

ENTEGRUS®

CONDITIONS OF SERVICE

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1 INTRODUCTION

These Conditions of Service describe Entegrus' operating practices and connection policies and set out the terms and conditions upon which Entegrus offers, and the Customer accepts, Distribution Services.

The Distribution System Code ("DSC") requires that each distributor produce a Conditions of Service document. The purpose of this document is to provide a means for communicating the types and levels of service available to the Customers within Entegrus Powerlines Inc.'s ("Entegrus") service area. The DSC requires that the Conditions of Service be readily available for review by the public. In addition, the most recent version of the document must be filed with the Ontario Energy Board ("OEB") for facilitating dispute resolutions if a dispute cannot be resolved between the Customer and Entegrus.

Entegrus' Conditions of Service document is based on the template presented in Appendix A of the DSC.

Customer safety and the safety of others are of primary concern to Entegrus. As such, these Conditions of Service shall not prejudice or affect any rights, privileges, or powers vested in Entegrus by law under Act of Legislature of Ontario or the Parliament of Canada, or any Regulations there under. Public Works on a highway is a higher hierarchy.

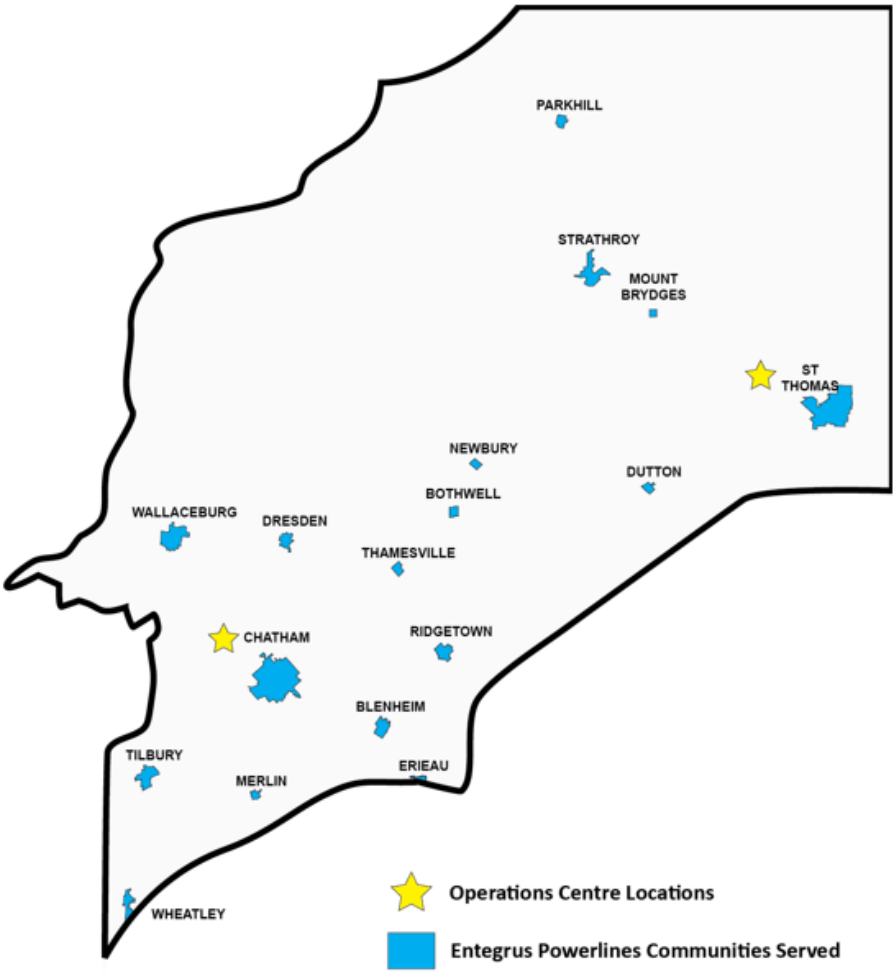
A glossary of terms and listing of acronyms used in these Conditions of Service can be found in Section 4.

1.1 Identification of Distributor and Territory

Entegrus is a corporation, incorporated under the laws of the Province of Ontario to distribute electricity and carry on the business of an electricity distributor within its licensed service area as defined in Schedule 1 of the Electricity Distribution Licence ED 2002-0563 issued to Entegrus by the Ontario Energy Board.

Entegrus owns, operates and manages the assets associated with the distribution of electrical power to over 64,000 customers in 17 Southwestern Ontario communities. The roots of Entegrus extend back to the formation of Chatham Hydro in 1914. Communities currently serviced by Entegrus are: Blenheim, Bothwell, Chatham (including a portion of the Township of Raleigh known as the "Bloomfield Business Park"), Dresden, Dutton, Erieau, Merlin, Mount Brydges, Newbury, Parkhill, Ridgetown, St. Thomas, Strathroy, Thamesville, Tilbury, Wallaceburg and Wheatley.

The licensed service area can change from time to time and Customers may find the most recent detailed description of the Entegrus service area in Schedule 1 of the Entegrus Distribution License (ED 2002-0563). Please refer to www.entegrus.com/regulatory for the most recent copy.



1.2 Related Codes and Governing Laws

The supply of electricity or related Services by Entegrus to any Customer and/or Consumer is subject to various laws, regulations, and codes including, but not limited to, the provisions of the following as they may be amended or replaced from time to time::

a) *Electricity Act, 1998*, S.O. 1998, c. 15, Schedule A ("Electricity Act, 1998")
b) *Electricity and Gas Inspection Act*, R.S.C., 1985, c. E-4
c) *Ontario Energy Board Act, 1998*, S.O. 1998, c. 15, Schedule B
d) *Ontario Fair Hydro Plan Act, 2017*, S.O. 2017, c. 16, Schedule 1
e) *Ontario Rebate for Electricity Consumers Act*, 2016, S.O. 2016, c. 19
f) *Energy Consumer Protection Act*, S.O. 2010, c. 8
g) *Consumer Protection Act, 2002*, S.O. 2002, c. 30, Sched. A
h) *Occupational Health and Safety Act*, R.S.O. 1990, c. O.1
i) *Public Service Works on Highways Act*, R.S.O. 1990, c. P.49

j) *Building Code Act*, 1992, S.O. 1992, c. 23
k) *Public Utilities Act*, R.S.O. 1990, c. P.52
l) *Municipal Freedom of Information and Protection of Privacy Act*, 1990, R.S.O. 1990, c. M.56 (MFIPPA)
m) *Personal Information Protection and Electronic Documents Act*, 2000, S.C. 2000, c. 5 (PIPEDA)
n) *Ontario Underground Infrastructure Notification System Act*, 2012, S.O. 2012, c. 4
o) *Ontario Environmental Protection Act*, R.S.O. 1990, c. E. 19
p) *Canadian Environmental Protection Act*, 1999, SC 1999, c 33
q) *Species at Risk Act*, SC 2002, c 29
r) *Environmental Protection Act*, RSO 1990, c E.19
s) *Digital Privacy Act*, SC 2015, c 32
t) *Employment Standards Act*, 2000, SO 2000, c 412
u) *Bank Act*, SC 1991, c 46
v) *Bankruptcy and Insolvency Act*, RSC 1985, c B-3
w) *Accessibility for Ontarians With Disabilities Act*, 2005, SO 2005, c 11
x) *Residential Tenancies Act, 2006*, SO 2006, c 17
y) Entegrus' Electricity Distribution Licence
z) Electricity Distribution Rate Handbook
aa) Affiliate Relationships Code ("ARC")
bb) Distribution System Code ("DSC")
cc) Retail Settlement Code ("RSC")
dd) Standard Supply Service Code ("SSSC")
ee) Transmission System Code ("TSC")
ff) Ontario Electrical Safety Code ("OESC")
gg) Ontario Building Code
hh) Independent Electric System Operator (IESO) – Market Rules
ii) Any other obligation or requirement as prescribed by legislation or regulations

In the event of any conflict between these Conditions of Service and any applicable legislation, licence, code, regulation, order or other regulatory requirement, including those referenced above, the latter shall prevail. Entegrus will make reasonable efforts to update these Conditions of Service to reflect changes to applicable legislative, regulatory and statutory requirements. The most current version of any applicable legislation, licence, code, regulation, order or other regulatory requirement shall govern and be deemed incorporated into these Conditions of Service.

When planning and designing for electricity Service, Customers and their agents should refer to Entegrus' Conditions of Service, all applicable provincial and Canadian electrical codes, and all other applicable federal, provincial, and municipal laws, regulations, codes and by-laws to ensure compliance with their requirements. The work shall be conducted in accordance with the Ontario *Occupational Health and Safety Act*, Construction Projects O. Reg. 213/91, and the Electrical Utility Safety Rules published by the Infrastructure Health and Safety Association.

1.3 Interpretations

Words and phrases contained herein have the meanings ascribed to them in these Conditions of Service and in the documents listed in Section 1.2.

Questions as to the interpretation or intent of any part of this document should be directed to Entegrus, who will have the sole right to make such interpretations:

a) Headings, paragraphs and underlining are for convenience only and do not affect the interpretation of the Conditions of Service.
b) Words referring to the singular include the plural, and vice versa.
c) Words referring to a gender include any gender.
d) Reference to a document, act, code or bylaw shall be reference to the document, act, code or bylaw as amended, re-enacted or replaced from time to time.
e) Any reference to duration of time in working days shall be a reference to the normal working days of Entegrus and will not include any weekends, statutory holidays or holidays recognized by Entegrus.
   Recognized holidays mean the days designated by Entegrus from time to time. Until otherwise designated, these holidays are:
   i. New Year's Day
   ii. Family Day
   iii. Good Friday
   iv. Easter Monday
   v. Victoria Day
   vi. Canada Day
   vii. August Civic Holiday
   viii. Labour Day
   ix. Thanksgiving Day
   x. Remembrance Day
   xi. Day before Christmas Day
   xii. Christmas Day
   xiii. Boxing Day
   xiv. Day before New Year's Day
   (When any of the above recognized Holidays fall on a Saturday, or Sunday, the office will be closed either the preceding Friday or the following Monday, as determined by Entegrus. The office closure dates will be posted on the Entegrus website, www.entegrus.com, and on social media.)
f) A reference to a document or a provision of a document includes any amendment or supplement to, or a replacement of, that document or that provision of that document.
g) A request for clarification on the issue of the interpretation of any word appearing in these Conditions of Service shall be submitted in writing, and the final arbitrator between Customer and distributor shall be the OEB.

1.4 Amendments and Changes

Entegrus reserves the right to make changes to these Conditions of Service at any time. The provisions of these Conditions of Service and any amendments made from time-to-time form part of any Contract made between Entegrus and any connected Customer, generator or their agents.

In the event of changes to the Condition of Service, in addition to notice included on Customer bills, a public notice shall be made on Entegrus' website, www.entegrus.com.

The Customer is responsible for contacting Entegrus to ensure that the Customer has obtained, or obtains, the current version of the Conditions of Service.

1.5 Contact Information

Entegrus has the following business office locations to serve its Customers:

Address (full):	320 Queen St., Chatham, ON, N7M 5K2
	135 Edward St., St. Thomas, ON, N5P 3P9
Phone #:	866-804-7325
Fax #:	519-352-9860
Email:	customerservice@entegrus.com
Web site:	www.entegrus.com
Business Hours:	8:30AM to 4:30PM Monday to Friday except recognized holidays as described in Section 1.3.
Locate Request:	1-800-400-2255 or https://ontariodigauthority.ca/

Note: Engineering Offices are available by appointment only.

1.6 Customer Rights

The Customer has the right to access Entegrus' Distribution System and services in accordance with the Conditions of Service and the applicable acts, regulations and codes. A Customer has the right to make an application for Service or modification to an existing Service in accordance with these Conditions of Service. An application for and the provision of electrical Service in accordance with these Conditions of Service shall constitute an implied contract between the Customer and Entegrus.

Residential Customers have the right to request one disconnect and reconnect per calendar year on their existing electrical service at no cost during normal business hours. Beyond normal business hours, Entegrus will charge a Residential Customer for the full costs. Industrial and Commercial customers will be charged based on time and materials for disconnects and reconnects.

1.6.1 Obligation to Sell Electricity

Entegrus is obliged to sell electricity to every Customer connected to its Distribution System in accordance with:

a) Section 29 of the Electricity Act, 1998;
b) its Electricity Distribution Licence; and
c) requirements of the codes and laws in Section 1.2.

A Customer may request a list of Retailers who have service agreements with Entegrus. Customers have the right to receive Standard Supply Service from Entegrus, or its agent, where:

a) the Customer has not chosen a Retailer;
b) the Customer chooses to return from a Retailer;
c) the Customer's Retailer is unable to supply; and
d) the Customer's Retailer returns the Customer to Entegrus.

1.6.2 Access to Meter Information

The Customer has the right to interrogate the Customer's meter, and access meter information, or to assign these rights to others, in accordance with Section 11 of the RSC and subject to any relevant technical specifications and codes.

1.6.3 Identification

The Customer is entitled to demand identification from any person purporting to be an authorized agent or employee of Entegrus.

1.6.4 Liability for Damages

Entegrus will only be liable to the Customer and the Customer will only be liable to Entegrus for any damages that arise directly out of the willful misconduct or negligence of:

a) Entegrus in providing distribution services to the Customer;
b) or the Customer in being connected to Entegrus' Distribution System; or
c) Entegrus or the Customer in meeting their respective obligations under the Conditions of Service, their licences, and any other applicable codes and laws.

Neither Entegrus nor the Customer will be liable under any circumstances whatsoever for any loss of profits or revenues, business interruption losses, loss of contract or 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 shall indemnify and hold harmless Entegrus, its directors, officers, employees, and agents from any claims made by any third parties in connection with the construction, installation, and operation of the Customer's equipment.

Entegrus assumes no risk and will not be liable for damages resulting from the presence of its equipment on the Customer's premises or approaches, or for any action, omission, occurrence, or negligence by any persons over whom Entegrus has no control as detailed in the Conditions of Service.

A Customer who believes they have incurred damages to their property or equipment as a result of negligence or willful misconduct on the part of Entegrus, or from an electrical disturbance outside of the reasonable conduct of Entegrus, may submit a claim for damages to Entegrus.

Entegrus and/or a third party will investigate the claim and respond in writing within 10 business days of the receipt of the claim.

1.7 Distributor Rights

No employee, representative or agent of Entegrus has the authority to make any promise, agreement or representation, whether verbal or otherwise, which is inconsistent with these Conditions of Service and no such promise, agreement or representation shall be binding on Entegrus.

Any notice under these Conditions of Service will be considered to have been given to the Customer on the date it is received by the Customer; or, when received by electronic transmission as confirmed by the sender's transmission report or read receipt, or 3 business days following the date it was delivered by electronic mail or mailed by Entegrus to the Customer's last known address, whichever is sooner.

Where the Customer has chosen to hire a contractor to construct distribution facilities that will form part of Entegrus' Distribution System, Entegrus has the right to require the contractor to submit proof of previous experience/certification and satisfactory performance acceptable to Entegrus prior to work commencing.

