protection of Individual Privacy and Customer Information**

S.T.E.I. is subject to provincial and federal privacy legislation that contains specific restrictions concerning the collections, use and disclosure of Personal Information.

S.T.E.I. is prohibited from disclosing information regarding a customer to any other party without the written consent of the customer, except where such information is required to be disclosed;

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- a) to comply with any legislation or regulatory requirements, including the conditions of the Distribution System License;
- b) for billing, settlement or market operations purposes;
- c) for law enforcement purposes; or
- d) to a debt collection agency for the processing of past due accounts of the customer.

The License permits S.T.E.I. to disclose information regarding a customer where the information has been sufficiently aggregated such that the customer's particular information cannot reasonably be identified.

### **SECTION 3 - CUSTOMER CLASS SPECIFIC**

All design, construction and maintenance work completed on S.T.E.I. distribution system must be compliant with Regulation 22/04.

S.T.E.I. will undertake the necessary programs to maintain and enhance its distribution plant at its expense. In the event that services or facilities to a Customer need to be restored as a result of these construction or maintenance activities by S.T.E.I., they will be restored to an equivalent condition.

In addition, S.T.E.I. will carry out the necessary construction and electrical work to maintain existing supplies by providing standard overhead or underground supply services to Customers affected by S.T.E.I.'s construction activities. If a Customer requests special construction beyond the normal S.T.E.I. standard installation in accordance with the program, the Customer shall pay the additional cost, including engineering and administration fees.

The following sections refer to services and requirements that are specific to individual Customer Classes. Customers are responsible for notifying S.T.E.I. of any change in classification (Residential, General Service etc.).

### **3.1 RESIDENTIAL**

#### **Classification Criteria**

This classification refers to single-family dwelling units zoned and/or used for domestic or household purposes.

#### **3.1.1 General Information**

All installations must adhere to the requirements of the Ontario Electrical Safety Code (latest edition).

Refer to Table 1 appended to these conditions for Point of Demarcation, Connection Fees and Disconnection Fees for Residential Services.

Energy is supplied single phase, 3-wire, having a nominal voltage of 120/240 Volts, up to maximum 200 amps per dwelling unit.

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



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Customers under no circumstances are permitted to cut seals, remove or replace meters, disconnect, reconnect, or otherwise tamper with the supply service cables or metering equipment.

S.T.E.I. will be responsible for maintaining services installed by S.T.E.I. or an approved contractor, using approved materials, unless specifically documented otherwise to the Customer.

Where a Customer replaces an existing electrical service panel and the existing meter is located indoors, the meter must be relocated outside as per existing S.T.E.I. specifications for outdoor meters.

Where surface restoration by S.T.E.I. is required following any repairs or maintenance to a service, only soil, sod or seed, gravel or asphalt will be provided.

### **3.1.1.1 Overhead Services**

The Customer is responsible to supply a point of attachment within a distance of 30 m (98 ft) from the property line. This point of attachment may be a building/dwelling or a service pole.

S.T.E.I. will determine where the point of attachment is placed on the dwelling. If placed on the side of the dwelling, the point of attachment should be within 1 m (3 ft) of the face of the building.

A bolt through type insulator is to be supplied and installed by the Customer.

The point of attachment must be not less than 4.5 m (15 ft) nor greater than 5.5 m (18 ft) above grade (to facilitate proper ladder handling techniques) and mounted 15-30 cm (6-12 in) below the service head.

Clearance must be provided between utility conductors and finished grade of at least 6 m (19 ft) over traveled portions of the road allowance and 4.5 m (15 ft) over all other areas. A minimum horizontal clearance of 1.0 m (39 in) must be provided from utility conductors and any second story windows.

A mast is required on a residential building where 4.5 m (15 ft) cannot be maintained on the building. An existing mast that is not fastened to the building with bolted through mast clamps may be used provided it is in good condition and is anchored securely. S.T.E.I. will review these requests on an individual basis and determine if non-bolted clamps will be permitted. This will be determined during the service layout and recorded on the Service Layout form.

### **3.1.1.2 Underground Services**

S.T.E.I. will determine where the meter base is placed on the dwelling. If placed on the side of the dwelling, the meter base shall be within 1.0 m (39 in) of the face of the building.

Underground services in overhead areas are approved at the discretion of S.T.E.I.

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Where an underground service in an overhead area has been approved by S.T.E.I., the Customer will be required to pay 100% connection costs for the underground service less the Standard Allowance for an overhead service.

The owner shall pay for any necessary road crossings and all civil work done on private property. All civil work including the trench, underground conduit and cable marking tape must meet the Electrical Safety Authority and S.T.E.I. requirements.

The trench route must be approved by S.T.E.I. and is to follow the route indicated on the underground drawing supplied by S.T.E.I. Any deviation from this route must be approved by S.T.E.I. The Customer will be responsible for S.T.E.I.'s costs associated with re-design and inspection services due to changes or deviations initiated by the Customer or Customer agents.

The owner will ensure the provisions for the service entrance and meter meets S.T.E.I.'s approval.

Where there are other services to be installed (i.e. gas, telephone, and cable) these shall be coordinated to avoid conflict with S.T.E.I.'s underground cables. S.T.E.I.'s installation will not normally commence until all other servicing and grading have been completed.

It is the responsibility of the owner or their contractor to obtain excavation locates from all of the utility companies (including Hydro) before digging. This is done by contacting Ontario One Call.

It is the responsibility of the owner to contact S.T.E.I. to inspect each trench prior to the installation of S.T.E.I.'s service cables.

The owner shall ensure that any intended tree planting has appropriate clearance from underground electrical plant.

In the event of a fault on the Customer's underground supply or an adjacent Customer's supply, S.T.E.I. reserves the right to install temporary jumper cables from either a Customer's or a neighbouring Customer's service to maintain power to the affected Customer until the fault is repaired. The connections are made on the line side of the meter and do not affect consumption charges.

In the event of a fault on a private residential underground supply; such as private condominiums, S.T.E.I. will endeavor to provide temporary jumper cables to maintain power to the affected customer. All costs associated with the installation and removal of the jumper cables will be billed to the Customer. The customer agrees to repair the faulted underground service within 5 business days, S.T.E.I. may proceed with removing the temporary jumper cable if this work has not been completed within the specified time period.

### **3.1.1.3 Services and Swimming Pools**

Although the Ontario Electrical Safety Code allows electrical conductors to be located at adequate height, S.T.E.I. will not allow utility owned electrical conductors to be located above

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or below swimming pools. Separation from underground electrical conductors owned by the utility shall meet the requirements of The Electrical Safety Code – Rule 68-056.

Where a new swimming pool is to be installed it will be necessary to relocate, at the property owner's expense, any electrical conductors located directly over or buried under the proposed pool location.

### 3.1.2 Early Consultation

The Customer shall contact S.T.E.I. prior to commencement of work, to arrange a mutually agreeable service location and supply arrangement.

### 3.1.3 Point of Demarcation

The "Delivery" or "Supply" point is defined as the point on the existing distribution system from which service will be supplied or the location where the connection assets required to connect the Customer are connected to the distribution system. The delivery or supply point will be determined by S.T.E.I. and identified on the service layout form provided by S.T.E.I.

The delivery or supply point might be located on an adjacent property from which S.T.E.I. has an authorized easement. In all cases the final delivery point will be the decision of S.T.E.I.

The Customer must obtain a Delivery Point Location from S.T.E.I. before proceeding with the installation of any service. Failure to do so may result in the Customer equipment having to be relocated at the Customer's expense.

The ownership point of demarcation for a residential overhead service is the top of the service stack. The operational point of demarcation is at the meter base.

The operational and ownership point of demarcation for a residential underground service is the line side of the meter base.

For Customers whose service entrance is located more than 100 m (328 ft) from the right-of-way, a high voltage primary line (either overhead or underground) will be required.

The Customer will be responsible to install, own and maintain all primary and secondary cables beyond the point of demarcation, in accordance with the Ontario Electrical Safety Code. The Customer is also responsible for the maintenance and repair of all poles, overhead and/or underground conductors and hardware, cable terminations, cable guards, straps, cable hangers and tree trimming beyond the Point of Demarcation on customer owned pole.

S.T.E.I. will own, maintain and will be responsible for the transformer and the associated protective devices on the customer owned pole and the primary switch on the S.T.E.I. pole as well as the transformer, transformer hardware, and the civil components associated with pad mounted transformers (slab, pull box, grounding).

The Point of Demarcation for overhead primary lines, is at the first pole and the point of demarcation for underground lines is at the primary cable riser connection. S.T.E.I. will fault

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locate and repair the primary wire at the Customers request and expense, subject to having the required materials in stock.

Refer to Table 1 for Ownership Point of Demarcation information.

### **3.1.4 Access**

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

The Customer will provide unimpeded and safe access to the S.T.E.I. or its agents at all times for the purpose of installing, removing, maintaining, operating or changing metering and distribution equipment.

Where access is required on or along an easement registered in the name of S.T.E.I. to repair, replace or maintain the equipment contained within the easement, the Customer will be required to relocate any buildings, structures, equipment, shrubs, etc. in order to allow the work to be completed. Any repair or replacement costs associated with the relocation of the buildings, structures, equipment, shrubs, etc. will be the responsibility of the customer.

### **3.1.5 Metering**

S.T.E.I. will supply and install a self-contained socket type meter for metering up to and including 200 amps. Self-contained socket meters for the main switch ratings and supply voltages are listed in Table 2 appended to these Conditions.

For single-phase services, 4 jaw socket type meter bases are required and are to be supplied by the Customer or Customer's contractor. The meter base must be approved by the Electrical Safety Authority and be acceptable to S.T.E.I. S.T.E.I. will not permit round meter bases. For single and semi-detached homes meters are located outside at a location approved by S.T.E.I., within 3 m (10 ft) of the front of the house.

Meter protection is required for meter bases located adjacent to or along a driveway where, in the opinion of S.T.E.I. the meter could be damaged by a vehicle.

Meter protection is defined as a steel pipe 100 mm (4 in) in diameter filled with concrete, extending from grade level to 150-200 mm (6-8 in) below the meter base and placed directly in front of the base. Other types of meter protection will be approved at the discretion of S.T.E.I.

## **3.2 GENERAL SERVICE**

### **3.2.1 General Information**

This section refers to the supply of electrical energy to non-residential/commercial Customers. For the purposes of these Conditions, residential subdivisions and multi-unit residential buildings and developments are treated as non-residential class Customers. Multi-unit residential buildings include apartment buildings, condominium units, townhouse units and other buildings containing multiple residences.

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S.T.E.I. will undertake the necessary programs to maintain its distribution system at its expense, as part of its planned activities during normal business hours, Monday to Friday. Where a Customer requests such planned activities to be done outside normal working hours, then the Customer shall pay the incremental costs. In the event that services or facilities to a Customer need to be restored as a result of these construction or maintenance activities by S.T.E.I., they will be restored to an equivalent condition.

In addition, S.T.E.I. will carry out the necessary construction and maintenance work to maintain existing supplies by providing standard overhead or underground supply services to Customers affected by S.T.E.I. construction activities. If a Customer requests special construction beyond the normal S.T.E.I. standard installation in accordance with the program, the Customer shall pay the additional cost, including engineering and administration fees.

There shall be only one electrical service to a property.

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

Refer to Table 1 appended to these conditions for Point of Demarcation, Connection Fees and Disconnection Fees for General Services.

General Service Customers are identified in Table 1 as follows:

- Class 2A – General Service – Less than 50 kW Multi-unit Residential (Max. 6 units)
- Class 2B – General Service – Less than 50 kW Commercial
- Class 3A – General Service – Greater than 50 kW Commercial
- Class 3B – General Service – Greater than 50 kW Multi-unit Residential (> 6 units) and Subdivisions

### 3.2.2 Early Consultation

The Customer or Customer's Representative shall contact S.T.E.I. well in advance of installation commencement to confirm details of the service to allow enough time for delivery of all necessary materials to complete the project on schedule. S.T.E.I. may require 16 to 20 weeks' lead-time depending on availability of the transformer and other material.

The Customer or Customer's Representative must complete an Electrical Service Application Form available online at [Electrical Service Application](#) or on request to supply the following information:

- required in-service date;
- voltage requirements;
- requested Service Entrance Capacity and voltage rating of the service entrance equipment;
- proposed Total Load details in kVA and/or kW (Winter and Summer);
- details respecting heating equipment, air-conditioners, motor starting current limitation and any appliance which demand a high consumption of electrical energy;
- grading plan and site plan, to scale, showing the existing and/or proposed building in relation to existing or proposed property lines, and other buildings or structures such

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as parking garages and loading ramps. The plans shall include vertical and horizontal views of the proposed incoming duct bank from the Point of Entry to the Delivery Point.

- plan, to scale, of the area in which the transformer pad or base is to be located, showing all details of the structure;
- plan, to scale, showing the electrical room and provision for the metering equipment.

### **3.2.3 Point of Demarcation**

The “Delivery” or “Supply” point is defined as the point on the existing distribution system from which service will be supplied or the location where the connection assets required to connect the Customer are connected to the distribution system. The delivery or supply point will be determined by S.T.E.I. and identified on the service layout form provided by S.T.E.I.

The delivery or supply point might be located on an adjacent property from which S.T.E.I. has an authorized easement. In all cases the final delivery point will be the decision of S.T.E.I.

The Customer must obtain a Delivery Point Location from S.T.E.I. before proceeding with the installation of any service. Failure to do so may result in the Customer equipment having to be relocated at the Customer’s expense.

A general service Customer delivery point is at the transformer, secondary buss or as otherwise set by S.T.E.I.

Operational Demarcation Point will normally include equipment up to and including the meter installation.

The Customer is responsible to supply a point of attachment for the attachment of overhead conductors within a distance of 30 m (98 ft) from the property line, where an overhead service is provided. This point of attachment may be a building, a service pole or other approved structure.

Ownership Demarcation Points are outlined in Table 1 appended to these Conditions.

### **3.2.4 Supply Voltage**

Customers requiring transformers connected to S.T.E.I. primary distribution system will be supplied at Three Phase 4 Wire 27.6KV.

The standard secondary supply voltages in Ontario and available at S.T.E.I. are:

- Single Phase Three Wire 120/240V
- Three Phase 4 Wire 120/208V
- Three Phase 4 Wire 600/347V

Normally, service sizes being supplied at the standard secondary supply voltages are limited to 200 Amps. It may be possible to supply a standard secondary voltage up to 400 Amps but each case would have to be evaluated by S.T.E.I.

For service sizes larger than 200 Amps, transformers installed on customer property and connected to S.T.E.I. primary system are required (Section 2.3.4.1). The transformers can be owned by S.T.E.I. or privately by the customer.

## CONDITIONS OF SERVICE

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Also refer to section 2.3.4.2

### 3.2.5 Underground Service Requirements

Where the option of an overhead installation cannot be accommodated S.T.E.I. will specify a pad-mounted transformer, underground installation. This will normally be for installations that require a transformer capacity of 150 kVA up to 1000 kVA in a pad mount transformer installation.

Where an underground service is required, Commercial buildings are supplied electrical energy by the underground service through a single point of entry for each land parcel, at a location specified by S.T.E.I.

The Customer may be required to construct or install all civil infrastructure (including but not limited to trenching, underground conduits, transformer vault/pad) on private property that is deemed required by S.T.E.I. as part of its connection requirements. All civil infrastructures are to be in accordance with S.T.E.I.'s current standards, practices, specifications and this Conditions of Service and are subject to S.T.E.I.'s inspection and acceptance.

The Customer is responsible for the maintenance and safe keeping conditions satisfactory to S.T.E.I. of its structural and mechanical facilities located on private property.

The trench route must be approved by S.T.E.I. and is to follow the route indicated on the underground drawing supplied by S.T.E.I. Any deviation from this route must be approved by S.T.E.I. The Customer will be responsible for S.T.E.I.'s costs associated with re-design and inspection services due to changes or deviations initiated by the Customer or its agents.

It is the responsibility of the owner or their contractor to obtain excavation locates from all of the utility companies (including S.T.E.I.) before digging. This is done by contacting Ontario One Call.

It is the responsibility of the owner to contact S.T.E.I. to inspect each trench prior to the installation of S.T.E.I.'s service cables.

### 3.2.6 Temporary Services

A temporary service is a metered service provided for construction purposes or special events. Temporary services can be supplied overhead or underground. The Customer will be responsible for all associated costs for the installation and removal of equipment required for a temporary service to S.T.E.I.'s point of supply.

Temporary services may be provided for a period of no more than 12 months. Temporary services must be renewed thereafter if an extension is required and the equipment for such temporary service must be re-inspected at the end of the 12-month period.

Subject to the requirements of S.T.E.I., supply will be connected after receipt of a 'Connection Authorization' from the Electrical Safety Authority, a signed contract and a deposit from the Customer.

Meter base requirements are outline in section 3.2.11 "Metering".

## **CONDITIONS OF SERVICE**

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In the case of temporary overhead services, the Customer shall leave 600 mm (2 ft) of cable at the masthead for connection purposes.

In the case of temporary underground services, the Customer's cable shall extend to S.T.E.I.'s point of supply.

### **3.2.7 Supply of Equipment**

S.T.E.I. is responsible for the operation and maintenance of all S.T.E.I. equipment.