The Customer is required to provide Entegrus enough lead-time 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 to existing premises.

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

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

1.7.1 Assignment

Entegrus may, on notice to the Customer, assign all of its rights and obligations under this Agreement, in whole or in part, to any Affiliate which is a Distributor or to any other Person which is a Distributor (including by way of amalgamation) without the consent of the Customer; and upon such notice and assignment, Entegrus shall have no further obligations or liabilities whatsoever under this Agreement.

1.7.2 Access to Customer Property

The Customer hereby grants Entegrus, its successors and assigns, the unrestricted right, privilege and easement, free of charge or rent, to use so much of the Service location and to enter on, in, upon, along and over the Service location at any time as Entegrus may deem it necessary or desirable for purposes of performing any work and for its employees, servants, agents, contractors and subcontractors to pass and re-pass with or without vehicles, supplies, machinery and equipment, on, in, upon, along and over the Service location at any time to perform any work and for all purposes necessary or convenient to the exercise and enjoyment of the right, privilege and easement hereby granted. Inspection of Entegrus' distribution system may be performed using aerial devices or remote-control drones equipped with camera technology.

Entegrus requires access to a Customer's property in accordance with Section 40 of the Electricity Act, 1998, to access such items as meters and metering equipment, overhead and underground plant, and/or to connect or disconnect equipment, or open or close circuits. The Customer will provide Entegrus space and cleared rights-of-way on private property for lines and equipment required to service the Customer. At the request of Entegrus, the Customer is required to provide keys and/or an area for mounting a key box to allow access to the above equipment.

The Customer shall not unreasonably interfere with Entegrus' access to its property.

If access to a Customer's property is not made available within a reasonable time, Entegrus may disconnect the supply of electricity to the Customer. Entegrus' policies and procedures with respect to the disconnection process are further described in Section 2.2.

Entegrus may install a device at the metering point which allows Entegrus access to safely connect or disconnect the supply of electricity. Entegrus reserves the right to relocate the meter to an accessible location on the Customer's property at the Customer's expense.

1.7.3 Safety of Equipment

The Customer will comply with all aspects of the OESC to ensure that equipment is properly identified and connected for metering and operation purposes and will correct any deficiencies in a timely manner. If the Customer does not take such action within a reasonable time, Entegrus may disconnect the supply of electricity to the Customer.

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 construction and operation of distribution lines, endanger Entegrus' equipment, interfere with the proper and safe operation of its facilities or adversely affect compliance with any applicable legislation in the sole opinion of Entegrus. For example, Entegrus requires a minimum clearance of 3 metres in front of underground pad mount transformers and junction boxes; additionally, 1.5 metres is required from the other three sides.

Where such obstruction or encroachment is discovered, Entegrus will notify the Customer and provide a reasonable time for the Customer to remove any obstructions or reduce any encroachment. If the Customer does not remove such obstruction or reduce any encroachment within the time specified, Entegrus may, at the Customer's expense, disconnect the supply of electricity to the Customer and/or

remove or relocate the obstruction or, in the case of shrubs or other vegetation, trim or remove such obstructions, provided the shrubs or other vegetation do not pose a continuing obstruction or encroachment. Entegrus will not be liable to the Customer for any damages. Entegrus' policies and procedures with respect to the disconnection process are further described in Section 2.2.

The Customer will ensure that all electrical and mechanical equipment used by the Customer complies with the standards as outlined in Section 2.3.2. The Customer agrees to take and use electricity in a manner that will not damage the equipment or other works of Entegrus or cause any wide or abnormal fluctuation of its line voltage or otherwise interfere with the use of electricity by other Customers connected to Entegrus' system.

The Customer will not use or interfere with the facilities of Entegrus except in accordance with any written agreement with Entegrus. The Customer grants Entegrus the right to seal any point where a connection may be made on the line side of the metering equipment.

The Customer shall not attach wires, cables or any other fixture to Entegrus' poles or other property except by prior written permission from Entegrus.

1.7.4 Damaged Electrical Equipment

The Customer will be required to pay the cost of repair or replacement of equipment owned by Entegrus that has been damaged through the willful misconduct or negligence of the Customer and/or their agent(s) and/or employee(s) and/or constructor(s). The Customer is required to pay for such repair and replacement costs prior to reconnection of the Service. Entegrus shall notify the Electrical Safety Authority (ESA) of all serious electrical incidents incurred by the Customer and/or their agent(s), Contractors, and/or employee(s) and/or Constructor(s) within 48 hours.

If a third-party Constructor or Contractor who is not under contract to the Customer damages equipment owned by Entegrus, such as an accidental dig into energized underground cable, such third party will be responsible for the damages caused. Entegrus will report all electrical contacts above 750 Volts caused by a Constructor or Contractor to the Ministry of Labour.

1.7.5 Defective Customer Electrical Equipment

The Customer will repair or replace any equipment owned by the Customer that may affect the integrity or reliability of Entegrus' Distribution System. If the Customer does not take such action within a reasonable time, Entegrus may disconnect the supply of electricity to the Customer. Entegrus' policies and procedures with respect to the disconnection process are further described in Section 2.2.

1.7.6 Operating Control

The Customer will provide a convenient and safe place for the employees or agents of Entegrus to install, maintain and operate its equipment at the Customer's premises.

The Customer will allow Entegrus to install and use meters and other equipment at the Customer's premises to conduct tests to determine the electrical characteristics of the Customer's load.

The Customer will not allow any person to remove, replace, alter, repair, inspect or tamper with equipment owned by Entegrus except an employee or an agent of Entegrus, or other person lawfully entitled to do so. The Customer will be required to pay the cost of repairs or replacement of Entegrus' equipment that has been damaged, destroyed or lost by the direct or indirect act or omission of the Customer or the Customer's agent(s).

1.7.7 Customer-Owned Physical Structures

The Customer is responsible for construction and maintenance of all civil works owned by the Customer on private property including, but not limited to, such items as poles, transformer vaults, transformer rooms, transformer pads, cable chambers, cable pull rooms and underground conduits. The Customer is also responsible for the repair or replacement of all civil works owned by the Customer on private property damaged as a result of tree roots or erecting of fence posts or other similar types of activities or occurrences. At the request of Entegrus, the Customer is required to maintain or replace their physical structures so that there are no safety hazards or risks to the reliable supply of electricity to the Customer. All electrical related civil work on private property is owned by the Customer and must be inspected and accepted by the ESA and/or Entegrus.

1.7.8 Allocation of Electricity During Emergencies

If the supply of electricity to Entegrus is interrupted or reduced as a result of an Emergency or equipment failure on the transmission or Distribution System, Entegrus, in its sole judgment, may allocate the available electricity among the Customer and other Customers in its service area. An allocation of electricity under this Section shall be deemed not to be a breach of any contract. Notice is not required when the allocation of available electricity is done on an Emergency basis.

1.7.9 Force Majeure

Neither the Customer nor Entegrus shall be held to have committed an event of default in respect of any obligation under these Conditions of Service or the DSC if prevented from performing that obligation because of a force majeure event pursuant to Section 2.3 of the DSC.

If a force majeure event prevents Entegrus from performing any of its obligations under these Conditions of Service and any applicable Connection Agreement, then Entegrus shall:

a) Promptly notify the Customer of the force majeure event and its assessment in good faith of the effect that the event will have on its ability to perform any of its obligations. If the immediate notice is not in writing, it shall be confirmed in writing as soon as reasonably practicable;

b) Not be entitled to suspend performance of any of its obligations under these Conditions of Service to any greater extent or for any longer time than the force majeure event requires it to do so;
c) Use its best efforts to mitigate the effect of the force majeure event, remedy its inability to perform, and resume full performance of its obligations;
d) Keep the Customer continually informed of its efforts, where practicable; and,
e) Provide written notice to the Customer when it resumes performance of any obligations affected by the force majeure event.

Notwithstanding any of the foregoing, settlement of any strike, lockout, or labour dispute constituting a force majeure event shall be within the sole discretion of Entegrus. The requirement that Entegrus must use its best efforts to remedy the cause of the force majeure event, mitigate its effects, and resume full performance under these Conditions of Service shall not apply to strikes, lockouts, or labour disputes.

1.8 Disputes

If a Customer, Consumer or other market participant has a complaint concerning services provided by Entegrus under its Electricity Distribution Licence, the complainant shall first seek to resolve the matter by contacting Entegrus' Customer Care Department through the contact information provided on Entegrus' website.

If, following good faith negotiations between a Customer (or other market participant) and Entegrus , a resolution cannot be reached, the Customer, Consumer or other market participant may file a formal dispute with Entegrus at customerservice@entegrus.com with the heading "Formal Dispute". The Customer, Consumer or other market participant shall provide Entegrus with sufficient particulars of the complaint to permit Entegrus to understand the nature and scope of the matter, conduct an appropriate investigation, and determine an appropriate response.

Disputes shall be resolved in accordance with section 10 of the Ontario Energy Board's *Distribution System Code*, Entegrus' distribution licence, and the *Retail Settlement Code*, Appendix C – Service Agreement, Article 6, as applicable.

Entegrus will review the matter promptly, obtain any reasonably required information and attempt to resolve the matter in a fair and timely manner. Each inquiry will be date stamped, acknowledged, investigated and monitored by Entegrus. Every reasonable effort will be made to address disputes with sufficiently complete information within ten (10) business days of receipt. Disputes that are expected to exceed ten (10) business days will normally be resolved within thirty (30) business days of receipt. Customers will be advised of any delay and reasons thereof by email or phone within ten (10) business days of receipt.

A customer care representative will attempt to resolve the dispute. However, if that is not possible the dispute will be escalated to the appropriate level within Entegrus.

The Customer reserves the right to submit their dispute into the OEB Consumer Complaint Response Process using the OEB E-Portal.

2 DISTRIBUTION ACTIVITIES (GENERAL)

2.1 Connections

This Section contains the information that is applicable to all Customer classes of Entegrus. Information that is particular to a specific Customer class is covered in Section 3.

Under the terms of the DSC, Entegrus has an obligation to make an offer to connect [1] to any Customer located within its service territory. The Customer shall contact Entegrus providing sufficient lead-time to ensure timely provision of Service and adequate capacity. The Customer or its agent shall consult with Entegrus on matters of location, loading, Service voltage, metering and any other pertinent details of the Service.

Although Entegrus has an obligation to make an offer to connect within its service territory, the obligation to meet all statutory municipal building approval requirements from an authority of competent jurisdiction lies solely with the Customer requesting Service.

2.1.1 Building that Lies Along

By definition, a building "Lies Along" the Entegrus' distribution system if it is:

a) located within Entegrus' defined territory and along a public right-of-way;
b) the building can be connected to the existing Distribution System without an expansion or enhancement; and
c) it meets the conditions listed in these Conditions of Service.

A Customer may obtain the appropriate application information and forms on Entegrus' website.

Upon application for Service by an applicant Customer whose building Lies Along the Distribution System and abuts on, or has access to, a maintained public right-of-way, and where Entegrus has distribution facilities of the appropriate voltage and capacity, Entegrus is obligated to offer a connection to the Distribution System.

2.1.1.1 Connection Fees - Residential Class Customers

Standard Connection Allowance - Each Distributor must define a basic connection for Residential Customers [2]. The basic connection cost is recovered in the rates and shall not be charged to a Residential Customer requesting a Service. The value of the basic connection, the Standard Connection Allowance, shall be a credit against any Variable Connection charges [3] estimated with respect to a connection.

[1] Electricity Act, 1998, Section 28
[2] Distribution System Code, Section 3.1.4
[3] Distribution System Code, Section 3.1.6

The basic connection includes the following distribution services for all Residential Service Class Customers:

a) Equivalent credit for supply and installation up to 30 metres of overhead secondary voltage conductor for up to a 200A Service for new installations.
b) One connection plan or estimate for a Service connection at the discretion of Entegrus. There may be charges by Entegrus if the Customer requires more than one estimate and layout due to changes in the Customer's needs.
c) Connectors required to connect the Service conductor to the distribution system.
d) Supply and installation of miscellaneous tape, sealants, protectors and corrosion inhibitors as required.
e) One trip to the Customer's site to connect a Service.
f) 24-hour Emergency response service
g) Equivalent credit for installation of overhead pole mounted transformation.

Variable Connection Charge - for all connection costs above and beyond the basic connection a Residential Customer shall be subject to a Variable Connection Charge. Entegrus may provide the Variable Connection Charge as a fixed cost estimate, an estimated cost of connection that would be revised based upon the actual costs incurred or a combination of both. Entegrus shall identify the Standard Connection Allowance, any fixed cost estimates or estimated costs that shall be invoiced at actual cost on the Offer to Connect.

Entegrus will calculate a Variable Connection Charge based on the principles found in the DSC.

2.1.1.2 Connection Fees - General Service Class Customers

Variable Connection Charge - All connection costs for a General Service Class Customer shall be subject to a Variable Connection Charge. Entegrus may provide the Variable Connection Charge as a fixed cost estimate, an estimated cost of connection that would be revised based upon the actual costs incurred or a combination of both. Entegrus shall identify any fixed cost estimates or estimated costs that shall be invoiced at actual cost and any work that may be eligible for an Alternative Bid (see Section 2.1.2.3) on the Offer to Connect.

2.1.2 Expansion/Offer to Connect

The following section does not apply to expansions to serve qualifying development areas as defined in Section 3.2A of the DSC. Expansions to serve qualifying development areas will be addressed through a capacity allocation model in accordance with the methodology and requirements set out in Appendix I of the DSC.

The 2.1.2 sections that refer to the capital contribution policies and procedures apply to all customer rate classes.

2.1.2.1 General

If an expansion to Entegrus' distribution system is needed in order to connect a customer who requests connection, Entegrus will make an offer to connect (OTC) in accordance with the DSC to construct the expansion and to charge the customer, unless the customer has been denied connection for the reasons specified in this Conditions of Service document, Section 2.1.3.

Offer to Connect

In the Offer to Connect, Entegrus will detail the scope of the work, which items are subject to alternative bid, associated fees, and the requirements to undertake the work related to the expansion.

Economic Evaluation Model (EEM)

Entegrus will perform an Economic Evaluation for Distribution System Expansion to determine whether the future revenue from the Customer will recover for the capital and ongoing maintenance cost of the expansion project. (Refer to methodology and assumptions in the DSC, Appendix B).

Entegrus will complete an Economic Evaluation and if the net present value over the revenue horizon period (including the effect of taxes) is positive, no capital contribution will be required from the Customer. If the net present value over the revenue horizon period (including the effect of taxes) is negative, a capital contribution will be required from the Customer. Entegrus will still require the Customer to provide an expansion deposit as outlined in the Offer to Connect. The expansion deposit covers both the forecast risk (the risk associated with whether the projected revenue for the expansion will materialize as forecasted) and the asset risk (the risk associated with ensuring that the expansion is constructed, that it is completed to the proper design and technical standards and specifications, and that the facilities operate properly when energized) related to the expansion. The expansion deposit will be returned in accordance with Section 3.2.23 of the DSC.

2.1.2.2 Unforecasted Customer Connections to Expansions

Unforecasted customers that connect to an expansion of Entegrus' distribution system during the initial contributor's customer connection horizon may be required under Section 3.2.27 of the DSC to pay a capital contribution that would be passed on by Entegrus to the initial contributor. Entegrus will follow all applicable rules in the DSC related to such contributions.

2.1.2.3 Alternative Bids

Entegrus is required by the DSC to allow Customers to seek an alternative bid for the work that is eligible for alternative bid. This applies to the construction of new distribution facilities where a capital contribution is required and the construction does not involve physical contact with the distributor's existing distribution system.

At the same time that an Offer to Connect is issued to the Customer, Entegrus will issue an "Alternative Bid" which outlines the requirements and associated fees should the Customer

choose to proceed with an alternative bid for the "Eligible for Alternative Bid Work" as outlined in the Offer to Connect.

If the Customer chooses to utilize an alternative bid, the Customer shall only use qualified contractors for the work that is eligible for alternative bid provided that the Customer agrees to transfer the expansion facilities that are constructed under the alternative bid option to Entegrus upon completion.

The transfer price for the expansion work that is eligible for alternative bid shall be the lower of the cost to the Customer to construct the expansion facilities or the amount set out in the initial Offer to Connect to do the work that is eligible for alternative bid. If the Customer does not provide Entegrus with the Customer's cost information within 30 days of the expansion facilities being energized, then Entegrus may use the amount for the work that is eligible for alternative bid as set out in the initial Offer to Connect for the transfer price instead of the Customer's cost.

If the alternative bid option was chosen, Entegrus may retain at least ten percent of the expansion deposit for a warranty period for at least two years. This portion of the expansion deposit can be applied to any work required to repair the expansion facilities with the two-year warranty period (please see Section 3.2.24 of the DSC for more detail).

2.1.2.4 Transmission System Expansions or Enhancements

Where Entegrus is required to provide a capital contribution to a transmitter under the Transmission System Code for the purpose of a new or modified transmitter-owned connection facility, and the new or modified transmitter-owned connection facility also meets the needs of:

a) an embedded distributor connected to Entegrus' Distribution System and/or;
b) a load Customer connected to Entegrus' Distribution System with a non-coincident peak demand that is equal to or greater than 5 MW, then;

Entegrus shall require a capital contribution from the Customer defined in (a) or (b) or any other beneficiary as required in the DSC[4]. Entegrus shall request that the transmitter, who owns the connection facility, calculate the capital contribution amount for each beneficiary using the methodology and inputs described in the Transmission System Code.

2.1.2.5 Bypass Compensation

Entegrus shall require bypass compensation from a customer with a non-coincident peak demand that meets or exceeds 5 MW, if:

a) the customer disconnects its load facility from the distributor's distribution system and connects that facility to a generation facility or to another load facility that is not owned by the distributor such that the distributor will no longer receive rate revenues in relation to that disconnected facility; or

[4] Distribution System Code dated August 2, 2023, Section 3.6.1

b) the customer, while retaining its connection to the distributor's distribution system, also connects its load facility to a generation facility or to another load facility that is not owned by the distributor such that the customer reduces its load served directly by the distributor's distribution system, and the distributor's rate revenues in relation to that facility will be reduced.

Entegrus shall calculate bypass compensation in accordance with the DSC.

2.1.3 Connection Denial

Entegrus shall notify the Customer of the connection denial with reasons in writing. Remedies will be suggested to the Customer, and where Entegrus is able after implementing such a remedy, Entegrus shall make an offer to connect. If it is not possible for Entegrus to resolve the issue, it is the responsibility of the Customer to do so before a connection will be made.

Entegrus is not obligated to connect or offer to connect any building within its service territory for the following reasons [5]:

a) contravention of existing laws of Canada and/or the Province of Ontario;
b) violation of Entegrus' Distribution Licence;
c) use of a Distribution System line for a purpose that is not intended by Entegrus;
d) adverse effect on the reliability and safety of the Distribution System;
e) imposition of an unsafe work situation beyond normal risks inherent in the operation of the Distribution System;
f) a material decrease in the efficiency of Entegrus' Distribution System;
g) a material adverse effect on the quality of distribution services received by an existing connection;
h) discriminatory access to distribution services;
i) the Customer requesting the connection is currently in arrears for Distribution Services [6], electricity supplies, or other invoices owed to Entegrus;
j) refusal by the Customer to sign any agreements required under these Conditions of Service;
k) the connection is not in compliance with these Conditions of Service;
l) the connection does not meet Entegrus' design requirements;
m) by order of the ESA;
n) the Customer does not have the requisite approval of the ESA for the connection;
o) the premises being connected are the subject of a stop work order under the Building Code Act ("Ontario"); or
p) the Customer is within another distributor's service area.

[5] Distribution System Code, Section 3.1.1
[6] Distribution System Code, See Definitions

2.1.4 Inspections Before Connection

All Customer-owned electrical installations shall meet the requirements of these Conditions of Service and shall be inspected and approved by the ESA [7] and shall also meet Entegrus' requirements. Entegrus requires notification from the ESA granting approval of the installation prior to connection to the Distribution System. Existing installations that have been disconnected from the Distribution System for a period of 6 (six) months or longer shall also be inspected and approved by the ESA prior to reconnection.

Customer-owned substations shall be inspected and approved by the ESA and Entegrus prior to being connected to the Entegrus Distribution System.

Transformer vaults, rooms and foundations shall be inspected and approved by Entegrus prior to installation of Entegrus owned equipment.

Underground distribution facilities (e.g. Duct banks) shall be inspected and approved by Entegrus prior to the pouring of concrete and again before backfilling. Completed ducts must be swabbed or brushed by the site contractor in the presence of Entegrus and shall be clear of all extraneous materials. In the event that the ducts are blocked, the Customer shall be responsible for clearing the ducts prior to the cable installations. All work done on existing duct banks or manholes must be authorized by Entegrus and carried out in accordance with all applicable safety acts and regulations.

Provision for metering shall be inspected and approved by Entegrus prior to installation of the metering equipment and connection to the Distribution System.

Entegrus reserves the right to inspect all materials and workmanship related to any electrical installation that will be connected to the Distribution System in order to determine compliance with items listed in the Conditions of Service.

2.1.5 Relocation of Plant

When requested to relocate distribution plant, Entegrus 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, Entegrus is not obligated to relocate the plant; however, Entegrus shall resolve the issue in a fair and reasonable manner. Resolution in a fair and reasonable manner shall include a response to the requesting party that explains the feasibility or infeasibility of the relocation and the costs of relocating that distribution plant, except to the extent Entegrus cost recovery is limited under law.

For greater clarity, the Customer will be expected to pay Entegrus all its reasonable incremental costs associated with the relocation of the distribution plant, to the extent recovery is limited under law, at the request of one or more property owners.

In situations where Entegrus has already identified facilities to be relocated in its approved Distribution System Plan, these costs may be limited to advancement costs if requested to perform this work sooner.

[7] Ontario Electrical Safety Code

Requests by civic authorities to relocate distribution facilities related to road improvements will be done in accordance with the appropriate regulations and Entegrus will exercise its rights and discharge its obligations in accordance with existing acts, by-laws, regulations, easements and laws.

2.1.6 Easements

2.1.6.1 Registered Easements

To maintain the reliability, integrity and efficiency of the Distribution System, Entegrus has the right to have supply facilities on private property registered against title to the property.

Entegrus requires registered easements for its facilities under any of the following conditions:

a) any single or multi-phase line, underground or sub-marine cables, poles, anchors, or aerial occupation where the line crosses private property, including any Common Service Taps;
b) anchors on private property supporting distribution lines, three-phase feeders, and any (single or multi-phase) structures supporting reclosers, voltage regulators or capacitor banks where the poles are located on road allowance;
c) any new plant being added to Entegrus' facilities and equipment, which is the subject of an existing, unregistered easement that does not include replacement/maintenance of the existing Entegrus facilities and equipment.
d) Any offset to the existing alignment of the existing distribution line facilities.

The Customer shall grant or obtain on behalf of, at no cost to Entegrus, where required, an easement to permit installation and maintenance of Entegrus' Distribution System. The Customer will prepare at their own cost, a reference plan and associated easement documents to the satisfaction of Entegrus' solicitor prior to its registration and register the easement plan. Details will be provided upon application for Service. The width and extent of any and all easements shall be determined solely by Entegrus. In order to receive permission to process an easement, Entegrus requires that the Customer approve the request. Please contact Entegrus Engineering for a copy of a Grant of Easement.

Where Customer-owned facilities are planned to cross over private property not owned by the Customer, the Customer shall, at the Customer's cost, negotiate and acquire a registered agreement for the Customer owned facilities. The Customer will provide proof of the registered agreement to Entegrus, prior to connection at Entegrus' demarcation point. The requirement of a registered agreement will be determined, at the consultation phase of the Offer to Connect process.

In the event that Entegrus requires ongoing access to any such facilities through one or more adjacent properties, the Customer shall also provide any access rights necessary to Entegrus, at no cost to Entegrus.

When determined by Entegrus, the Customer shall provide to Entegrus, free and clear of all encumbrances, sufficient easements to enable the servicing of all existing and proposed developments or subdivisions from plant located on the Customer's property. The Customer

shall not erect any buildings or obstructions on Entegrus' easements, lands or alter the grading of such lands without prior written approval of Entegrus.

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

2.1.6.2 Unregistered Easements

Entegrus has what is known as an unregistered easement, which gives it the right to have its assets on private property by virtue of Section 46(1) of the *Electricity Act, 1998.*

A copy of the Act is available online at: https://www.ontario.ca/laws/statute/98e15

Essentially, this Act gives utilities such as Entegrus the right to continue to occupy portions of private property which it did historically. It is an effort to strike a balance between the rights of private property owners and the need for the utility to be able to maintain the electricity Distribution System across the province.

Entegrus holds unregistered rights to use real estate in connection with its Distribution System. These rights were obtained when Entegrus installed its distribution poles and wires on private lands with the consent of the property owner and, in some cases, these rights are evidenced by a legal agreement between the property owner and Entegrus.

By virtue of Section 46.1(1) of the *Electricity Act, 1998*, Entegrus is able to rely on unregistered rights which continue to exist and bind subsequent owners of private lands.

2.1.7 Contracts

In the absence of a written contract, Entegrus has an implied contract with any Customer that is connected to the Entegrus Distribution System and receives Distribution Services from Entegrus [8]. The terms of the implied contract are embedded in these Conditions of Service (including the standard Contract for Electrical Service), the Rate Handbook, Entegrus' rates schedules, Entegrus' Distribution Licence, the DSC, the SSSC and the RSC, all as amended from time to time.

However, notwithstanding the absence of a formal contract, the taking and using of service from Entegrus by any person or persons constitutes the acceptance of all regulations, conditions and rates as established by any and all statutes, regulations or codes, including without limitation Entegrus' Conditions of Service and the terms of any applicable connection agreement. Such acceptance and use of service shall be deemed to be the acceptance of a binding contract with Entegrus and the person so accepting shall be liable for payment for such service and the contract shall be binding upon the person's heirs, administrators, executors, successors and assigns. For greater certainty, but without limiting the foregoing, this Section applies to new Customers who are successors or assignees of existing Customers or who have undergone a legal name change.

[8] Distribution System Code, Section 6.1.2

The existence of an implied contract does not, in any manner, limit Entegrus' right to disconnect a Customer's Service for any of the causes listed under Section 2.2 and Entegrus may require the Customer to pay a security deposit.

Connection Agreements that are customized in accordance with the service requested by the Customer normally include, but are not limited to, the following:

a) Embedded Distributor;
b) Embedded Generator; Two Connection Agreements are required, one for the load and one for the generation;
c) General Service class Customers classified as Large Users;
d) Services where the Sub-Station is Customer-Owned.

Where an Embedded Generator, Embedded Distributor, Large User or Customer Owned Sub-Station system is connected to Entegrus' Distribution System but has not executed a Connection Agreement, provision of Distribution Services to such Customer by Entegrus shall imply acceptance of all the terms contained in Appendix D of the DSC (as amended) until such time as Entegrus and the Customer execute a new Connection Agreement.

When a tenant contacts Entegrus to take responsibility for service, the Contract for Electrical Service is with the tenant. Notwithstanding, if the Property Owner confirms they wish to keep the service in their name or want the service to remain off, Entegrus will follow the instructions of the Property Owner. Therefore, whenever the tenant advises us that he or she will no longer accept responsibility as of a specific date, Entegrus is obliged to adhere to the date given, despite any lease or verbal agreement between the landlord and tenant. If a tenant advises us that he or she is no longer responsible for the account, a final bill will be issued. At that time, the services will be set up in the landlord's/owner's name, only if the landlord/owner agrees. Entegrus, at the request of the landlord/owner, will be able to switch the tenant account over once the tenant has closed the account and vacated, or in the case where a Property Owner wants services discontinued or put in their name, Entegrus will provide the tenant 5 days to work out other arrangements with the Property Owner. If other arrangements are not made, Entegrus will follow the instructions of the Property Owner. If a new account is set up in the landlord's/owner's name, a new account setup charge may apply, and even though the property may be vacant, monthly service charges and electricity used will be billed.

If the landlord/owner refuses responsibility for account set up for continued service and a new tenant hasn't assumed responsibility for the account, Entegrus may disconnect and remove our delivery equipment from the property. Likewise, for new connections, if a person hasn't completed the Contract for Electrical Service, the account set up process and assumed responsibility for electricity service charges, Entegrus reserves the right to disconnect and remove Entegrus' delivery equipment from the property.

A Customer wishing to close their account must provide Entegrus five business days' notice. This allows time for a final meter read and issuing of the final bill. When a Customer requests that service be cancelled Entegrus may remove certain delivery equipment, such as Service lines, transformers and meters. If a subsequent request is made for reconnection, charges to re-install appropriate delivery

equipment will apply. Services disconnected for six months or longer require an ESA inspection prior to reconnection.

2.2 Disconnection

Entegrus reserves the right to disconnect the supply of electrical energy for causes, including but not limited to the following:

a) where the Service has been discontinued;
b) where there is contravention of the laws of Canada or the Province of Ontario, including the OESC;
c) where, in the opinion of Entegrus, the Customer's electrical system is defective and represents a danger to life or property, or has an adverse effect on the reliability and safety of the Distribution System;
d) where there is a material decrease in the efficiency of Entegrus' Distribution System;
e) where there is a potentially adverse effect on the quality of distribution services received by an existing connection;
f) where there is a power quality issue or electrical disturbance propagation caused by Customer equipment that is not corrected in a timely fashion;
g) where the Customer has a building or structure under Entegrus' wires which is within clearance recommended by the Canadian Standards Association;
h) where the failure of the Consumer or Customer to comply with a directive of Entegrus that Entegrus makes for purposes of meeting its Licence obligations;
i) where Entegrus is ordered to do so by any authority having the legal right to issue such an order;
j) where the Customer owes Entegrus money for distribution services or security deposit;
k) where there is imposition of an unsafe worker situation beyond normal risks inherent in the operation of the Distribution System;
l) where there is an inability of Entegrus to perform planned inspections and maintenance;
m) where the Customer fails to maintain Customer-owned equipment that Entegrus believes poses a safety or system reliability risk;
n) where Entegrus reasonably believes that there is energy diversion, fraud or abuse;
o) where Entegrus has the inability to access revenue meter data, or perform planned inspections, installations, or maintenance of revenue-metering equipment;
p) any other conditions identified in this Conditions of Service document.