Maintenance or replacement of all S.T.E.I. distribution equipment including underground cables that form part of S.T.E.I. plant circuits shall be performed by S.T.E.I. Following maintenance, surface restoration by S.T.E.I. will include only soil, seed or sod, gravel or asphalt. Where damage can be shown to be the Customer's liability, maintenance and repair are at the Customer's expense.

All material and installations must meet S.T.E.I. specifications.

#### **3.2.7.1 Utility Owned Transformer Installations**

In an existing overhead service area S.T.E.I. typically installs pole-mounted transformers.

Available pole space, transformer size and system operations will determine when pole-mounted transformers are feasible.

If it is not possible to mount the transformer(s) on an existing utility pole, a new pole may be installed on the Customer's property.

The secondary service wire from the pole mount transformer can be installed overhead or underground to the building, S.T.E.I. will be responsible for the installation of all overhead service wire. If secondary underground is approved by S.T.E.I., the Customer will be responsible for the installation of all ductwork, cable guards and conductor for all underground services.

If pad mounted transformers are required, they will be located on customer property and the location approved by S.T.E.I.

Customer responsibilities regarding utility owned transformers are outlined in Table 1 appended to these conditions.

#### **3.2.7.2 Customer Owned Transformer Installations**

For a privately owned transformer, the Customer's transformer must meet the maximum no load and full load losses specified by S.T.E.I. The transformer no load and full load specifications must be submitted to S.T.E.I. for approval before the transformer is ordered.

If the customer's privately owned transformer does not meet S.T.E.I.'s maximum no load and full load losses specification, primary metering will be required.



## **CONDITIONS OF SERVICE**

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The complete privately owned transformer installation must be inspected by ESA (Electrical Safety Authority) before S.T.E.I. will energize the installation.

Customer responsibilities regarding customer owned transformers are outlined in Table 1 appended to these conditions.

### Customer Owned Transformer Discount

Transformer discounts for customer owned transformers can be found by going to S.T.E.I.'s [schedule of rates](#)

### **3.2.8 Short Circuit Capacity**

#### Available Symmetrical Short Circuit Current (Fault Current) at Customer Service Entrance

It is the Customer or Customer's electrical contractor responsibility to ensure that the equipment being installed has the appropriate short circuit ratings. The available short circuit current at a customer service entrance supplied by secondary voltages of 120/240V, 208/120V and 600/347V is determined by the transformer size, transformer impedance, conductor size and length of conductor from the transformer to the service entrance. When the service is inspected, Electrical Safety Authority (ESA) may request short circuit levels to ensure that the equipment installed is properly rated.

For utility owned transformers, when requested, S.T.E.I. will either supply the fault current at the transformer secondary terminals or the transformer information so that the customer's contractor can calculate the Fault currents.

The available short circuit current (fault current) at any point on the primary distribution system is determined by the substation transformer size, transformer impedance, conductor size and length of conductor from the substation transformer to the fault. When requested, S.T.E.I. will provide the available fault current on the 27.6KV distribution system.

The Electrical Safety Authority (ESA) requires that any customer equipment connected to the 27.6KV distribution system have a Symmetrical Short Circuit Rating of 17,500 Amps regardless of what the available fault current is at any point along the 27.6KV distribution system.

### **3.2.9 Access**

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

The Customer will provide unimpeded and safe access to S.T.E.I. or its agents at all times for the purpose of installing, removing, maintaining, operating or changing metering and distribution equipment.

All customer owned substations, switch-gear, metal enclosures and fenced compounds connected to or containing equipment connected to S.T.E.I. high voltage distribution system

## **CONDITIONS OF SERVICE**

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shall provide a method of installing an S.T.E.I. padlock in order to provide 24 hr. access and operation by S.T.E.I. as required.

### **3.2.10 Electrical Rooms**

Electrical rooms are required for all apartment building, commercial, industrial and institutional services with indoor meter installations.

S.T.E.I. may require the electric meters for multi-unit residential buildings to be located indoors in an electrical room where the potential for equipment damage or vandalism exists with the outdoor location of the meters.

The owner is required to supply and maintain an electrical room of sufficient size to accommodate the service entrance and meter requirements of the tenants and provide clear working space in accordance with the Ontario Electrical Safety Code.

The Customer will provide unimpeded and safe access to S.T.E.I. at all times for the purpose of installing, removing, maintaining, operation or changing transformers and associated equipment. Access doors, panels, slabs and vents shall be kept free from obstructing objects.

Indoor meters must be located in an electric room. The electrical room shall be provided with a locked steel constructed door. The door must be visibly labelled as "Electrical Room" and the lock must be keyed to S.T.E.I. specifications to allow S.T.E.I. access. This electric room shall be used for metering purposes only and not for storage.

The electrical room must be located to provide safe access from the outside or main public hallway, and not from an adjoining room, so that it is readily accessible to S.T.E.I.'s employees and agents to permit meter reading and to maintain electric supply. This room must be locked and a key provided to S.T.E.I. for access. The owner is responsible for supplying a new key to S.T.E.I. if the lock is changed for any reason.

A 19 mm (3/4 in) conduit to the nearest outside wall complete with a 119 x 119 x 54 mm (4-11/16 x 4-11/16 x 2-1/8 ft-in) galvanized square electrical box with box cover mounted at 2.5 m (96 in) off grade for the communications protocol for the meter.

Outside doors providing access to electrical rooms must have at least 150 mm (6 in) clearance between final grade and the bottom of the door. Electrical rooms 'on' or 'below' grade must have a drain including a "P" trap complete with a non-mechanical priming device and a backwater valve connected to the sanitary sewer. The electrical room floor must slope 6/300 mm (0.24/12 in) or 2% towards the drain.

The electrical room shall have a minimum ceiling height of 2.2 m (7.2 ft) clear, be provided with adequate lighting at the working level, in accordance with Illuminating Engineering Society (I.E.S.) standards, and a 120 V convenience outlet. The lights and convenience outlet noted above and any required vault circuit shall be supplied from a panel located and clearly identified in the electrical room.

The owner shall identify each Customer's metered service by address and/or unit number with a permanent non-fading legible label. The identification shall apply to all main switches, breakers and to all meter cabinets or meter mounting devices that are not immediately

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adjacent to the switch or breaker. The electrical room shall be visibly identified from the outside. The Owner shall inform S.T.E.I. if there are changes made in the unit numbers.

Attached commercial units will have one common electrical room for all attached units. Detached buildings will have the meter located at the detached building or separate electrical room if required.

### **3.2.11 Metering**

S.T.E.I. will supply and install a self-contained socket type meter for metering up to and including 200 amps. Self-contained socket meters for the main switch ratings and supply voltages are listed in Table 2 appended to these Conditions.

If meter cabinets are required, the Customer is required to supply and install a meter cabinet to contain S.T.E.I.'s metering equipment for the main switch ratings and supply voltages listed in Table 3 appended to these Conditions.

Meter centers installed for individual metering applications must meet the requirements specified in Table 4 appended to these Conditions.

Connection charges will include the cost of metering all new meter installations; all three phase service upgrades and single-phase service upgrades exceeding 200 amps.

S.T.E.I. requires a "house meter" on multi-unit residential and commercial buildings where common loads such as lighting, heating etc. exist.

Where meters are added to an existing service, the Customer must first submit a request for a service layout from S.T.E.I. If approved, the Customer will be charged for all S.T.E.I. costs associated with the installation of the new additional meter(s).

S.T.E.I. will only allow individual metering for municipally registered units in multi-unit buildings.

Where individual metering is used, the owner shall identify each Customer's metered service by address and/or unit numbers with a permanent non-fading legible label. Units shall be numbered and a floor plan shall be mounted in a suitable manner in each meter room, indicating the area to which each service box supplies power.

Multiple or grouped meter bases will be accepted only when prior approval has been given by the S.T.E.I. both as to type and proposed location.

The customer/contractor shall ensure that all service identifications are accurate and by not doing so will be held totally responsible. S.T.E.I. shall issue an "Electric Service Meter Base/Service Address Verification Form" for this purpose to the owner or contractor. This form must be completed and returned before S.T.E.I. will energize the service.

In any case, a copy of the metering layout plan shall be forwarded to S.T.E.I. for review and approval.

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If the distribution of the metered load circuit is in dispute, (i.e.: circuits from one premise is found to supply a second premise) S.T.E.I. reserves the right to transfer all accounts into the Property Owners' name until such time as the problem has been resolved, and the individual metering can be clearly identified with the individual units.

### **Single Phase 120/240 Volt Services**

For single-phase services, 4 jaw socket type meter bases are required and are to be supplied by the Customer or Customer's contractor. Meter bases must be approved by the Electrical Safety Authority and be acceptable to S.T.E.I. S.T.E.I. will not permit round meter bases.