Entegrus may disconnect the supply of electrical energy to a Customer without notice in accordance with a court order, for an Emergency, safety or system reliability reasons.

In some instances, an inspection by the ESA may be required prior to Entegrus reconnecting the supply of electrical energy. It shall be the responsibility of the party requiring the reconnection to arrange for the inspection and the payment of fees. Entegrus may remove the meter and or service conductor from a service address when the electric service has been disconnected for a period of one year or more. Thereafter, Section 2.1 of this Conditions of Service document will be applied.

An owner of a Serviced premise is responsible for the supply of electricity to the building and may request that Entegrus terminate supply. Entegrus may refuse to terminate the supply of electricity to an owner's building when there are occupants in the building (i.e., during certain periods of the winter).

Where an occupant (not being the owner) has entered into a contract with Entegrus for the supply of electricity Service, Entegrus will also require consent from the occupant prior to disconnection of Service.

2.2.1 Disconnection & Reconnection for Defects

For Service defects requiring disconnection to be performed by Entegrus, the Customer will be notified as per the following procedure:

a) Entegrus will issue a letter to the Customer immediately upon discovering the problem. Such things may be discovered during routine maintenance inspections. A copy of this letter may also be sent to the local representatives of the ESA.
b) Receipt of the letter will be confirmed by telephone or direct contact (i.e. site visit).
c) Depending on the severity of the problem, as determined by Entegrus, the Customer may be asked to fix the problem within the following 24 hours. In extreme cases, power may be disconnected within minutes of notification.
d) Where the severity of the problem is less, Entegrus will make every effort to contact the Customer either directly or by phone and develop a schedule for repairs that can best accommodate the concerns of both parties.
e) If Entegrus has not been notified in writing that the problem has been fixed by the due date a Disconnection will be scheduled for the following day. On the Disconnection day, a letter will be issued re-iterating the problem and the previously agreed upon date.
f) Once disconnected, the Customer must contact Entegrus in writing requesting reconnection of Service.
g) Reconnection of the Service may incur a fee if scheduled after hours or during a Holiday or weekend.

Entegrus requires that the repair work to correct the defective Service be inspected and certified by ESA.

Entegrus may disconnect a Service to make repairs or alterations to the Distribution System. Where reasonable and practical, Entegrus shall give prior notice to the Customer.

a) Entegrus may schedule outages in order to: perform routine maintenance, construct new plant, or to correct problems discovered during the course of its activities.
b) Entegrus will endeavor to provide Customers with as much advanced notice as possible and, where practical, make arrangements suitable to the Customer.
c) Entegrus will also work with local businesses to schedule outages at other times in order to minimize the economic impact to their businesses.

2.2.2 Disconnection and Reconnection for Service

The Customer has the right to request, at the Customer's expense, a disconnect and reconnect for maintenance on the existing Service during normal business hours. Beyond normal business hours, Entegrus will charge the Customer the premium cost. Additional works will be chargeable to the Customer.

As per Section 1.6, Residential Customers have the right to request one disconnect and reconnect per calendar year for maintenance on the existing electrical service at no cost to the Residential Customer during normal business hours.

Where a Service has been disconnected at the meter by Entegrus for a period of six months or longer, the OESC requires a re-inspection by the ESA. It shall be the responsibility of the party requiring the reconnection to arrange for the ESA inspection and the payment of fees. Entegrus will not reconnect any such Service without a Connection Authorization issued by the ESA.

It is the normal business practice for Entegrus to make arrangements with a Customer to be onsite or have a delegated agent (must be of age of majority) acting on their behalf onsite at the time of reconnection. The Customer or their Agent must have access to enter the premises prior to reconnection. For safety reasons Entegrus may opt not to reconnect a Service when the Customer or their agent is not available on site or is unable to gain entry into the premises and the Customer may incur additional charges related to the requirement to reschedule and revisit the site for additional attempts to reconnect the Service.

2.2.3 Disconnection and Reconnection for Non-Payment

Entegrus shall not disconnect or install a load control device in an occupied residential property solely on the grounds of non-payment during the winter disconnection ban period of 12:00 am November 15th to 11:59 pm April 30.

In accordance with applicable legislation and following the due date, procedures will be followed to collect the overdue amount of a bill for the provision of electricity service. The minimum payment period is 20 days from the date on which the bill was issued to the Customer. If the bill is sent by mail, Entegrus will add 3 days, providing a minimum total of 23 days from the date the bill was printed. Entegrus will follow this process for collection of arrears and disconnection of Service:

a) An account overdue notice will be provided by the Customer's preferred method of communication, if known, or otherwise by mail or any other means determined to be appropriate by Entegrus after the due date, and at least 7 days prior to issuing a disconnection notice.
b) A disconnection notice will be issued, providing a minimum 14-day notice period before disconnection may take place. Note: if the notice is mailed Entegrus will add 5 days, providing a total of 19 days.

c) Entegrus will make reasonable efforts to contact, in person or by telephone, a residential Customer to whom the distributor has issued a disconnection notice for non-payment at least 48 hours prior to the scheduled date of disconnection.

A disconnection notice issued for non-payment shall expire on the date that is 14 calendar days from the last day of the applicable minimum notice period referred to in b) above.

In the case of a residential Customer that has written documentation from a physician confirming that disconnection poses a risk of significant adverse effects on the physical health of a Customer or the physical health of the Customer's spouse or family member or other person that regularly resides with the Customer the minimum period for disconnection shall be 60 days from the date of the disconnection notice [9]. Entegrus reserves the right to request annual updated documentation from a physician confirming that disconnection poses a risk of significant adverse effects on the physical health of the Customer or on the physical health of the Customer's spouse, or dependent family member or another person that regularly resides with the Customer.

Disconnect notices will be in writing and may be delivered by mail, email, personal service or posted on the property in a conspicuous location.

Where applicable, Entegrus reserves the right to install a Remote Disconnect Device on a Customer's Service.

Where a Remote Disconnect Device has been installed on a Customer's Service, Entegrus will provide information and instructions to the Customer on operation of the device.

Such disconnection or restriction of Service does not relieve the Customer of the obligation of the liability of arrears or other applicable charges for the balance of the term of contract. Entegrus shall not be liable for any damage to the Customer's premises resulting from the discontinuance of Service or restriction of Service.

Where Entegrus installs a Load Control Device or disconnects a Customer for non-payment, Entegrus will provide [10] [11]:

a) the Fire Safety Notice of the Office of the Fire Marshal;
b) any other public safety notices or information bulletins issued by public safety authorities and provided to Entegrus, which provide information to Consumers respecting dangers associated with the disconnection of electricity Service, and when applicable,
c) written notice to the Customer explaining the effect of a Load Control Device on the Service, along with a telephone number for the Customer to obtain further information;
d) written notice to the Customer explaining the effect of the Remote Disconnect Device on the Service, along with a telephone number for the Customer to obtain further information.

[9] Distribution System Code, Section 4.2.3
[10] Distribution System Code, Section 4.2.1.1
[11] Distribution System Code, Section 4.2.1.2

Where a Load Control Device is installed, or a Service is disconnected by Entegrus for non-payment, Entegrus will remove the Load Control Device or reconnect the Service within 2 business days during normal working hours of the outstanding account balance being paid in full or the Customer entering into an arrears' payment agreement.

All applicable charges are available via internet at www.entegrus.com.

Where a Service has been disconnected at the meter by Entegrus for a period of six months or longer, the OESC requires a re-inspection by the ESA. It shall be the responsibility of the party requiring the reconnection to arrange for the ESA inspection and the payment of fees. Entegrus will not reconnect any such Service without a Connection Authorization issued by the ESA. The Customer shall not be reconnected unless the Customer has paid all outstanding arrears, which could include an additional deposit and any applicable reconnection fees. Please see Section 2.4.3 for more information on the application of deposit. Please see Entegrus' most recent published rates for more information on reconnection fees. The Disconnection of a Service does not alleviate the Customer of the liability of arrears or any subsequent Utility Bills. Once a Service is disconnected, Entegrus will continue its efforts to collect all amounts owning which may include third party collection agencies.

If the required terms of reconnection are met, the Service will be reconnected within 2 business days.

It is the normal business practice for Entegrus to make arrangements with a Customer to be onsite or have a delegated agent (must be of age of majority) acting on their behalf onsite at the time of reconnection. The Customer or their Agent must have access to enter the premises prior to reconnection. For safety reasons Entegrus may opt not to reconnect a Service when the Customer or their agent is not available on site or is unable to gain entry into the premises and the Customer may incur additional charges related to the requirement to reschedule and revisit the site for additional attempts to reconnect the Service.

2.3 Conveyance of Electricity

2.3.1 Limitations on the Guarantee of Supply

Entegrus shall use good utility practices in providing regular and uninterrupted supply but does not guarantee a constant supply or the maintenance of unvaried frequency or voltage and will not be liable for damages to the Customer by any reason of any failure in respect thereof.

Customers requiring a greater degree of security than that described here are responsible to provide their own Service conditioning equipment. Customers utilizing three-phase Service are advised to install protective apparatus designed to mitigate possible damage to their equipment that may result from the interruption of single-phase or non-simultaneous switching of phases of Entegrus' supply.

It is Entegrus' intent to minimize inconvenience to Customers resulting from service interruptions; however, occasionally it may be necessary to interrupt a Customer's supply to maintain, enhance or expand the Distribution System. Where feasible, Entegrus will make reasonable efforts to schedule interruptions to minimize the inconvenience to its Customers. Where possible, Entegrus will endeavor to

provide reasonable advance notice of a planned interruption [12]. An exception would apply in the event of an Emergency, involving danger to life or limb, or impending equipment damage that could jeopardize the integrity of the Distribution System [13].

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

Entegrus will endeavour 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, or appliances, or other equipment is found to be unsafe or damaging to Entegrus or the public, Service may be disconnected without notice.

Entegrus does not provide or facilitate the installation of temporary back-up generators for Customers in the event of an outage, planned or unplanned. If Customers require such a generator, they must make their own arrangements.

2.3.1.1 Powers of Entry

Entegrus or its authorized agents may, under Section 40 of the Electricity Act, 1998, enter private property at any time for any of the following purposes [14]:

a) to install, inspect, read, calibrate, maintain, repair, alter, remove, or replace a meter;
b) to inspect, maintain, repair, alter, remove, replace, or disconnect wires or other facilities used to transmit or distribute electricity;
c) to inspect, maintain, repair, alter, remove, and replace Entegrus Facilities and Equipment;
d) to perform vegetation management to maintain and protect distribution wires, poles and any accessories.

Entegrus will use reasonable efforts to exercise the statutory Powers of Entry rights during normal business hours. The Entegrus employee or authorized agent exercising these Powers of Entry will identify themselves with proper identification upon request.

Where the owner of private property upon which lies a portion or portions of Entegrus' Distribution System, has forbidden Entegrus entry onto the private lands, Entegrus will, where practicable, will use reasonable efforts to provide notification. Where an Emergency condition or safety hazard exists, at the sole discretion of Entegrus, Entegrus may choose to immediately exercise its statutory Power of Entry rights and enter onto private lands without prior notice to the Customer.

[12] Distribution System Code, Section 4.4.7
[13] Distribution System Code, Section 4.2.4
[14] Distribution System Code, Section 6.1.5

2.3.1.2 Unauthorized Energy Use

The unauthorized use of electricity from Entegrus' Distribution System through means such as tampering with meters, meter sockets, metering devices, wiring etc., is a violation of these Conditions of Service and is illegal. Entegrus will investigate all reports of suspected unauthorized use of energy. If the investigation leads to the conclusion of probable theft of service, Entegrus may release all necessary information to the legal authorities to conduct a criminal investigation. Upon identification of a possible unauthorized use of energy, Entegrus will notify the Retailer (if any) of services affected by the unauthorized use of energy.

Entegrus may recover from the Customer or party responsible for the unauthorized energy use, all costs incurred by Entegrus arising from the unauthorized use including, but not limited to, security deposit, inspection and repair costs.

If, in the opinion of Entegrus, the unauthorized use of energy has created an unsafe connection, Entegrus shall disconnect the Service with or without notice and it will remain disconnected until such time as:

a) the Customer rectifies the condition to the satisfaction of Entegrus, acting reasonably, and provides full payment to Entegrus of all uncollected charges and costs incurred by Entegrus arising from unauthorized energy use, including inspections and repair costs, and the cost of disconnection and reconnection; and,
b) authorization to reconnect is issued by the ESA.

2.3.2 Power Quality

In accordance with Section 4.1 of the DSC, Entegrus will respond to a Customer's power quality concern where the utilization of electric power affects the performance of electrical equipment, Entegrus will perform an investigative analysis in an attempt to determine the cause. Depending on the circumstances, this may include review of relevant power interruption data, trend analysis, and a field audit of the Customer's electrical installation and/or use of diagnostic equipment.

Upon determination of cause resulting in the power quality concern, where it is deemed a system delivery issue, and where industry standards of good utility practice have not been met, Entegrus will recommend and/or take appropriate mitigation measures at its expense. If Entegrus is unable to fully correct the problem due to the impact on other Customers, then it is not obligated to do so. If the cause is on the Customer's side of the ownership Demarcation Point, then Entegrus may seek reimbursement for the time spent investigating the problem. A report will be prepared for the Customer detailing the result of the investigation and recommendations on the next steps to correct the problem.

All Customer equipment and appliances must be certified by CSA, ESA or other official standards agency and be operated so that the electrical Service to other Customers will not be adversely affected. Where Entegrus has reason to believe that Service to a Customer has, or will have, load characteristics that may cause undue interference with service to another Customer(s), the Customer shall, upon written notice by Entegrus, provide and install at their expense and within a reasonable period of time, the equipment necessary to eliminate or prevent such interference. If the Customer does not take such action within a

reasonable period, Entegrus may refuse to connect or may disconnect the supply of electricity to the Customer.

The conditions under which the supply may be unreliable, intermittent, or interrupted are (without limitation):

a) severe weather
b) flood
c) fire
d) acts of animals
e) sabotage
f) civil disturbance
g) lightning
h) other forces of nature

2.3.2.1 Voltage and Current Harmonics

Large rectifiers, inverters, arc furnaces, static VAR systems, and other non-linear loads generate harmonic voltages and currents. These harmonics may interfere with the operation of the Customer loads, such as computers and microprocessor-controlled appliances.

Entegrus shall refer to the International Electrotechnical Commission IEC 61000 series of Standards and the CAN-CSA C61000 series of Standards adopted therefrom when establishing maximum permissible voltage and current harmonics. Entegrus may also refer to suitable IEEE documents and Standards. The Customer shall ensure that Customer-owned equipment does not generate harmonic currents that exceed acceptable industry practices.

2.3.2.2 Voltage Fluctuations

Voltage fluctuations within the limits defined in the CSA Standard CAN3-C235 (Latest Edition), are inherent in the normal operation of the Distribution System. However, longer term voltage fluctuations, also called voltage sags and swells, can be found in many Distribution Systems. Entegrus will follow Good Utility Practice to minimize the magnitude and extent of voltage sags and swells.

2.3.2.3 Frequency Fluctuation

In general, the frequency of AC power of the Entegrus Distribution System is dictated by the supply frequency of the transmission system to which the Distribution System is connected.

2.3.2.4 Voltage Flicker Limits

Entegrus shall refer to the International Electrotechnical Commission IEC 61000 series of Standards and the CAN-CSA C61000 series of Standards adopted therefrom when establishing maximum permissible voltage flicker from sources such as motor starting or load cycling and resistance welders. Entegrus may also refer to suitable IEEE documents and Standards.

2.3.2.5 Voltage Unbalanced Limits

The Customer will be required to correct, at the Customer's expense, a phase unbalance in its load that causes an increase of more than 1% in the voltage unbalance of the system at the point of high voltage supply. Entegrus shall define voltage unbalance as the ratio of negative-sequence voltage to positive-sequence voltage (as found in IEEE Std. 1159).

2.3.2.6 Neutral-To-Earth Voltage

In a properly functioning electrical Distribution System, some voltage will always exist between the system neutral and the earth ("NEV"). The level of NEV may change on a moment-to-moment basis, depending on changes in electrical loading on the system, climatic conditions or other factors. The Distribution System is designed and maintained to result in less than 10 volts of NEV voltage. Typically, readings are much lower. A Customer can also experience NEV that is caused by the Customer's own electrical facilities, such as poor or faulty wiring, improper grounding, defective equipment or ground currents from telephone lines or pipelines. Where a livestock farm customer raises a concern involving farm stray voltage, Entegrus will investigate in accordance with the DSC [15].

2.3.2.7 Planned Interruption

Although it is Entegrus' policy to minimize inconvenience to Customers, it is necessary to occasionally interrupt a Customer's supply to allow work on the electrical system. Customers will be provided with reasonable notice of planned power interruptions and, whenever practical, arrangements will be made to minimize any inconvenience to the Customer. Notice may not be given where work is of an Emergency nature involving the possibility of injury to persons or damage to equipment.

Where there is a possibility that unsafe conditions may be created by a planned power interruption, or there would be significant financial loss, or other considerations or concerns on the part of the Customer, Entegrus may cooperate with the Customer to resolve that condition.

2.3.2.8 Notification to Critical Customers

Entegrus maintains a list of critical customers for the purposes of Section 4.5.7 of the DSC and for communications related to severe weather events. Critical customers are defined as emergency services (police, fire and ambulance) stations, hospitals, water and wastewater treatment plants, designated emergency shelters and municipal and emergency operations centers.

With planned interruptions, the same procedure as prescribed in Section 2.3.2.7 will be observed. For those unplanned power interruptions related to severe weather, Entegrus will endeavor to contact these Customers directly as required in Section 4.5.7 of the DSC.

[15] Distribution System Code, Appendix H

2.3.3 Electrical Disturbances

2.3.3.1 Electrical Disturbances

Entegrus shall follow good utility practice in managing the power quality of Entegrus' Distribution System and to meet the guidelines of Section 2.3.5 of this document. In the event that the source of the disturbance originates with Entegrus, Entegrus will notify all Customers affected and correct the problem without further delay. In the event an outage is required, Entegrus will follow the procedure outlined in Section 2.3.2. However, there are levels of voltage fluctuation and other electrical disturbances beyond its reasonable control, including without limitation Customer's equipment and the effects of lightning and storms. Customers must ensure that their equipment does not cause any disturbance that might interfere with operation of other Customers' equipment that is connected to the Distribution System. All Customer equipment and appliances must be certified by CSA, ESA or other official standards agency and be operated so that the electrical service to other Customers will not be adversely affected. Examples of equipment that may contribute to a disturbance are large motors, welders, variable speed drives and equipment operating with switch mode power supplies. In planning the installation of such equipment, the Customer is required to consult with Entegrus. If the Customer connects such equipment without consulting with Entegrus, the Customer shall be responsible for any and all damages and repair work associated with and arising from the use of such equipment.

If it is determined that unacceptable conditions are being caused by any Customer's equipment, the Customer shall, at the Customer's sole expense, take appropriate remedial action to correct the condition. Depending on the severity of the power quality, Entegrus may require that such equipment be disconnected from the Distribution System until corrective measures are taken [16].

Customers who may require an uninterrupted source of power supply, or a supply completely free of fluctuation or disturbance, must install their own power conditioning equipment for these purposes.

The Customer shall provide such protective devices as may be necessary to protect their property and equipment from any disturbance beyond the reasonable control of Entegrus.

Customers taking three-phase supply are responsible for providing their own protective apparatus to avoid damage to their equipment that may be caused by the interruption of a single phase or non-simultaneous switching of the three-phase supply.

Entegrus shall not be liable to the Customer for complete or partial failure or interruption of service, or for fluctuations in voltage, resulting from causes beyond its reasonable control or through acts of negligence by its employees, servants or agents.

[16] Distribution System Code, Section 4.2.6

2.3.3.2 Unplanned Outage and Emergency Conditions

Entegrus may require a Customer or a party to a joint use agreement to comply with reasonable and appropriate instructions from Entegrus during an unplanned outage or Emergency situation.

To assist with Distribution System outages or Emergency response, Entegrus may require that a Customer provide Entegrus access to Customer-owned distribution equipment that is normally operated by Entegrus or Entegrus- owned equipment on Customer property.

During an Emergency, Entegrus may interrupt supply to a Customer in response to a shortage of supply or to effect repairs on the Distribution System or while repairs are being made to Customer-owned equipment.

Entegrus requires Customers with permanently connected emergency generation equipment to notify Entegrus regarding the presence of such equipment.

2.3.4 Standard Voltage Offerings

2.3.4.1 Standard Voltages

Generally, loads and generation are connected to a specific Primary Voltage level based on their nameplate size. Primary supplies to Customer-owned substations are 16,000/27,600 Volts, 3 Phase, 4 Wire (some exceptions apply).

2.3.4.1.1 Primary Voltages

27,600/16,000 volts, 3 Phase, 4 wire, multi-grounded neutral

8,320/4,800 volts, 3 Phase, 4 wire multi-grounded neutral

4,800/2,400 volts, 3 Phase, 4 wire multi-grounded neutral

Not all voltage offerings are available in every area. Due to the nature and history of the supply in differing areas, some voltages are unavailable. Customers are encouraged to contact Entegrus to verify available primary and secondary voltages in their area for new service applications

2.3.4.1.2 1Secondary Voltages

Entegrus will normally provide and maintain transformation to one of the following standard Secondary Voltages depending upon the requirements of the load and the characteristics of the Distribution System:

Single phase, 3-wire, 120/240 volts

Three-phase, 4-wire, 120/208 volts

Three-phase, 4-wire 347/600 volts

2.3.4.2 Capacity Considerations

All permanent secondary Services shall have a minimum Service capacity of 200 A up to the ownership demarcation point, with a maximum capacity of 400 A. Requests for Services greater than 200 A will be reviewed and permitted at the sole discretion of the Entegrus Engineering Department.

Supply for all Services other than to apartments or commercial buildings will normally be 120/240 V, single phase, three wire, 60 Hz, up to a maximum of 400 A.

Most Customers, whether loads or generators, connect to the nearest available Primary Voltage, either through a connection that exists at the boundary of their property or through a system enhancement or expansion (see Section 2.1.2).

Subject to Entegrus' approval the load thresholds corresponding to available voltage levels are:

Table 1: Maximum Load Thresholds to Available Voltage Level

Voltage Level	Maximum Load – Primary Voltage of 27.6 kV	Maximum Load – Primary Voltage of 4.16 kV	Maximum Load – Primary Voltage of 8 kV
Single Phase 3 wire 120/240	100 kVA	100	100 kVA
Three Phase 4 wire 120/208	500 kVA	500	500 kVA
Three Phase 4 wire 347/600	1,000 kVA*	500	1,000 kVA

** In some cases, 2,000 kVA may be allowed subject to Entegrus Executive approval.*

Subject to the requirements of Section 2.1.2, Entegrus shall supply and install, and the Customer shall pay for transformation up to the maximum limits described in Table 2. Entegrus may allow larger loads to be connected to a Primary Voltage system subject to the Customer owning the transformation and/or installing a Customer-owned substation. However, the capacity of the Primary Voltage system to deliver or take electricity at any point along the Distribution System, is limited by the Primary Voltage and the distance from the substation. The maximum load which can be connected at the primary voltage level is site specific. The Customer should consult Entegrus' Engineering Department for specific inquiries.

Where the Primary Voltage cannot deliver or take the electricity required by the Customer, even after considering system enhancements, Entegrus shall require the Customer to connect to the Transmission System. The determination of whether the Customer's generation or load can be served at Primary Voltage or shall connect to the Transmission System, may require a special study. The need for a special study shall be determined at the sole discretion of Entegrus, and the Customer may be required to pay for the study. The need for a special study will be discussed with the Customer early in the connection process.

Based on the size of the load and/or generation that the Customer wants to connect, the available voltages and circuit characteristics, Entegrus will identify, early in the connection process, the Standard Voltage at which Entegrus shall supply the Customer.

2.3.4.2.1 Loads, Generators and Electrical Storage

Loads will normally be served by a Secondary Voltage Service (see Section 2.3.4.2.1.4) However, the size of the property and physical layout of the Customer's facilities or characteristics of the load may require the Customer to be served by a Primary Voltage Service (see Section 2.3.4.2.1.3). Further, very large loads, loads located far from the Entegrus substation, or loads with certain characteristics, may require the Customer to be served by a Transmission Service (see Section 2.3.4.2.1.1). The type of Service to be provided to the Customer shall be determined by Entegrus early in the connection process.

The size, location and characteristics of the generation or electrical storage proposed, in addition to the effect or effects of any generation or electrical storage already connected to the Entegrus Distribution System will impact how much, at which Service level (Primary Voltage or Secondary Voltage) and if the proposed connection is allowed. The characteristics of the load or generation may require the Customer to be served by the Transmitter. Due to the potential complexity of this service, the process may be lengthy and require many back-and-forth discussions with the Customer. Entegrus shall endeavour to determine the length and complexity of the connection process and discuss this aspect with the Customer as soon as required in the DSC.

The type of Service to be provided to the Customer, if any, shall be determined by Entegrus.

2.3.4.2.1.1 Transmission Service

Where the size or characteristics of the load, generation or storage preclude connection to the Entegrus Distribution System, the Customer shall be referred to the Transmitter.

2.3.4.2.1.2 Customer-Owned Transformer or Substation - Primary Voltage Service

Where it is determined by Entegrus that a Customer shall be served at Primary Voltage and the Customer shall own the substation or transformer, the Customer shall supply and install on private property:

a) any expansion and/or enhancement to the Entegrus Primary Voltage system (see Section 2.1.2); and,
b) a gang-operated 3 phase switch and fusing at or near the property line or on the station structure; and,
c) the line, located on the Customer's property, required to connect the substation or transformer to the Entegrus Distribution System; and,
d) a Customer-owned substation, including transformation; and,
e) the Customer may be required to supply and install Measurement Canada-approved instrument transformers (Current transformers and Potential transformers) and meter(s) in accordance with the Market Rules. This requirement will be discussed with the Customer during the connection process; and,
f) a location, suitable to Entegrus, for Entegrus -owned revenue-metering equipment, in accordance with the requirement in Section 2.3.7.1.1; and,
g) all Secondary Voltage service wiring; and,

the requirement that parts (b) through (g) shall be subject to the requirements of the ESAIn addition to the Customer responsibilities listed above, the Customer will be responsible for the costs related to any expansion or enhancement of Entegrus system, as described in Section 2.1.2.

2.3.4.2.1.3 Primary Voltage Service

Where it is determined by Entegrus that a Customer shall be served at Primary Voltage, there are two manners in which the Customer may be served:

a) **Primary Voltage Metering** – the Customer shall supply and install:
    i. any expansion or enhancement to the Entegrus Primary Voltage system (see Section 2.1.2); and,
    ii. a gang-operated 3-phase switch and fusing at or near the ownership Demarcation Point; and,

iii. a Primary Voltage Metering Unit is supplied and installed at the Customer's expense by Entegrus, as; and
iv. all Primary Voltage line, located on the private property, required to connect the gang-operated switch to the Customer owned transformation; and,
v. all transformation, located on the Customer-owned property; and,
vi. all Secondary Voltage service wiring; and,
vii. the requirement of parts (iv) through (vi) shall be subject to the requirements of the ESA

b) **Secondary Voltage Metering** (see Section 2.3.4.2.1.4), which includes a privately-owned Primary Voltage line.

The maximum capacity of Primary Voltage Service or Secondary Voltage Service will be determined by Entegrus based on system configuration. The Customer may request single-phase or three-phase Service.

2.3.4.2.1.4 Secondary Voltage Service

a) Where it is determined by Entegrus that a Customer shall be served at Secondary Voltage, and a Primary Voltage System enhancement or expansion are required, the Customer shall supply and install:
   i. any line expansion or enhancement required to extend the Primary Voltage system to the Customer's property (see Section 2.1.2); and/or,
   ii. all Primary Voltage lines, located on the Customer's property, required to connect to the Entegrus Primary Voltage system; and,
      i. a pole, acceptable to Entegrus, suitable for Entegrus to install an overhead pole mounted transformer (transformer ownership discussed below); or,
      ii. a foundation, suitable to Entegrus, to mount a pad-mounted distribution transformer (transformer ownership discussed below); and,
   iii. a location, suitable to Entegrus, for Entegrus -owned revenue-metering equipment, in accordance with the requirement in Section 2.3.7.1.1; and,
   iv. a Secondary Voltage Meter is supplied and installed at the Customer's expense by Entegrus; and,
   v. all Secondary Voltage service wiring, e.g. Triplex Service wire; and,

vi. the requirement that some or all of part (a) and parts (b) through (g) shall be subject to the requirements of the ESA

b) .Where it is determined by Entegrus that a Customer shall be served at Secondary Voltage, and the Customer lies along the existing Distribution System (see Section 2.1.1),

i. The Customer shall supply and install:

i. a location, suitable to Entegrus, for Entegrus-owned revenue-metering equipment, in accordance with the requirement in Section 2.3.7.1.1, and

ii. Entegrus shall supply and install, and the Customer shall pay for:

i. a Secondary Voltage Meter; and,

ii. all Secondary Voltage service wiring, e.g. Triplex Service wire

2.3.4.3 Transformers

2.3.4.3.1 Pole Mounted Distribution Transformers

The pole mounted (overhead) transformer size for standard Secondary Voltages installed, owned and maintained by Entegrus is:

a) Up to 100 kVA for Single-phase Primary Voltage Service (see Section 2.3.4.2.1.3, part b) or Secondary Voltage Service (see Section 2.3.4.2.1.4) ; and,

Up to 500 kVA for Three-phase Primary Voltage Service (see Section 2.3.4.2.1.3, part b) or Secondary Voltage Service (see Section 2.3.4.2.1.4). Customers requiring non-standard Secondary Voltages or non-standard sizes shall be responsible for installing, owning and maintaining their own transformer.