The maximum service size for 120/240 Volt service is 400-amps. Single-phase services rated at 400 amps metered with one revenue meter, will require a meter cabinet to be installed on the load side of the main switch. See Table 3 appended to these Conditions.

In areas where three phase power is not readily available, 400-amp single phase services will be considered for churches, group homes, etc. and light commercial businesses.

### **Residential Type Use – Multiple Meters**

For multi-unit residential-use properties such as row housing, townhouses or condominium units, the meter bases will normally be located outdoors and grouped in one common location where practical. Either "Gang Meter Base" installations or individual meter base installations may be used depending on S.T.E.I. requirements.

In instances where the potential for equipment damage or vandalism exists with the outdoor location of the meters, S.T.E.I. may require the multiple meter bases to be located indoors in an electrical room as per section 3.2.10 "Electrical Rooms".

### **Commercial Type Use – Multiple Meters**

For multi-unit commercial-use properties with up to 3 electric meters, including a house meter (maximum 2 metered units) may be located outdoors using a gang meter base and supplied by a single stack.

Where the number of metered units supplied by a 200-amp main service exceed 2 metered units, a main service entrance disconnect switch shall be installed ahead of the splitter trough and meters, and an electrical room will be required as per section 3.2.10 "Electrical Rooms".

Where multiple meters are supplied by one main service and the service capacity exceeds 200 amps, a main disconnect switch will be required rated for the capacity of the main service entrance and an electrical room will be required as per section 3.2.10 "Electrical Rooms".

### **Single Phase 208/120 Volt Services**

The metering installation required for apartment buildings is 120/208 Volt "Network Type Metering" installed indoors. The meters are 200 amp, 2 phase – 3 wire self-contained meters.

Apartment buildings will normally consist of 12 units or more. The normal secondary voltage for apartment buildings will be 208/120 Volt. For apartment buildings with four floors or less

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including the basement all meters are to be located in one location. This location will be the main service entrance room or electrical room. For apartment buildings with more than four floors, additional load distribution rooms will be allowed but must be spaced at no less than every third floor. These rooms must be kept locked at all times and be used only for the purpose of housing electric metering and equipment related to the electric distribution within the building. S.T.E.I. shall be provided with a common key to these electrical rooms.

### **Up to 200 Amp 3 Phase 208/120 Volt and 600/347 Volt Services**

For services up to 200 Amps an indoor installed self-contained socket type meter is used.

Meter bases are to be supplied by the Customer or Customer's contractor and must meet S.T.E.I. specifications and are approved by the Electrical Safety Authority. Meter bases shall be located on the load side of the main switch. Meters and all breakers or switches required are to have 1.0 m (3.3 ft) distance for standing room on the handle side switch to allow for safe operation.

Meter centers installed for individual metering applications must meet the requirements specified in Table 4 appended to these Conditions.

### **3.2.12 General Service (Less Than 50 kW)**

#### Classification Criteria

This classification refers to a non-residential account taking electricity at 750 volts or less whose monthly average peak demand is less than, or is forecasted to be less than, 50 kW.

### **3.2.13 General Service (Greater Than 50 kW)**

#### Classification Criteria

This classification refers to a non-residential account whose monthly average peak demand is equal to or greater than, or is forecasted to be equal to or greater than 50 kW but less than 5,000 kW. For these services interval meters will be installed. The communication options available for the interval meters will be discuss with the customer at the initial consultation with engineering.

For new Customers without prior billing history, the peak demand will be based on 90% of the installed transformer capacity.

Where a primary service is provided to a Customer-owned substation, the Customer shall install and maintain such equipment in accordance with all applicable laws, codes, regulations, and S.T.E.I.'s requirements for high voltage installations. S.T.E.I. will provide planning details upon application for service.

All high voltage distribution services are three-phase, four-wire. The Customer is required to bring out a neutral conductor for connection to the system neutral. If not required for Customer's use, this neutral shall be terminated to the Customer's station ground system.

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The Customer is responsible to supply a point of attachment within a distance of 30 m (98 ft) from the property line, where an overhead primary service is provided. This point of attachment may be a primary service pole or approved structure.

S.T.E.I. will provide Customer interface details and requirements for high voltage supplies.

Customer owned substations must be inspected by both the Electrical Safety Authority and S.T.E.I. The owner will provide a pre-service report to S.T.E.I. that must be prepared by a contractor acceptable to S.T.E.I.

The Customer and S.T.E.I. shall inspect their own respective substations in accordance with the Distribution System Code. The minimum inspection cycle for Customer specific substations is one year for open style substations and three years for enclosed style substations. In order to facilitate and encourage the maintenance of this equipment, S.T.E.I. will provide one power interruption annually, at no charge, provided the work is completed during S.T.E.I. normal working hours. Customers will be charged for power interruptions arranged at times other than those outlined above.

Also refer to section 2.1.2 System Expansion

### **3.2.14**

#### Annual Rate Class Review

S.T.E.I. shall at least once in each calendar year, review each GS<50 and GS>50 rate classification customers to determine whether, based on the rate classification requirements set out in the distributor's rate order, the customer should be assigned to a different rate class. Subject to 2.5.3 (DSC), other than at the request of the GS<50 and GS>50 customer a distributor may not change said customers' rate classification more than once in any calendar year. The average demand for the 12- month review period is what dictates the classification to be applied for the following 12-month period. If the rate review determines a customer to be moved into a different rate class, S.T.E.I. will notify the customer of the rate classification change one bill period before the reclassification is made. Rate classifications apply only to future charges; neither S.T.E.I. nor the customer can charge or recover monies for payments made during the 12-month period preceding a review and rate reclassification.

### **3.3.1 Metering**

Over 200 Amp 3 Phase 208/120 Volt and 600/347 Volt Services

For services exceeding 200 Amps a 13-jaw transformer type meter is used installed inside a cabinet located in an approved electrical room as per Section 3.2.10 "Electrical Rooms".

Where instrument transformers are installed in the meter cabinet, the Customer is required to supply and install a meter cabinet to contain all of S.T.E.I.'s metering equipment for the main switch ratings and supply voltages listed in Table 3 appended to these Conditions.

Where current transformers are to be installed in the secondary bus of metal clad switchgear, S.T.E.I. may request a copy of the shop drawings for review. All switchgear where current transformers are installed must be CSA approved. In cases where the CTs only meter a

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portion of the metal clad switchgear, 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.

A separate meter cabinet must be supplied and installed by the Customer, located within 3 m (10 ft) of the switchgear complete with 38 mm (1-1/4 ft-in) conduit or at the satisfaction of S.T.E.I. and as close as possible to the instrument transformer compartment. Generally, only one revenue meter will be allowed. Additional revenue meters will require authorization from S.T.E.I. The meter cabinet will be a "Hydel Ontario Hydro" cabinet #74820585 complete with a 305 mm (12 in) deep cover to allow for the all meter types. All indoor meters shall meet 3.2.10 Electrical rooms.

### **3.3.2 New Residential Subdivisions or Multi-Unit Housing Developments**

New Residential Subdivisions or Multi-Unit Developments involving the construction of new city streets and roadways are treated as Non-Residential Class Customers and involve capital contribution for "Expansion" work, in addition to any applicable Connection Charges. Should the Economic Evaluation identify a shortfall for the Expansion, the Developer has a choice of either completing the portion of plant not yet connected to S.T.E.I.'s system or have S.T.E.I. complete this work in accordance with Section 3.3 of the DSC Code, titled "Alternative Bids". The Customer will not be allowed to complete construction work on S.T.E.I.'s existing distribution system.

New Residential Subdivisions or Multi-unit complexes not involving new City streets and roadways, but only private property, will follow the general terms and conditions for Connection Charges and Capital Contribution for the appropriate General Service Class Customers.

In all cases, all of the electrical service must be constructed to S.T.E.I.'s standards and in compliance with the Ontario Electrical Safety Code, applicable laws, regulations and codes.

The Developer is required to enter into a Supply Agreement with S.T.E.I. and to pay S.T.E.I. the deposit(s) for ordering of equipment and associated design and construction work for the installation of the proposed underground electrical distribution system. This amount will be paid concurrently with the signing of the Supply Agreement.

In case of conflict between the Supply Agreement and the terms herein, the Supply Agreement shall be binding. All design work including service locations and trench routes must be approved by S.T.E.I.

Also refer to section 2.1.2 System Expansion

### **3.3.3 Primary Metering**

Primary metering installations will be specified by S.T.E.I. and dealt with on an individual basis.

Primary metering details are outlined in Table 5, appended to these Conditions.

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### 3.4 EMBEDDED GENERATION

S.T.E.I. 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.

The safety, reliability and efficiency of the distribution system shall not be negatively impacted by the connection of a generator to the system.

The connection and operation of a Customer's embedded generator must not endanger workers or jeopardize public safety, or adversely affect or compromise equipment owned or operated by S.T.E.I., or the security, reliability, efficiency and the quality of electric supply to other Customers connected to S.T.E.I.'s distribution system. If damage or increased operating costs result from a connection with a generator, S.T.E.I. shall be reimbursed for these costs by the generator.

When an embedded generator is connected to S.T.E.I.'s distribution system, the Customer shall provide an interface protection that minimizes the severity and extend of disturbances to S.T.E.I.'s distribution system and the impact on other Customers. The interface protection shall be capable of automatically isolating the generator(s) from S.T.E.I.'s distribution system for the following situations:

- External faults in S.T.E.I.'s distribution system.
- Internal faults within the generator.
- Certain abnormal system conditions, such as over/under voltage, over/under frequency.

Connection requirements are as follows:

1. Approval of the generator's facility by the Electrical Safety Authority.
2. A signed Connection Agreement between the generator and S.T.E.I.
3. Proof that a competent person has performed a Ground Potential Rise Study, if required.
4. A protection coordination review and functional test of the protection has been performed.
5. Proof that a generator's license has been obtained from the OEB.



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### 3.4.1 IESO MicroFIT GENERATION

For the latest information, rules and updates on the Independent Electricity System Operator (IESO) former Ontario Power Authority (OPA) at <http://www.ieso.ca/> It should be noted that the requirements for microFIT projects are numerous and detailed. It remains the customer's responsibility to be familiar with the complete requirements as they pertain to the IESO rules, approvals, financial plans, domestic content and other requirements.

If the customer is successful in obtaining a MicroFIT Conditional Offer from the IESO, the customer can then apply to S.T.E.I. for a connection. If S.T.E.I. approves the MicroFIT Generation, the customer must work with S.T.E.I. and satisfy all of the requirements.

### 3.4.2 IESO FIT GENERATION

For the latest information, rules and updates on the Independent Electricity System Operator (IESO) former Ontario Power Authority (OPA) at <http://www.ieso.ca/> It should be noted that the requirements for FIT projects are complex and that the steps below only deal with those components relevant to S.T.E.I. It remains your responsibility to be familiar with the complete requirements as they pertain to the IESO FIT program, environmental approvals, financial plans, domestic content requirements and other requirements.

The customer must complete a pre-FIT Consultation application for S.T.E.I. and apply to the IESO. If approved, the customer must work with S.T.E.I. and satisfy all of the requirements.

### 3.5 EMBEDDED MARKET PARTICIPANT

Under the "Market Rules for the Ontario Electricity Market", Chapter 2, section 1.2.1, "No persons shall participate in the IESO-administered markets or cause or permit electricity to be conveyed into, through or out of IESO -controlled grid unless that person has been authorized by the IESO to do so".

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

### 3.6 EMBEDDED DISTRIBUTOR

S.T.E.I. shall make every reasonable effort to respond promptly to another distributor's request for connection as outlined in the Distribution System Code. All embedded distributors within the service jurisdiction of S.T.E.I. are required to inform S.T.E.I. of their status in writing 30 days prior to the supply of energy from S.T.E.I. The terms and conditions applicable to the connection of an embedded distributor shall be included in the Connection Agreement with S.T.E.I.

The reliability of supply and the voltage level at the delivery point from S.T.E.I.'s distribution system to an embedded distributor's distribution system shall be as good as or better than what is provided to S.T.E.I.'s other distribution Customers.

A distributor shall not build any part of its distribution system in S.T.E.I.'s licensed service area except under the following conditions:

## **CONDITIONS OF SERVICE**

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- The part of the distribution system that is to be located inside S.T.E.I.'s service area is dedicated to the delivery of electricity to the distributor who owns the distribution facilities; and
- There is no apparent opportunity for S.T.E.I. and the embedded distributor to share the distribution facilities; and
- S.T.E.I. determines that the presence of the distribution facilities in that location does not impinge on S.T.E.I.'s distribution operations.

A distributor that owns equipment in S.T.E.I.'s licensed service area shall allow S.T.E.I. access to the equipment for the following reasons:

- Emergencies
- When the equipment may cause a violation of a license condition.
- Upon a reasonable request by S.T.E.I.
- In accordance with any arrangement made between the embedded distributor and S.T.E.I.

### **3.7 UNMETERED CONNECTIONS**

All connections to S.T.E.I.'s distribution system will be metered, excluding connections for Street Lighting and Sentinel Lights.

The Customer will be charged, based on applicable rates and energy consumption will be based on the connected wattage and the calculated hours of use.

The Customer will be responsible for all costs associated with the connection.

All connections shall meet ESA requirements and will be approved by S.T.E.I. and installed according to S.T.E.I. specifications.

S.T.E.I.'s procedure for "Unmetered Load (Street Light) Process" clearly states the roles and responsibilities of the unmetered load customers and the distributor with respect to keeping load demand and consumption data current. This document is available upon request.

#### **3.7.1 Street Lighting**

Provisions will be made for connection to S.T.E.I.'s distribution system for the purpose of providing Street Lighting along City Roadways and Right of Ways.

All services supplied to street lighting equipment owned by or operated for a municipality or the Ministry of Transportation shall be classified as Street Lighting Service. For rate structure details refer to S.T.E.I.'s Rate Schedule.

Street Lighting plant, facilities, or equipment owned by the Customer are subject to the Electrical Safety Authority (ESA) requirements.

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### **3.7.2 Sentinel Lights**

Provisions may be made for connection of Sentinel lights to S.T.E.I.'s distribution system for various applications to light private property. For rate structure details refer to S.T.E.I.'s Rate Schedule.

### **3.7.3 Decorative Lighting and Tree Lighting Services**

Decorative or Tree Lighting if connected to the municipal or the Ministry of Transportation Street Lighting system will be treated as a Street Lighting Class of service and shall meet all applicable requirements. For rate structure details refer to S.T.E.I.'s Rate Schedule.

## **CONDITIONS OF SERVICE**

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### **SECTION 4 - GLOSSARY OF TERMS**

#### **Sources for definitions:**

ACT	Electricity Act, 1998, Schedule A, Section 2, Definitions
DSC	Distribution System Code Definitions
MR	Market Rules for the Ontario Electricity Market, Chapter 11, Definitions
RSC	Retail Settlement Code Definitions
TDL	Transitional Distribution License, Part I, Definitions

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

“ancillary services” means services necessary to maintain the reliability of the IESO-controlled grid; including frequency control, voltage control, reactive power and operating reserve services; (DSC, MR, TDL)

“application for service” means the agreement or contract with S.T.E.I. under which electrical service is requested

“Board” or “OEB” means the Ontario Energy Board; (ACT, DSC, TDL)

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

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

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

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

“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 the Customer; (DSC)

“Consumer” means a person who uses, for the person’s own consumption, electricity that the person did not generate; (ACT, DSC, MR, TDL)

“CT” means Current Transformers

“Customer” means a person that has contracted for or intends to contract for connection of a building. This includes developers or residential or commercial subdivisions; (DSC)

## **CONDITIONS OF SERVICE**

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“demand” means the average value of power measured over a specific interval of time, usually expressed in kilowatts (kW). Typical demand intervals are 15, 30 and 60 minutes; (DSC)

“demand meter” means a meter that measures a Consumer’s peak usage during a specific period of time; (DSC)

“developer” means a person or persons owning property for which new or modified electrical services are to be installed

“disconnection” means a deactivation of connection assets that results in cessation of distribution services to a Consumer; (DSC)

“distribute”, with respect to electricity, means to convey electricity at voltages of 50 kilovolts or less; (ACT, DSC, MR, TDL)

“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; (DSC)

“distribution loss factor” means a factor or factors by which metered loads must be multiplied such that when summed equal the total measured load at the supply point(s) to the distribution system; (RSC)

“distribution services” means services related to the distribution of electricity and the service the Board has required distributors to carry out, for which a charge or rate has been approved by the Board under section 78 of the Ontario Energy Board Act; (DSC, RSC)

“distribution system” 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; (ACT, DSC, MR, TDL)

“Distribution System Code” means the code, approved by the Ontario Energy Board, and in effect at the relevant time, which, among other things, establishes the obligations of a distributor with respect to the service and terms of service to be offered to Customers and retailers and provides minimum technical operating standards of distribution systems; (DSC, TDL)

“distributor” means a person who owns or operates a distribution system; (ACT, DSC, MR, TDL)

“duct bank” means two or more ducts that may be encased in concrete used for the purpose of containing and protection underground electric cables

“Electricity Act” means the Electricity Act, 1998, S.O. 1998, c.15, Schedule A; (DSC, MR, TDL)

“EBT” means Electrical Business Transaction

## **CONDITIONS OF SERVICE**

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

“electric service” means the Customer’s conductors and equipment for energy from S.T.E.I.