2.3.4.3.2 Pad-mounted Distribution Transformers (Underground Type)

The maximum pad-mounted (underground) transformer sizes for standard Secondary Voltages installed, owned and maintained supplied by Entegrus are:

a) Single-phase Primary Voltage Service (see Section 2.3.4.2.1.3, part b) or Secondary Voltage Service (see Section 2.3.4.2.1.4) up to 167 kVA; and,

b) Three-phase Primary Voltage Service (see Section 2.3.4.2.1.3, part b) or Secondary Voltage Service (see Section 2.3.4.2.1.4) up to 1000 kVA (subject to Section 2.3.4.2), with a grounded wye-grounded wye winding configuration.

Customers requiring non-standard Secondary Voltages or non-standard sizes shall be responsible for installing, owning and maintaining their own transformer.

Customers requesting underground pad-mounted type transformers shall pay the difference in material costs between the overhead and the underground

transformation, and supply and install at the Customer's expense an appropriate transformer pad, appropriate grounding, and other required civil work.

Standard Customers who install their own pad-mounted transformer will be entitled to a transformation credit.

2.3.5 Voltage Guidelines

Customers requiring non-standard Secondary Voltage will be responsible for installing, owning, maintaining and operating their own transformer.

Entegrus shall endeavor to maintain service voltage at the service entrance or ownership Demarcation Point within the guidelines of CSA Standard CAN3-C235 (Latest edition). Where voltages are outside of the indicated limits for Normal Operating Conditions but within the indicated limits for Extreme Operating Conditions or where voltages are outside the indicated limits for Extreme Operating Conditions, improvement or corrective action will be taken as per the Standard. The urgency for such action will depend on such factors as the location and nature of the load and the extent to which the levels are exceeded and the duration.

Entegrus 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, exceptionally high levels of generation, variations in voltage supply from the transmitter or weather.

2.3.6 Back-up Generators

Customers with portable or permanently connected emergency generation shall comply with all aspects of the OESC, and in particular, shall ensure that the Customer emergency generation does not back feed on Entegrus' Distribution System.

Customers with permanently connected emergency generation equipment shall notify Entegrus regarding the presence of such equipment. Entegrus reserves the right to inspect the connection of this equipment.

Entegrus does NOT provide temporary backup generators to Customers in the event of planned or unplanned outages.

2.3.7 Metering

2.3.7.1 General

Entegrus will provide and install revenue meters at the Customer's expense. Thereafter, Entegrus will normally maintain revenue-metering equipment, instrument transformers, test panels and all interconnecting wiring required for retail settlement and billing of all Customers connected to Entegrus' Distribution System, excluding unmetered loads.

The Customer shall provide at their expense:

a) Space acceptable to Entegrus, as outlined further in this Section, for the installation of revenue metering equipment.
b) Facilities for attachment, including a CSA or ESA approved meter socket and/or lockable metal enclosure as outlined in Appendix 5.2.
c) Installation of Entegrus -supplied instrument transformers, when mounting is in switchgear, and conduit for instrument transformer leads, where required.
d) Adequate protection for metering equipment during any construction/renovations taking place.
e) For commercial and industrial (3 phase) Services, the Customer's main switch shall be installed before the line side of the metering and have provisions for padlocking the switch handle in the open position, and the switch cover or door in the closed position.

The Customer shall ensure that meters located adjacent to narrow driveways, or other areas deemed hazardous, be physically protected to the satisfaction of Entegrus. 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 Entegrus.

Wholesale Market Participants and including Embedded Generators shall own, operate and maintain their own Measurement Canada compliant metering. The Customer shall provide Entegrus with direct access to metering facilities and maintain environmental and physical conditions satisfactory to Entegrus. The location and installation of indoor and outdoor metering shall always be approved by Entegrus and readily accessible to Entegrus.

Entegrus may, at its discretion, install a demand meter, smart meter or interval meter for purposes of measuring demand to assign the Customer to a Rate Class or to set the appropriate distribution services rate for that Customer.

Each meter base in a semi-detached or duplex building shall be permanently identified with Municipal number or unit number. The Owner and their Electrical Contractor shall complete the Electric Service Meter Base Verification Form prior to service.

Generally, metering will be at the Secondary Voltage. Where Entegrus owns the Primary Voltage transformation, Primary Voltage metering will be permitted at the discretion of Entegrus.

However, Primary Voltage transformation owned by the Customer which does not meet the loss requirements shall be Primary Voltage metered, unless the building qualifies for individual tenant metering, as outlined in Section 3. The incremental cost of Primary Voltage metering is the responsibility of the Customer.

2.3.7.1.1 Meter Location

All meters are required to be located outside unless subject to Section 2.3.7.8.1. All meters shall be located in accordance with the OESC. Outdoor metering shall be mounted such that the midpoint of the meter is 1.7m [+/- 100 mm] above finished grade. Normal meter locations will be a maximum of 3m from the front corner of the dwelling unless otherwise approved by Entegrus. If a fence is constructed to enclose the property, the meter shall not be enclosed within the fenced area. The Customer shall assure that the meter is readily accessible to Entegrus at all times and allow for the possibility of future landscaping modifications, including but not limited to, fence installation and shrub planting. Electrical meters shall be located away from combustible gas equipment in accordance with ESA Bulletin 2-10-13.

Where the Service size exceeds 200 A, metering facilities shall be provided and installed as required on Entegrus' standard drawing. Entegrus must approve the location and installation of the equipment.

2.3.7.2 Metering Cabinets (Current Transformer Boxes)

Where metering cabinets are required, the Customer shall supply and install the cabinet to Entegrus' specifications. The metering cabinet shall be CSA approved, painted or galvanized, and constructed of No. 16 gauge (minimum) sheet metal and include a provision for sealing and locking. The dimensions of the metering cabinet will depend on the size of the service. See Appendix 5.2 for details and specifications related to Current Transformer Boxes.

Metering cabinets shall normally be installed indoors, except where otherwise approved by Entegrus. Cabinets installed outdoors shall be suitable for an outdoor environment and approved by Entegrus. Cabinets shall be installed such they are not less than 0.6 m to the bottom and not more than 1.9 m to the top of the cabinet as measured from the floor. A minimum safe working space of 1.2 m in front of the installation from floor to ceiling with a minimum ceiling height of 2.1 m is required. The Customer's main switch immediately preceding the meter shall be installed with provisions for sealing and locking with the handle in the OPEN position and the door closed.

Normally, for Services 800 Amps and greater, the current transformers shall be installed in the Secondary Voltage bus of the switchgear, at the Customer's expense. The Customer shall submit the appropriate shop drawings to Entegrus for approval.

2.3.7.2.1 Central Metered Services (CMS)

At the request of a Customer, Entegrus may, at its discretion, supply a single-phase Customer with a central metering service to two or more buildings. The Customer shall:

a) pay the cost of the CMS;
b) comply strictly with the OESC and Entegrus' distribution standards;
c) supply and install, at its own expense, all conductor, poles, and underground conductor, as required on their Private Property.

The maximum number of services to be connected at the central metering point is at the discretion of Entegrus. Additional services must be connected downstream of the central metering point.

For metering installed on poles, the pole will be owned and installed by the Customer.

2.3.7.2.2 Metal Enclosed Switchgear

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

Entegrus will provide, and the Customer shall pay for, the following revenue metering equipment as required:

a) Colour coded secondary wiring
b) Revenue meters
c) Potential transformers
d) Current transformers

The Customer shall:

a) Submit an electronic version of the manufacturer's switchboard drawings, for approval, dimensioned to show provision for and arrangement of Entegrus metering equipment.
b) Provide complete shipping instructions for instrument transformers for projects where the switchboard manufacturer will be installing equipment provided by Entegrus.
c) Install instrument transformer cabinet, metering cabinet and conduit.

2.3.7.3 Interval Metering

The OEB's DSC, as amended time to time, requires Entegrus to meter Customers of specific load levels with an interval meter that transmits data remotely. Entegrus may also require such metering on any Customer whose load characteristics may have a significant impact on the Net System Load Shape, or where reasonable access to the meter for acquiring metering data may be limited. Available communications options will be discussed with Entegrus' Engineering Dept.

The Customer will be responsible for the cost of the communication network, including any initial setup and ongoing costs. Access to metering data is available to the Customer upon request (see Section 2.3.7.3.1).

Entegrus shall provide an interval meter within a reasonable period to any Customer or his agent who submits a written request either directly or through an authorized party, in accordance with the RSC.

2.3.7.3.1 Interval Metering Data

While the meter data belongs to the Customer, Entegrus requires the information to determine the Customer's electricity bill. Entegrus will maintain the usage profile of all Customers and shall make this information available to Customers provided that the Customer agrees to the access conditions contained in Section 1.7.2.

The Customer has the following two options to obtain interval meter data:

a) **Direct access by Customer** – The Customer may elect to access the MIST meter data directly using Customer purchased software. Entegrus will provide the information required to access and use the meter data;
b) **Information provided by Entegrus** – The Customer may request interval data to be forwarded by Entegrus or its authorized agent.

If a Customer requires real-time information from a MIST meter, the Customer shall be responsible for installing and maintaining a telecommunications line at its own expense, in accordance with Entegrus requirements.

2.3.7.4 Meter Reading

Entegrus or its agents shall have the right to read and maintain any meter installed on the Customer's premises, and the Customer shall maintain a safe environment and unobstructed access to the metering equipment. All meter readers carry identification and proof as to their status as an Entegrus meter reader. A Customer may ask for proof of identification as an official meter reader at any time.

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

If Entegrus is unable to obtain a meter reading due to circumstances beyond its reasonable control, Entegrus may estimate the reading.

2.3.7.5 Final Meter Reading

When service is no longer required, the Customer is switching energy providers or the Customer is moving, the Customer shall provide Entegrus with a minimum prior notice of five (5) business days of the date that service is to be discontinued so that Entegrus may obtain a final meter reading. The Customer will provide access to Entegrus or its agent for this purpose.

If a final reading is not obtained or a physical read cannot be obtained, the Customer shall pay a sum based on an estimate for electricity used since the last meter reading.

2.3.7.6 Faulty Registration of Meters

Metering electricity usage for billing is governed by the Federal Electricity and Gas Inspection Act and associated regulations, under the jurisdiction of Measurement Canada, Industry Canada.

If the Customer suspects their meter is faulty in recording electrical usage, they may request an investigation. The Customer should contact a representative of Entegrus and Entegrus will investigate. If the investigation does not reveal any problems, the Customer will be notified of such.

If the Customer is dissatisfied with investigation results, the Customer may request a Meter Dispute Test (see Section 2.3.7.7).

2.3.7.7 Meter Dispute Testing

The Customer or Entegrus may request Measurement Canada to test the meter.

If the test indicates that the meter is not accurate, the Customer's historic billing will be adjusted, and the meter dispute fee borne by Entegrus. If the test indicates that the meter is accurate, the Customer shall be required to pay the meter dispute fee.

2.3.7.8 Multiple Unit Properties

For Multiple Unit Properties, the following conditions apply;

a) An existing condominium, office or apartment building may self-declare for multi-unit metering via a written application to Entegrus;
b) The Customer shall supply and install meter sockets and associated wiring, grouped according to the requirements of Entegrus and ESA;
c) The metered voltage is 120/208/240 volts single-phase;
d) The common facilities such as elevators, hall lights, exterior lighting, laundry equipment central electric water heating, etc., shall be combined on a separate house meter and billed at the General Service Rate with Demand Metering as appropriate;
e) 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. The Owner shall inform Entegrus if there are changes made in the unit numbers. The

Customer/Contractor shall ensure that all service identifications are accurate. If the distribution of the metered load circuit is in dispute, (i.e.: circuits from one premise is found to supply a second premise) Entegrus 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.

f) Consistent with Ontario Reg. 442/07, new condominiums require multi-unit metering.

g) Where the owner of an existing bulk metered multi-unit property chooses to convert to individual metered units, the costs of conversion will be the owner's responsibility.

2.3.7.8.1 Meter Rooms

For multi-unit buildings with a meter room, individual metering shall be grouped in common electrical rooms that have direct outdoor access:

a) If less than four individual meters are grouped, the meters shall be located outside.

b) The Customer shall provide unimpeded and safe access to Entegrus at all times for the purpose of installing, removing, maintaining, operation or changing electric meters, as per the Electricity Act. The electrical room shall provide from the outside or main public hallway, and not from an adjoining room, so that it is readily accessible to Entegrus.

c) All doors shall be clearly and permanently labelled "Electrical Room".

d) The Customer shall supply a key to the electrical room to Entegrus at no charge.

e) The owner shall 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 OESC.

f) This electric room shall be used for metering purposes only and not for storage.

g) If the building is a high-rise structure where a single metering room is not feasible and one or more of the electrical rooms are to be located above the main floor level, they shall be directly accessible from a hallway, which is open to the public. The door shall be clearly and permanently labelled "Electrical Room".

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

2.4 Tariffs and Charges

2.4.1 Service Connection

Entegrus' Distribution Rates and Specific Service Charges are approved by the OEB as they pertain to services applicable to the recognized Customer classes as defined in Section 3. The Customer will pay for all services at the OEB approved rates as listed in the applicable Decision and Rate Order issued by the OEB. Please contact Entegrus for a copy of the applicable Decision and Rate Order or visit www.entegrus.com/regulatory for more details.

The Customer commences paying from the date of connection to the Entegrus Distribution System. Entegrus determines electricity usage for which its approved rates apply, either by meter reading, or by an estimate, in cases where a meter reading has not been taken.

Notice of rate revisions may be published in local newspapers and/or mailed out to all Customers with the first billing issued at the revised rates.

2.4.2 Energy Supply

Customers have the right to receive Standard Supply Service from Entegrus, or its agent, where:

a) The Customer has not chosen a Retailer;
b) The Customer chooses to return from a Retailer;
c) The Customer's Retailer is unable to supply; or
d) The Customer's Retailer returns the Customer to Entegrus.

Entegrus shall provide Standard Supply Service for 100% of the electricity consumed by standard supply Customers.

Entegrus will continue to sell Standard Supply Service electricity to Customers until it receives the appropriate forms from a Customer and completes the transfer of the Customer to a Retailer in accordance with Section 10 of the RSC, and the Service Agreement between Entegrus and the competitive Retailer. The transfer will be effective as of the next scheduled meter read date.