“embedded distributor” means a distributor who is not a wholesale market participant and that is provided electricity by a host distributor; (DSC, RSC)

“embedded generator” or “embedded generation facility” means a generator whose generation facility is not directly connected to the IESO -controlled grid but instead is connected to a distribution system; (DSC)

“embedded retail generator” means an embedded generator that settles through a distributor’s retail settlements system and is not a wholesale market participant; (DSC)

“embedded wholesale Consumer” means a Consumer who is a wholesale market participant whose facility is not directly connected to the IESO -controlled grid but is connected to a distribution system; (DSC)

“embedded wholesale generator” means an embedded generator that is a wholesale market participant; (DSC)

“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; (DSC)

“emergency backup” means a generation facility that has a transfer switch that isolates it from a distribution system; (DSC)

“energy” means the product of power multiplied by time, usually expressed in kilowatt-hours (kWH)

“Energy Competition Act” means the Energy Competition Act, 1998, S.O. 1998, c.15; (MR)

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

“enhancement” means a modification to 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; (DSC)

“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; (DSC)

“extreme operation conditions” means extreme operating conditions as defined in the Canadian Standards Association (“CSA”) Standard CAN3-C235-87 (latest edition)

## **CONDITIONS OF SERVICE**

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“general service” means any service supplied to premises other than those designated as Residential, , or Municipal Street Lighting. This includes multi-unit residential establishments such as apartment buildings supplied through one service (bulk-metered)

“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; (ACT, DSC, TDL)

“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; (ACT, DSC, MR, TDL)

“generator” means a person who owns or operates a generation facility; (ACT, MR, TDL, DSC)

“host distributor” means the registered wholesale market participant distributor who provides electricity to an embedded distributor; (DSC, RSC)

“house meter ” an electrical metered service in a multiple occupancy facility which is common to all occupants, (i.e. parking lot lighting, sign service, corridor and walkway lighting etc.)

“IEC” means International Electro Technical Commission

“IEEE” means Institute of Electrical and Electronics Engineers

“IESO” means the Independent Electricity System Operator established under the Electricity Act; (ACT, DSC, TDL)

“IESO -controlled grid” means the transmission systems with respect to which, pursuant to agreements, the IESO has authority to direct operations; (ACT, DSC, TDL)

“interval meter” means a meter that measures and records electricity use on an hourly or sub-hourly basis; (RSC, DSC)

“load transfer” means a network supply point of one distributor that is supplied through the distribution network of another distributor and where the supply point is not considered a wholesale supply or bulk sale point; (DSC)

“load transfer Customer” means a Customer that is provided distribution services through a load transfer; (DSC)

“main service” refers to S.T.E.I.’s incoming cables, bus duct, disconnecting and protective equipment for a Building or from which all other metered sub-services are taken

“Market Rules” means the rules made under section 32 of the Electricity Act; (DSC, MR, TDL)

“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); (DSC)

## CONDITIONS OF SERVICE

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“meter service provider” means any entity that performs metering services on behalf of a distributor; (DSC)

“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 remove access to the metered data and monitor the condition of the installed equipment; (RSC, DSC)

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

“metering services” means installation, testing, reading and maintenance of meters; (DSC)

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

“MOST meter” means an interval meter from which data is only available outside of the designated settlement timeframe. MOST refers to “Metering Outside the Settlement Timeframe”; (RSC, DSC)

“multi-unit dwelling” means a Building which contains more than one self-contained dwelling unit

“non-competitive electricity costs” means costs for services from the IESO that are not deemed by the Board to be competitive electricity services plus costs for distribution services, other than Standard Supply Service (SSS); (RSC)

“normal operating conditions” means the operating conditions comply with the standards set by the Canadian Standards Association (“CSA”) Standard CAN3-C235-87 (latest edition);

“NPV” means Net Present Value

“Ontario Energy Board Act” means the Ontario Energy Board Act, 1998, S.O. 1998, c.15, Schedule B; (DSC, MR)

“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; (DSC)

“ownership demarcation point” means the physical location at which the distributor’s ownership of distribution equipment including connection assets ends at the Customer; (DSC)

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

“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; (DSC)



## CONDITIONS OF SERVICE

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“private property” means the property beyond the existing public street allowances

“rate” means any rate, charge or other consideration, and includes a penalty for late payment; (DSC, TDL)

“Regulations” means the regulations made under the Ontario Energy Board Act or the Electricity Act; (DSC, TDL)

“retail”, with respect to electricity means:

- a) to sell or offer to sell electricity to a Customer
- b) to act as agent or broker for a retailer with respect to the sale or offering for sale of electricity, or
- c) to act or offer to act as an agent or broker for a Consumer with respect to the sale or offering for sale of electricity; (ACT, DSC, MR, TDL)

“Retail Settlement Code” means the code approved by the 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 Consumers and provides for tracking and facilitating Consumers transfers among competitive retailers; (DSC, TDL)

“retailer” means a person who retails electricity; (ACT, MR, TDL, DSC)

“service agreement” means the agreement that sets out the relationship between a licensed retailer and a distributor, in accordance with the provisions of Chapter 12 of the Retail Settlement Code; (RSC)

“service area,” with respect to a distributor, means the area in which the distributor is authorized by its license to distribute electricity; (ACT, DSC, TDL)

“service date” means the date that the Customer and S.T.E.I. mutually agree upon to begin the supply of electricity by S.T.E.I.

“Standard Supply Service Code” means the code approved by the Board and in effect at the relevant time, which, among other things, establishes the minimum conditions that a distributor must meet in carrying out its obligations to sell electricity under section 29 of the Electricity Act; (TDL)

“sub-service” means a separately metered service that is taken from the main Building service

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

“temporary service” means an electrical service granted temporarily for such purposes as construction, real estate sales, trailers, etc.

“transformer room” means an isolated enclosure built to applicable code to house transformers and associated electrical equipment

## **CONDITIONS OF SERVICE**

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“transmission system” means a system for transmitting electricity, and includes any structures, equipment or other things used for that purpose; (ACT, DSC, MR, TDL)

“Transmission System Code” means the code, approved by the Board, that is in force at the relevant time, which regulates the financial and information obligations of the Transmitter with respect to its relationship with Customers, as well as establishing the standards for connection of Customers to, and expansion of the transmission system; (DSC)

“transmitter” means a person who owns or operates a transmission system; (ACT, DSC, MR, TDL)

“unmetered loads” means electricity consumption that is not metered and is billed based on estimated usage; (DSC)

“wholesale buyer” means a person that purchases electricity or ancillary services in the IESO-administered markets or directly from a generator; (DSC, TDL)

“wholesale market participant”, means a person that sells or purchases electricity or ancillary services through the IESO-administered markets; (DSC, RSC)

“wholesale settlement cost” means costs for both competitive and non-competitive electricity services billed to a distributor by the IESO or a host distributor, or provided by an embedded retail generator or by a neighboring distributor; (DSC, RSC)

“wholesale supplier” means a person who sells electricity or ancillary service through the IESO-administered markets or directly to another person, other than a Consumer; (DSC, TDL)

## CONDITIONS OF SERVICE

### Section 5 - TABLES

**Table 1 Demarcation Points, Connection Fees and Disconnection Fees**

*The range of connections listed below may not be available in all areas due to limitations within the distribution system.*

Customer Class (Service Type)	Ownership Demarcation Point	Basic Connection - includes the following connection assets	Basic Connection Fee - Subject to Annual Review	Variable Connection Fee	Customer Responsibilities and Other Charges	Service Fee (Initiated by Customer)
<b>Class 1 - Residential Class - Single Service for single family detached or semi-detached</b>						
<b>Overhead</b>	Top of Customer's service mast	Up to 30 m (98 ft) OH service wire from S.T.E.I. supply pole inc. connections, standard revenue meter (one meter per unit) and equipment credit for transformation	No Charge - Recovered through distribution rates	Customer charged actual costs for connection assets above and beyond basic connection.	Customers requesting an UG service in an OH area will be required to pay 100% connection costs less the Standard Allowance for an OH service Customer responsible for all trenching, conduit, road crossings and restoration.	<u>Service Upgrade</u> No charge for Cut & Reconnect – (maximum 200 amp)  No Charge for permanent removal of Connection Assets
<b>Underground</b>	Line side of Customer's meter base	Same as Residential Class overhead	No Charge - Recovered through distribution rates	Customer charged actual costs for connection assets above and beyond basic connection	Customers requesting an UG service will be required to pay 100% connection costs less the Standard Allowance for an OH service Customer responsible for all trenching, conduit, road crossings and restoration.	<u>Service Upgrade</u> No charge for Cut & Reconnect – (maximum 200 amp)  No charge for permanent removal of Connection Assets
<b>Class 2A – General Service – Less than 50 kW – Multi unit residential (Maximum 6 units)</b>						
<b>Overhead</b>	Top of Customer service mast	Up to 30 m (98 ft) OH service wire from S.T.E.I. supply pole inc. connections, one standard revenue meter per unit (plus house meter if req'd) and equipment credit for pole mounted transformation	No Charge - Recovered through distribution rates as determined through economic evaluation based on averaged connection costs.	Customer charged actual costs for connection assets above and beyond basic connection.	Customers requesting an UG service will be required to pay 100% connection costs less the Std. Allowance for an OH service	<u>Service Upgrade (Up to max. 6 units)</u> Cut & Reconnect Repair \$450.00 during working hours
<b>Underground</b>	Line side of Customer's meter base					
<b>Class 2B - General Service - Less than 50 kW – Commercial</b>						
<b>Overhead - Single Building Service</b>	Top of Customer's service mast	Up to 30 m (98 ft) OH service wire from S.T.E.I. supply pole inc. connections, one standard revenue meter and averaged cost for transformation	<b>120/240V</b> Up to 100A \$2,400.00 200A \$4,364.00  <b>208/120V</b> Up to 100A \$4,674.00 200A \$8,376.00  <b>600/347V</b> Up to 100A \$5,657.00	Customer charged actual costs for connection assets above and beyond basic connection  Interval meters, if requested, will be included in the variable connection fee.	Customer responsible for costs associated with additional or redesign due to changes in Customer's original request.	<u>Service Upgrade</u> Customer charged applicable Basic Connection Fee (Transformer credit may apply – See Sec. 2.1.1.1 b)  Cut & Reconnect Repair \$450.00 during working hours

## CONDITIONS OF SERVICE

Customer Class (Service Type)	Ownership Demarcation Point	Basic Connection - includes the following connection assets	Basic Connection Fee - Subject to Annual Review	Variable Connection Fee	Customer Responsibilities and Other Charges	Service Fee (Initiated by Customer)
<b>Underground - Single Building Service</b>	Point of connection at utility supply point. This could be secondary buss (UG or OH) or transformer secondary spade. Secondary service conductor supplied, installed and owned by Customer. (Subject to ESA inspection.)	Connections at utility supply point, one standard revenue meter and averaged cost for transformation.	<u>120/240V</u> Up to 100A \$2,251.00 200A \$4,159.00  <u>208/120V</u> Up to 100A \$4,447.00 200A \$7,872.00  <u>600/347V</u> Up to 100A \$5,430.00	Customer charged actual costs for connection assets above and beyond basic connection  Interval meters, if requested, will be included in the variable connection fee.	Customer responsible for costs associated with additional or redesign due to changes in Customer's original request.  Customer responsible for all trenching, conduit, secondary conductor, road crossings, restoration and all applicable permits and approvals.	<b>Service Upgrade</b> Customer charged applicable Basic Connection Fee (Transformer credit may apply – See Sec. 2.1.1.1 b)  No Charge for permanent removal of Connection Assets  Cut & Reconnect Repair \$450.00 during working hours
<b>Class 3A - General Service - Greater than 50 kW Commercial</b>						
<b>Overhead - Single Building Service (Not requiring transformers on private property)</b>	Top of Customer's service mast	Up to 30 m (98 ft) OH service wire from S.T.E.I. supply pole inc. connections, standard revenue meter (interval meter if required) and averaged cost for transformation.	Customer charged actual costs to provide connection. Costs to include all labour, equipment, material, transformers, metering, engineering and administration charges.	100% of connection asset cost recovered through "Basic Connection Charge".	Customer responsible for costs associated with additional or redesign due to changes in Customer's original request.	Customer charged fixed, average costs associated with service upgrade, disconnection and/or removal of all connection assets up the demarcation point. Cut & Reconnect Repair \$450.00 during working hours
<b>Underground - Single Building Service (Not requiring transformers on private property)</b>	Point of connection at utility supply point. This could be secondary buss (UG or OH) or transformer secondary spade. Underground secondary service conductor owned by Customer.	Connections at utility supply point, standard revenue meter (interval meter if required) and averaged cost for transformation.	Customer charged actual costs to provide connection.  Costs to include all labour, equipment, material, transformers, metering, engineering and administration charges.	100% of connection asset cost recovered through "Basic Connection Charge".	Customer responsible for costs associated with additional or redesign due to changes in Customer's original request. Customer responsible for secondary conductor from point of supply to main disconnect, all trenching, conduit, road crossings, restoration and all applicable permits and approvals.	Customer charged fixed, average costs associated with service upgrade, disconnection and/or removal of all connection assets up the demarcation point.  Cut & Reconnect Repair \$450.00 during working hours

## CONDITIONS OF SERVICE

<b>Overhead - Single Building Service (Requiring utility owned transformers on private property)</b>	Top of Customer's service mast (OH secondary) or Point of connection at utility supply point. This could be secondary buss (UG or OH) or transformer secondary spade. Secondary service conductor owned by Customer. (UG secondary)	Up to 30 m (98 ft) of 3 phase OH primary conductor and neutral wire from S.T.E.I. supply pole, transformer pole and transformer(s) inc. connections, standard revenue meter (interval meter if required)	Customer charged actual costs to provide connection.  Costs to include all labour, equipment, material, cables, duct work as applicable, transformers, metering, engineering and administration charges.	100% of connection asset cost recovered through "Basic Connection Charge".	Customer responsible for costs associated with additional or redesign due to changes in Customer's original request. Customer responsible for UG secondary conductor from point of supply to main disconnect, all trenching, conduit, road crossings, restoration and all applicable permits and approvals.	Customer charged actual costs associated with service upgrade, disconnection and/or removal of all connection assets inc. cables, transformers and associated equipment up the demarcation point.  Cut & Reconnect Repair \$450.00 during working hours
<b>Customer Class (Service Type)</b>	<b>Ownership Demarcation Point</b>	<b>Basic Connection - includes the following connection assets</b>	<b>Basic Connection Fee - Subject to Annual Review</b>	<b>Variable Connection Fee</b>	<b>Customer Responsibilities and Other Charges</b>	<b>Service Fee (Initiated by Customer)</b>
<b>Underground - Single Building Service (Requiring utility owned transformers on private property)</b>	Point of connection at utility supply point. This point of connection will be the transformer secondary spade. Underground secondary service conductor owned by Customer.	Up to 30 m (98 ft) of 3 phase UG primary conductor from S.T.E.I. supply pole, and transformer inc. connections, standard revenue meter (interval meter if required). Connection point on distribution system that lies along the Customer's building. Design of connection based on original Customer request.	Customer charged actual costs to provide connection.  Costs to include all labour, equipment, material, cables, duct work as applicable, transformers, metering, engineering and administration charges.	100% of connection asset cost recovered through "Basic Connection Charge".	Customer responsible for costs associated with additional or redesign due to changes in Customer's original request  Customer responsible for secondary conductor from point of supply to main disconnect, all trenching, conduit, road crossings, restoration and all applicable permits and approvals.	Customer charged actual costs associated with service upgrade, disconnection and/or removal of all connection assets inc. cables, transformers and associated equipment up the demarcation point.  Cut & Reconnect Repair \$450.00 during working hours
<b>Class 3B - General Service - Greater than 50 kW Multi-unit Residential (more than 6 units) and Subdivisions</b>						
<b>Overhead or Underground - Multi-unit residential housing development (No transformers required on private property)</b>	Top of Customer's service mast (OH secondary) or Point of connection at utility supply point. This could be secondary buss (UG or OH) or transformer secondary spade. Secondary service conductor owned by Customer. (UG secondary)	Not Applicable	Economic Evaluation completed to determine connection fees	Economic Evaluation completed to determine connection fees	Connection Agreement required.  Developer to provide security as required by S.T.E.I.	Customer charged actual costs associated with service upgrade, disconnection and/or removal of all connection assets inc. cables, transformers and associated equipment up the demarcation point.  Cut & Reconnect Repair \$450.00 during working hours

## CONDITIONS OF SERVICE

<b>Overhead or Underground - Multi-unit residential housing development (Requiring utility owned transformers on private property)</b>	Top of Customer's service mast (OH secondary) or Point of connection at utility supply point. This could be secondary buss (UG or OH) or transformer secondary spade. Secondary service conductor owned by Customer. (UG secondary)	Not Applicable	Economic Evaluation completed to determine connection fees	Economic Evaluation completed to determine connection fees	Connection Agreement required.  Developer to provide security as required by S.T.E.I.	Customer charged actual costs associated with service upgrade, disconnection and/or removal of all connection assets inc. cables, transformers and associated equipment up the demarcation point.  Cut & Reconnect Repair \$450.00 during working hours
<b>Residential Subdivision Development</b>	Line side of Customer's meter base (UG). Top of Customer's service mast (OH)	Not Applicable	Economic Evaluation completed to determine connection fees	Economic Evaluation completed to determine connection fees	Electrical Distribution System Servicing Agreement required.  Developer to provide security as required by S.T.E.I.	Not Applicable

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*Services which require a reconnect after-hours due to a service upgrade, service repair, service alteration etc. will be billed the applicable charges associated with reconnecting the service. These charges will be billed to the Customer or Electrical Contractor who initiated the work.*

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## CONDITIONS OF SERVICE

### **Section 5 - TABLES**

**Table 2      Meter Sockets (Section 2.3.7.1)**

#### **Self-Contained Socket Metering**

Voltage	Phase	Wire	Meter Socket (See description below)	Maximum Service Switch Size Rating in Amperes
120/240	1	3	A	200
208/120	2	3	B	200
208/120	3	4	C	200
600/347	3	4	C	200
600 **	3	3	D	200

\*\* Used only where grounded supply is not available.