Entegrus may, at its discretion, refuse to process a service transfer request for a Customer to switch to a Retailer if that Customer owes money to Entegrus for distribution services and/or Standard Supply Service.

2.4.3 Deposits

2.4.3.1 Security Deposit

Entegrus may require a security deposit from a new or existing Customer as a condition of supplying or reconnecting a Service in accordance with the approved Security Deposit Procedure information set out in Appendix 5.1.

Security deposits help protect Entegrus and its Customers from the costs associated with unpaid electricity accounts. As part of providing electricity service, Entegrus is responsible for paying

various electricity-related charges, including charges collected on behalf of the Independent Electricity System Operator ("IESO"), regardless of whether a Customer pays their bill. To help manage the financial risk of non-payment, Entegrus may require a security deposit where permitted by applicable laws and regulations

Before requiring a security deposit from a new residential Customer, Entegrus shall offer the Customer the option of enrolling in an equal monthly payment plan in accordance with the SSSC, a pre-authorized payment plan, or both, and where the Customer elects to enroll, no security deposit shall be required.

Entegrus may require a security deposit from the Customer if within 12 months of enrollment in an equal monthly payment plan, a pre- authorized payment plan, or both, where:

a) the Customer terminates the plan;
b) the Customer receives more than one disconnection notice from Entegrus;
c) more than one payment by the Customer has been returned for insufficient funds;
d) a disconnect / collect trip has occurred; or
e) in the case of an equal monthly payment plan, the plan has been cancelled due to non-payment by Entegrus in accordance with the SSSC.

2.4.4 Billing

Entegrus has the right to adjust billing cycles and frequency as required. Bills for the use of electrical energy may be based on either a metered rate or a flat rate, as determined by Entegrus. Entegrus will bill the Customer or the Customer's Retailer, as applicable, for distribution services provided.

A bill will be deemed to have been issued to a Customer:

a) if sent by mail, on the third day after the date on which the bill was printed by Entegrus;
b) if hand delivered, on the date it was hand delivered;
c) if made available over the internet, on the date on which an e-mail is sent to the Customer notifying the Customer that the bill is available for viewing over the internet;
d) if sent by e-mail, on the date on which the e-mail is sent; or
e) if sent by more than one of the methods listed in paragraphs (a) to (c), on whichever date of deemed issuance occurs last.

A Customer may dispute charges shown on their bill by contacting and advising Entegrus of the reason for the dispute. Entegrus will investigate all disputes and advise the Customer of the results. Please see Section 1.8 for further details on dispute resolution.

Entegrus will issue bills to all its customers monthly. Billing periods and invoice dates will be solely at the discretion of Entegrus. Customers classified as General Service > 50 or Large Use will be billed on calendar month billing periods.

2.4.4.1 Opening and Closing of Accounts

Customers who wish to open an account for the supply of electricity by Entegrus will notify the Corporation by phone, fax, mail, and electronic mail, or other means acceptable to Entegrus. Notification must be provided at a minimum of five (5) business days prior to the opening of an account. Customers who wish to open an account must provide government issued photo identification, a signature on Entegrus' Contract for Electrical Service (contact Entegrus Engineering for copy) and, where applicable, tax-exempt documentation.

Should a Customer not advise Entegrus of their acceptance of account responsibility, Entegrus may disconnect the supply of electricity to the property. Entegrus' policies and procedures with respect to the disconnection process are further described in Section 2.2**.** Entegrus will not be held liable for any damages arising from such disconnection.

If an account is opened in more than one person's name, all such persons are deemed to be Customers of Entegrus, and all, jointly and severally, agree to comply with, and to pay, the rates and charges in accordance with the Conditions of Service.

A Customer who wishes to close an account with Entegrus must notify the Corporation by phone, fax, mail, and electronic mail or other means acceptable to Entegrus. Notification must be provided at a minimum of five (5) business days prior to the closing of the account. Until Entegrus receives such notification, the Customer is responsible for payment to the Corporation for the supply of electricity. Notification of the closing of an account may not be accepted for a historical date. If a Customer wishes to close an account where a Retailer is involved, the closing will be governed by applicable regulatory codes including, but not limited to, the RSC.

2.4.4.2 Billing Options

Entegrus can accommodate the following billing options for Retailers:

a) Distributor-Consolidated Billing (Preferred Option): Entegrus will issue a bill to the Customer that includes the full cost of the electricity delivered to the Customer, along with the portion of the bill attributable to competitive electricity costs based on the contract terms between the Customer and the Retailer, or fixed pricing.
b) Retailer-Consolidated Billing: Entegrus will bill the designated Retailer for all competitive and non-competitive electricity costs incurred on behalf of the Customer; or
c) Split Billing

The selection of a billing option shall be determined by the Customer and the Retailer.

2.4.4.3 Prorating Bills and Service Charges

Service charges may be prorated for the first bill, final bill, and over a rate change. Charges are based on the number of days occupied by the Customer.

2.4.4.4 Estimating Bills

Reasonable attempts will be made to obtain a meter reading for all regular electricity bills. Bills will only be estimated when Entegrus has been unsuccessful in obtaining a meter reading. If a bill is estimated, whenever possible it will be based on the Customer's consumption history. Where Customer's consumption history is not available a reasonable estimate based on the account history will be determined.

Demand will only be estimated after current practices for retrieving a reading have been exhausted. When a demand reading cannot be obtained, it will be estimated after reviewing the demand history and considering, for example, seasonality and change in use. This does not apply to interval metering.

2.4.4.5 Adjustment Factor

When electricity is delivered over a powerline, a small amount of power is lost as heat dissipation. The adjustment factors applied to meter readings to account for these losses, known as Total Loss Factors. Total Loss Factors are approved by the OEB. Details of the applicable Total Loss Factors can be found in the most recent Decision and Rate Order issued by the OEB. Please see www.entegrus.com/regulatory for a current copy.

2.4.4.6 Power Factor

For General Service (Above 50 kW) and Large Use Customers, Entegrus assumes that a Customer's electrical and mechanical equipment has a minimum power factor of 90 per cent when operating at maximum loads. If, in any billing period, the Customer's maximum kilovolt Ampere (kVA) demand times 90% is higher than the Customer's maximum kilowatt (kW) demand, the amount to be billed will be 90 per cent of the kilovolt Amperes (kVA) demand for that billing period.

2.4.4.7 Billing Disputes

The Customer may dispute charges shown on the Customer's bill or other matters by contacting and advising Entegrus of the reason for the dispute. Entegrus will promptly investigate all disputes and advise the Customer of the results. The Entegrus dispute process is outlined in Section 1.8 Disputes.

2.4.4.8 Billing Breakdown Request

If a Customer requests a detailed breakdown of a service billing, Entegrus may, at its discretion, charge the Customer for the cost of providing the breakdown.

2.4.5 Payments

2.4.5.1 Payments and Late Payment Charges

Bills are payable in full by the due date. Payments received after the due date will be subject to a late payment interest charge from the date the bill was printed. The minimum payment period

is 20 days from the date on which the bill was issued to the Customer. If the bill is sent by mail, Entegrus will add 3 days, providing a total of 23 days from the date the bill was printed. A Customer may pay the bill without the application of a late payment charge up to the due date. The due date will be identified clearly on the Customer's bill.

Payments can also be budgeted to equalize each payment. The equal monthly payment plan amount is recalculated on an annual basis in order to reduce the amount of credit or debit that naturally accumulates throughout the year. Entegrus reviews equal monthly payment plans semi-annually, and the amount of the equal monthly payment will be adjusted in the event of material changes in a customer's electricity consumption or a customer's electricity charges. Contact Entegrus for more details.

2.4.5.2 Arrears Payment Agreement

Entegrus offers an Arrears Payment Agreement to all eligible General Service <50 kW Customers, Low-Income Customers and or residential Customers to assist with the payment of billed charges and to avoid disconnection of the electricity supply for non-payment of account. At a minimum the standard terms of the Arrears Payment Agreement shall meet with the requirements outlined in the DSC [17]. Offer of the Arrears Payment Agreement by Entegrus to a General Service <50 kW Customer need not include those terms and conditions but shall be offered by Entegrus on reasonable terms.

Prior to entering an Arrears Payment Agreement, any or all a security deposit would be used to reduce arrears. The Customer may be required to pay an initial down-payment and will agree to keep any subsequently billed amounts current. Failure to maintain the agreement contract results in removal from the Arrears Payment Agreement and collections activities may resume immediately.

Entegrus is not required to waive any late payment charges that accrue to the date of the Arrears Payment Agreement, but no further late payment charges may be imposed on a residential Customer after he or she has entered into an Arrears Payment Agreement with Entegrus in respect of the amount that is the subject of that agreement.

In the event a Customer failed to perform their obligations under a previous Arrears Payment Agreement and Entegrus terminated the agreement, Entegrus may require the Customer to wait one (1) year after termination of the previous Arrears Payment Agreement before entering into another Arrears Payment Agreement with Entegrus.

2.4.5.3 Payment Options

Customers may pay their electricity bills using any of the following methods:

The options for payment are:

[17] Distribution System Code
, Section 2.7

a) mailing a cheque or money order to Entegrus at the remit to address printed on the bill; or
b) depositing a cheque or money order in a designated drop-off box location noted on the bill; or
c) Chatham Kent Municipal Offices; or
d) In person at most Canadian financial institutions; or through automated banking machines, telephone banking or Internet bill payment services as offered by the Customer's financial institution; or
e) pre-authorized automatic withdrawal from the Customer's bank account by Entegrus on the due date or dates as assigned through equal monthly payment plan agreements; or
f) using a Visa or Mastercard Credit Card via the Entegrus third party service provider noted on the Entegrus Website www.entegrus.com or contacting the number listed on the bill (subject to third party processing fees).

All payments must be in Canadian dollars or US dollars.

All cheques received are typically processed for payment upon receipt. Entegrus assumes no responsibility for any related charges, including, but not limited to, non-sufficient fund charges to the Customer.

Where payment is made by mail, payment will be deemed to be made on the date postmarked. Where payment is made at an acceptable financial institution, payment will be deemed to be made when the bill is stamped or acknowledged by the financial institution or an equivalent transaction record is made.

Entegrus engages in a comprehensive notification process with its Customers to avoid the disconnection of services. If, after that process, payment has not been received or an agreed upon payment plan has been set up, a disconnection of the Service will take place including additional charges not limited to collection and reconnection charges, a requirement to post a security deposit, and/or the forfeiture of all or part of an existing security deposit. Reconnection charges shall be applied only after reconnection has occurred. If the Customer is unable to pay the reconnection charges, Entegrus shall offer reasonable payment arrangements. For eligible low-income Customers reconnection charges shall be waived.

2.4.5.4 Payment Allocation

Any payments received will be applied to the total outstanding balance of the electricity account. An outstanding balance could include the billed amounts, security deposits, late payment, or other changes. Payment cannot be directed to specific portions of the outstanding balance.

Where payment on account of a bill is not sufficient to cover electricity charges, security deposits and billing adjustments, the distributor shall allocate the payments in the following order:

a) electricity charges
b) payments towards an arrear's payment agreement,
c) outstanding security deposit,
d) under-billing adjustments
e) and non-electricity charges.

2.4.5.5 Late Payment Interest Charges and Non-Payment Charges

All classes of electricity Customers have a minimum of 20 days from the date on which the bill was issued to pay their account. Bills are payable in full by the due date; otherwise, Late payment interest charges will be applied from the billed date: 1.5% per month (effective annual rate 19.56% per annum or 0.04896% compounded daily rate). Where a partial payment has been made by the Customer on or before the bill date, the Late Payment Interest Charge will apply only to the amount of the bill outstanding from the bill date.

Outstanding bills are subject to the collection process and may ultimately lead to the Service being disconnected. Service will be restored once satisfactory payment and/or payment arrangements have been made (see Section 2.2.2).

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

2.5 Customer Information

Entegrus is subject to provincial and federal privacy legislation that contains specific restrictions concerning the collection, use and disclosure of personal information. Entegrus shall not disclose specific information about a Customer unless that Customer has authorized the release of information in writing or unless necessary for compliance with the IESO's Market Rules, any OEB approved Code or Standard, or any law or court order. Entegrus shall not disclose Customer information to a third party without the consent of the Customer in writing, except where the Customer information is required to be disclosed, as follows:

a) to comply with any legislation or regulatory requirements, including the conditions of the Distribution System Licence;
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

Customers have the obligation to provide Entegrus with information that is true, complete, and correct. The information is used to provide Customer service, deliver and/or supply energy, manage Customer accounts and assess credit history regarding the need for account security. Entegrus may verify the accuracy of all information provided and may obtain additional credit information from a credit-reporting agency as required.

Entegrus' Distribution License also permits the disclosure of information regarding a Customer where the information has been sufficiently aggregated such that the Customer's particular information cannot reasonably be identified.

2.5.1 Provision of Current Usage Data to Customers

Customers with cumulative volume and Demand Meters shall receive their current usage data on their electricity bill from Entegrus.

Entegrus will provide access to a Customer's meter or meter information under the following conditions:

a) Entegrus will select the access windows it requires to read the meter;
b) if Entegrus' access to the meter is hindered or a Customer's access to the meter corrupts usage information, Entegrus may suspend a Customer's right to access until any outstanding problems are resolved;
c) a Customer shall pay the reasonable cost of any software, hardware or other services required for a Customer to obtain direct access to meter information. This may include installation of a secondary meter access system;
d) a Customer shall bear any cost incurred by Entegrus to correct problems caused by a Customer's direct access to the meter;
e) if a Customer assigns his or her right to direct meter access to a Retailer or third party, the Customer shall be responsible for the actions of the assigned party.

Entegrus will provide a Customer with 24 billing periods, where available, of historical usage information, information about their meter configuration, and payment information ("historical information"). The historical information can be released to the Customer or any third party designated by the Customer provided that if the third party is:

a) a Retailer, that the Customer has provided written authorization to Entegrus for the release; or
b) someone other than a Retailer and the Customer has provided Entegrus with written authorization for the release.

Entegrus will honour requests from Retailers for historical data delivered electronically through the electronic business transaction (EBT) system at no charge. Entegrus will honour requests from Customers and Retailers for historical data not delivered through the EBT system twice a year for any one account at no charge. Entegrus at its discretion, may charge a fee for any additional requests for the same account in one year.

Section 11 of the RSC specifies the rights of consumers and Retailers to access current and historical usage information and related data and the obligations of Distributors in providing access to such information.

Upon written authorization by the Customer, Entegrus shall make available the following information to the Customer or the Customer's Retailer:

a) The Entegrus meter number for the meter or meters located at the Consumer's Service address;

b) The Customer's Service address;
c) The Customer's account number;
d) The date of the most recent meter reading;
e) The date of the previous meter reading;
f) Multiplied kilowatt-hours recorded at the time of the most recent meter reading;
g) Multiplied kilowatt-hours recorded at the time of the previous meter reading;
h) Multiplied kW for the billing period (if Demand Metered);
i) Multiplied kVA for the billing period (if available);
j) Usage (kWh) for each hour during the billing period for interval- metered consumers;
k) An indicator of the read type (e.g., Distributor read, Consumer read, Distributor estimate, etc.); and
l) Average distribution loss factor for the billing period.