#### **Meter Socket Descriptions**

- A** - 4 Jaw socket type square - Standard Square Base - 100A Overhead and 60A Off Splitter  
- 200A Jumbo Type – 200A Overhead and All Underground
- B** - 5 Jaw socket type with the "5" jaw at the 9 o'clock position c/w #12 white wire from "5" jaw to an insulated neutral block in the meter base.
- C** - 7 Jaw meter base with the "7" jaw at the 6 o'clock position c/w #12 white wire from "7" jaw to an insulated neutral block in the meter base.
- D** - 5 Jaw socket type with the "5" jaw at the 9 o'clock position c/w #12 yellow wire from "5" jaw to the "B" phase terminal on the load side of the main disconnect switch.

#### **Notes:**

1. A list of approved meter sockets is available upon request.
2. Meter sockets shall be mounted so that the midpoint of the meter is set at 1.73 m (68 in) from finished grade or floor level. Meter base location shall be determined by S.T.E.I.
3. Where the supply is from a 4-wire 600/347-volt system, metering shall be 4-wire. Where the Customer does not require a neutral, a full size neutral conductor sized in accordance with Table 17 of the Electrical Safety Code must be provided to all meter cabinets or sockets. The neutral conductor is to be terminated in the socket (or cabinet) on an insulated neutral block in accordance with the Ontario Electrical Safety Code.
4. Three phase meter bases shall be mounted on the load side of the main switch.

## CONDITIONS OF SERVICE

### **Section 5 - TABLES**

**Table 3      Meter Cabinets (Section 2.3.7.2)**

#### **Meter Cabinets**

Voltage	Phase	Wire	Main Switch Size in Amperes	Meter Cabinets (See description below)
120/240	1	3	400**	A
208/120	3	4	Over 200 – 800	B
600/347			Over 800	A (Instrument transformers in switchgear or primary metered installation)
600 *	3	3	Over 200 – 800	B
			Over 800	A (Instrument transformers in switchgear or primary metered installation)

\* Use only where grounded 4 wire supply not available.

\*\* If the meter base is remote from the cabinet, a "self-shorting" meter base shall be used.

#### **Meter Cabinet Descriptions**

**A** - 76 X 76 X 30 cm (30 X 30 X 12 in) complete with removable 66 X 66 cm (26 X 26 in) back plate.

**B** - 122 X 122 X 30 cm 48" X 48" X 12" complete with removable 112 X 112 cm (44 X 44 in) back plate.

#### **Notes:**

1. Meter cabinets shall be fabricated with a minimum #16-gauge steel
2. Cabinets shall have side-hinged doors opening at the center and be equipped with a three-point latching device and complete with a provision for padlocking.
3. The cabinet shall be mounted a maximum distance of 1.9 m (78 in) from the floor to the top of the cabinet and a minimum of 61 cm (24 in) from the floor to the bottom of the cabinet.
4. Where two or more circuits are used in one-meter cabinet, S.T.E.I. will issue specific metering requirements.
5. Normally the current transformers will be installed in the meter cabinet and the Customer's contractor shall supply and install connectors to terminate the conductors at the current transformers. The neutral must be connected to an isolated neutral block within the meter cabinet for 600/347-volt services.
6. For installations where the current transformers are remote from the meter cabinet. The meter cabinet will be a "Hydel Ontario Hydro" cabinet #74820585 complete with a 30 cm (12 in) deep cover to allow for the all meter types. All indoor meters shall meet 3.2.10 Electrical rooms. The Customer is responsible to supply and install a 31.75 mm (1-1/4 in) conduit to connect the two locations. The length of this conduit shall not exceed 15. 25 m (50 ft). Section 3.2.10 Electrical Rooms will also apply.



## **CONDITIONS OF SERVICE**

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7. Outdoor meter cabinets will not normally be permitted and must be approved by S.T.E.I. If approved, only "outdoor type" waterproof cabinets shall be used.

### **Section 5 - TABLES**

#### **Table 4      **Meter Centers (Section 2.3.7.1)****

Meter centers may be used for installations of 750 volts or less, provided they meet the following specifications:

1. Side-hinged doors or panels shall be installed over all sections of the switchboard where S.T.E.I. may be required to work, such as unmetered sections and those sections containing breakers, switches and meter mounting devices. Hinged doors or panels shall have provisions for sealing or padlocking in the closed position. Where bolts are used, they shall be of a captive knurled type. The hinged covers over breakers or switches shall be constructed so the covers cannot be opened when sealed or padlocked.
2. Breakers or switch handles shall have provisions for sealing or padlocking in the "off" position.
3. Meter mounting devices shall be wired/connected on the load side of the breakers or switches. (Cold metering)
4. Each combination meter socket and breaker panel shall have adequate space for permanent Customer identification with respect to street address and/or unit number.
5. The center of the finished floor. The center of the top row of meter sockets shall not be more than 1.82 m (72 in) from the finished floor.
6. The distance between horizontally or vertically adjacent meter socket rims shall not be less than 150 mm (6 in).
7. The meter mounting socket and sealing ring shall be acceptable to S.T.E.I.
8. Where a neutral is required, the meter-mounting device shall have a pre-wired ungrounded neutral connection to the 5th or 7th terminal. The connection, if not made directly to the neutral buss, shall be not less than #12 AWG copper.
9. 3.2.10 Electrical Rooms shall apply.

## CONDITIONS OF SERVICE

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### **Section 5 - TABLES**

#### **Table 5**      Primary Metering

The following is provided only as a guideline regarding primary metered installations. S.T.E.I. will provide specific requirements and specifications for each individual installation.

1. Primary metering installations will be specified by S.T.E.I. and dealt with on an individual basis.
2. The equipment may be a fully contained metering tank or individual current and potential transformers and all other necessary equipment.
3. The primary metering PTs and CTs and the metering cabinet can be mounted at various locations indoors or outdoors depending on the application. Where instrument transformers are to be installed in customer-own outdoor metal-enclosed switchgear, a copy of the shop drawing shall be submitted to S.T.E.I. for review. The utility metering compartment shall be equipped with have hinged doors and provision for pad locking.
4. The Customer's contractor must supply and install a junction enclosure (for the secondary wiring between the instrument transformers and the external remote metering cabinet) and a potential indicator type IPL75-B12 -Groupe Sicame (or comparable product) within the metering compartment.
5. The remote meter cabinet with minimum external dimensions of 76 X 76 X 30 cm (30 X 30 X 12 in) with removable inner panel; as per CAN/CSA Standard C22.2 No. 94-M91, Special Purpose Enclosures, for a metallic Type 4X enclosure (i.e. outdoor, water-tight, corrosion-resistant) with the following design features/accessories: single-door design, with piano-hinge and a 135° door stop; removable inner panel, three-point latching assembly with a handle designed to accept a standard Hydro padlock; drip shield to protect door and hardware from falling dust and water; and four (4) external mounting tabs for affixing the enclosure to a wall.
6. The Customer's contractor must supply a 30 mm (1-1/4 in) conduit to connect the primary PTs and CTs junction enclosure to the metering cabinet. The two locations and the length of this conduit cannot exceed 15 m (50 ft).
7. The customer must provide CAT6 Ethernet cable to communicate with the interval meter inside the metering cabinet.
8. 3.2.10 Electrical Rooms shall apply.

## CONDITIONS OF SERVICE

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### **SECTION 6 - REFERENCES**

1. **Economic Evaluation Model for Distribution System Expansion**  
Refer to Appendix B of the Distribution System Code: "Methodology and Assumptions for an Economic Evaluation"
2. **Sample Standard Connection Agreement**  
Refer to Appendix D of the Distribution System Code: "Information in a Connection Agreement with Customer"
3. **Sample Operations Agreement between the Distributor and an Embedded Generator**  
Refer to Appendix E of the Distribution System Code: "Information in a Connection Agreement with a Generator"