2.6 Additional Information

2.6.1 Locating Underground Power Lines

A Customer who requires that Entegrus locate underground powerlines owned by Entegrus shall call Ontario Dig Authority at 1-800-400-2255 to request a locate of underground powerlines. Entegrus shall locate underground power lines or other equipment owned by Entegrus up to the ownership demarcation point at no charge to the Customer.

2.6.2 Temporary Connections

A temporary connection, otherwise known as a temporary Service, is a connection asset that is intended to provide distribution services to a Customer for a finite connection period after which the temporary connection shall be replaced with a permanent connection asset or disconnected and removed from service.

Where a Customer requires a temporary connection, the types and applicable charges are as follows:

a) for a Service that at a later date will become a Residential or a General Service, connection conditions, connection fees and Standard Connection Allowances as defined in Section 2.1.1 shall apply;
b) for a Service that has a finite connection period with a known or approximate disconnection date (for example, Service to a construction site), the Customer shall pay Entegrus the estimated cost to install and remove the temporary connection, in advance. The labour, equipment, sundry and material costs to install and remove the Service will be charged to the Customer based on actual costs. The Standard Connection Allowance found in Section 2.1.1 shall not apply.
c) A temporary connection may remain in service for a period of up to one (1) year after which the Service shall be:
    i. Replaced with a permanent connection asset; or

ii. Disconnected and removed from service; or
iii. At the sole discretion of Entegrus, the temporary connection may remain in service for one (1) additional year.

d) In the case of temporary underground connections, the Customer shall supply and install trenching, suitable Service duct and secondary conductor. The Customer shall install the cable along a route approved by Entegrus.

At the discretion of Entegrus, the Customer may be required to pay a security deposit prior to connecting the temporary connection.

The Customer's electrical installation will require an authorization from the ESA prior to being connected to the Distribution System by Entegrus.

2.6.3 Existing Trailer Parks – Secondary Voltage Metered

Effective October 1, 2003, where a Customer desires to connect a trailer park to the Entegrus distribution system, the Customer shall own, operate and maintain the distribution system within said trailer park. Effective October 1, 2003, where Entegrus owns the transformers and the Secondary Voltage metering within an existing park's boundary, Entegrus will continue to own these facilities provided that no new Services are added.

When the park owner requests additional Services within the park or such additional Services are required, the following conditions shall apply:

a) The park owner shall, subject to approval of the Entegrus and the requirement to meet Section 3 of Ontario Regulation 22/04, purchase the existing distribution facilities owned by Entegrus within the park boundary ("existing park facilities"). If the park owner does not purchase the existing park facilities, the park owner shall replace the existing park facilities at the park owner's own expense and shall own the new facilities.
b) The park owner shall supply and install new distribution facilities including transformers, etc. as required for the addition.
c) Entegrus shall remove all Secondary Voltage metering owned by Entegrus from within the boundary of the park, install a Primary Voltage metering unit at or near the Customer's property limit without charge, and consolidate existing contracts into one General Service account.
d) Park owners shall meet all the requirements of the ESA.

2.6.4 Existing Trailer Parks – Primary Voltage Metered

When the park owner requests additional Services within the park or such additional Services are required, the following conditions shall apply:

a) The park owner shall consult with Entegrus on the requirement of additional Services to ensure that existing primary metering facilities are adequate for the connection of new Services.
b) The park owner shall supply and install new distribution facilities including transformers, etc. as required for the addition subject to meeting the requirements of ESA.

2.6.5 Number of Services

Entegrus permits only one Service per property. Where it is technically feasible and where capacity is available, Entegrus at its sole discretion may connect one additional Service, to a maximum of two (2) on the same property.

In circumstances where two (or more) existing Services are installed on a property, and one Service is to be upgraded, the upgraded Service shall replace all existing Services.

Entegrus will provide Customers with the option of having a central metered service (see Section 2.3.7.2.1) or a primary voltage metered service (see Section 2.3.4.2.1.3) to combine the multiple Services.

Entegrus does not permit the extension of services or customer owned equipment across property boundaries.

2.6.6 Services and Swimming Pools

Although the OESC allows electrical conductors to be located at adequate height above a swimming pool, Entegrus will not allow utility-owned electrical conductors to be located above or below swimming pools. Swimming pool separation from underground electrical conductors owned by the utility shall meet the requirements of the OESC.

Where a new swimming pool is to be installed it will be necessary to relocate, in accordance with Section 2.1.5, any electrical conductors located directly over or buried under the proposed pool location.

3 CUSTOMER CLASS-SPECIFIC

Customer class specific refers to services and requirements that are unique to individual Customer classes. This includes items such as ownership demarcation, metering, service requirements, ownership and operational responsibilities, special contracts and other conditions specific to a Customer class. Inspection of works not normally within the scope of the ESA is also defined.

Entegrus will abide by the DSC when it comes to reclassification of Customers. Customers will be reviewed and reclassified when warranted on an annual basis. The Customer is allowed under the DSC to make only one interim request annually to Entegrus for re-classification review and Entegrus shall reclassify the Customer if warranted.

3.1 Residential

This classification applies to an account taking electricity at 750 volts or less and includes:

a) All Services supplied to single-family dwelling units for domestic or household purposes,
b) All multi-unit residential establishments such as apartments of 6 or less units,

c) If a Service supplies a combination of residential and commercial load and wiring does not permit separate metering, the classification of this Customer will be determined individually by the distributor.

3.1.1 General Information

Normally, Entegrus will provide one Service or delivery point to each residential customer. The normal Secondary Service voltage will be 120/240 volts, 60 Hz. The minimum Service entrance size for new and upgraded Services shall be 200 amperes and the maximum size for a single service entrance shall be 400 amperes, however multiple service entrances with a nameplate total greater than 400 A shall require Central Metering Service. Residential Services requiring 3-phase supply shall require consultation and approval of Entegrus prior to construction.

In circumstances where two existing Service supplies are installed to a residential Customer, and one is being upgraded, the upgraded Service shall replace both existing Services. Where existing revenue-metering is located inside the residence, Entegrus shall relocate it to the exterior of the building at the time of upgrading the existing Service, at the customer's expense.

3.1.2 Early Consultation for New or Upgraded Service

To avoid unexpected delays and/or expenses to the Customer, the location of the service entrance and the meter base shall be established through early consultation between the Customer and Entegrus for both new and upgraded Services. This consultation should be initiated by the Customer and take place not less than 90 business days prior to the required in-service date. Additional time (months or over a year in some cases) shall be required in cases where the Distribution System, operating at a suitable Primary Voltage, does not exist near the residential Customer's building site (expansions in accordance with Section 2.1.2 of this document) or where the existing Distribution System, operating at a suitable Primary Voltage, requires enhancements. The Customer shall contact the Entegrus Engineering Department to discuss service requirements and supply the following information during the consultation:

a) Customer contact information and, if the Customer chooses to use an electrician, the contact information for the electrician;
b) the required service date;
c) Service capacity and voltage rating;
d) the type of Service to be installed, underground or overhead;
e) the distance from the existing Entegrus Distribution System;
f) location of property bars, the building footprint and all proposed pole locations, shall be staked;
g) a Property or Subdivision plan showing the proposed location of the service entrance with respect to the lot lines;
h) details of any equipment which may demand a high consumption of electricity if applicable; and
i) obtain an Electrical Safety Permit from the ESA.

3.1.3 Service Types

3.1.3.1 Overhead-Secondary Voltage Service

Entegrus shall designate the pole (or span) from which the Service shall be supplied and the location of a rigid service mast.

Entegrus shall provide, and the Customer shall pay for all Secondary Voltage conductor necessary to attach to the Entegrus system. If a Customer requires conductors sized other than what is stocked by Entegrus the Customer will supply, own, and maintain the conductors. Excepting that as per Section 2.1.1.1 of this document, Entegrus shall provide an allowance for up to 30 meters of overhead Service conductor from the Entegrus Distribution System to the ownership Demarcation Point.

Where the Customer point of Connection is located on the opposite side of the road from the existing Distribution System, Entegrus shall supply and install a road crossing pole complete with anchoring and overhead Secondary Voltage Service conductor to the Customer Connection point. If required, the Customer shall provide a Contribution in Aid of Construction (see Section 2.1.2.1) for a road crossing. This work would be eligible for alternative bid (see Section 2.1.2.3).

Where the distance from the main line (or Secondary Voltage crossing pole) exceeds 30 meters, the Customer may be required to provide, own and maintain additional OESC and ESA-compliant service poles at no cost to Entegrus.

The Customer, at their sole expense, may be required to obtain property rights. Entegrus shall obtain and the Customer shall pay for municipal consents and/or road authority approval.

The Customer shall provide a rigid service mast, to ESA requirements, with sufficient height to maintain proper minimum ground clearance in accordance with ESA standards and/or Entegrus Standards, as required. This shall include provision for the termination of the Service conductors on the mast or house as required by the OESC.

Entegrus shall provide and the Customer shall pay for all Revenue metering equipment.

Where the Customer wants to install an overhead Secondary Voltage Service but, the characteristics of the load or the distance from the existing Distribution System to the desired point of Connection result in the calculated voltage at the point of Connection falling below the voltage guidelines of the OESC when using overhead Secondary Voltage conductor as per the OESC for the Secondary Voltage Service, then Section 3.1.3.2 shall apply.

3.1.3.2 Overhead – Customer-Owned Primary Voltage Service / Entegrus-Owned Transformer and Metering

When the distance from the Distribution System or the load characteristics prevent the application of a Secondary Voltage Service, the Customer shall be responsible to design, supply, construct, own and maintain their own Primary Voltage pole line and secondary Service (see

Section 2.3.4.2.1.3, part b) Primary Voltage Service) to their point of attachment. If the Customer wants to install an underground Service, see Section 3.1.3.4.

The Customer shall receive credit for the equivalent overhead Service of up to 30 meters. The estimated amount of this credit is included with the offer to connect. Any credit balances are paid to the Customer after connection is made.

The Customer, at their sole expense, may be required to obtain property rights. Entegrus shall obtain and the Customer shall pay for municipal consents and/or road authority approval.

Entegrus shall provide and the Customer shall pay for all Revenue metering equipment.

This line must be constructed in compliance with the current version of the OESC. The transformer pole must also comply with Entegrus' approved construction standards. Entegrus shall require a Connection Authorization from the ESA prior to connection of such a line to Entegrus' Distribution System.

In consultation with the Customer, Entegrus shall designate the pole from which the Service shall be supplied, the location of the transformer pole, and the location of Secondary Voltage metering equipment.

Entegrus shall supply, install and maintain all hardware and anchoring required on Entegrus' Distribution System to facilitate the connection including a Primary Voltage disconnect device (fused). Entegrus shall also install a distribution transformer and appropriate Secondary Voltage metering on the Customer's property.

3.1.3.3 Customer Service Road Crossings

Where the Customer Point of Connection is located on the opposite side of the road from the existing Distribution System, Entegrus shall comply with municipal local standards for road crossing. Based on local municipal standards, Entegrus may supply and install either a road crossing pole complete with anchoring and overhead Secondary Voltage Service conductor to the Customer Connection point or an underground road crossing. If required, the Customer shall provide a Contribution in Aid of Construction for a road crossing (see Section 2.1.2.1). This work would be eligible for alternative bid (see Section 2.1.2.3).

Entegrus shall provide and the Customer shall pay for all Revenue metering equipment.

Where the Customer wants to install an underground Secondary Voltage Service, but the characteristics of the load or the distance from the existing Distribution System to the desired point of Connection result in the calculated voltage at the point of Connection falling below the voltage guidelines of the OESC, when using underground conductor suitable for the Secondary Voltage Service, as defined in the OESC then Section 3.1.3.4 shall apply.

3.1.3.4 Underground – Secondary Voltage Service

Underground Services in overhead areas are approved at the discretion of Entegrus.

Entegrus shall specify the connection point of the proposed Service to Entegrus' Distribution System, as well as the underground conductor route and the location of the Customer-owned meter base.

Entegrus shall provide and the Customer shall pay for all Revenue metering equipment.

The Customer is required to install the underground Service to the latest revision of the Material Construction standards. Entegrus shall supply the underground conductor for residential customers. If a Customer requires conductors sized other than what is stocked by Entegrus the Customer will supply, own, and maintain the conductors.

Residential dips where the conductor is owned by Entegrus shall be allowed on Entegrus owned poles. Entegrus does not allow any private secondary dip on its pole, Customers are required to install a Customer owned pole on private property for the installation of a Customer owned secondary dip for an underground service.

It is the responsibility of the Customer or their contractor to obtain clearance from all the Utilities (including Entegrus) before digging.

3.1.3.5 Underground – Secondary Voltage Service -Residential Subdivision

This section pertains to servicing of electricity in underground residential subdivisions established with a subdivision agreement executed by a developer.

Entegrus or its representative shall install the service wires from Entegrus' right-of-way to the meter base on each dwelling unit in the Customer installed duct.

Each individual property shall have its own meter base. Entegrus must approve all Service locations and trench routes.

Where a builder or developer is able to develop an additional lot in an existing underground subdivision, they will be required to pay the actual costs involved for Entegrus to provide a Service to this new lot.

3.1.3.6 Underground – Primary Voltage Service

When the distance from the Distribution System or the load characteristics prevent the application of an underground Secondary Voltage Service, the Customer shall be responsible to supply, construct, own and maintain their own Primary Voltage underground Service. If the Customer wants to install an overhead service Section 3.1.3.1 shall apply.

This line must be constructed in compliance with the current version of OESC. The transformer pad and grounding must also comply with Entegrus' approved construction standards and the installation may be inspected by Entegrus at the time of connection. Entegrus shall require a Connection Authorization from the ESA prior to connection of such a line to Entegrus' Distribution System.

Entegrus shall designate the pole from which the Primary Voltage Service shall be supplied, the location of the transformer pad, and the location of Secondary Voltage metering equipment.

Entegrus shall install and maintain the connections to Entegrus' Primary Voltage Distribution System including a Primary Voltage disconnect device (fused). Entegrus shall also install a pad-mount distribution transformer and appropriate Secondary Voltage metering on the Customer's property.

The Customer shall be expected to pay a contribution to offset Entegrus' installed cost of the disconnect device and transformer. However, the Customer shall be entitled a credit equivalent to the Standard Connection Allowance (see Section 2.1.1.1).

Entegrus shall provide and the Customer shall pay for all Revenue metering equipment.

3.1.4 Point of Demarcation

The Point of Demarcation is where Entegrus' operational and ownership responsibilities end, and the Customer's begins. In most cases, the point of demarcation for residential secondary services requiring an overhead connection, is the top of the customer's service mast, and underground connections, is at the line side of the customer's meter base. Where there is a specific written agreement between Entegrus and the Customer, the Point of Demarcation specified in that agreement shall apply.

3.1.5 Access

The Customer shall provide unimpeded and safe access to Entegrus for installing, removing, maintaining, constructing, operating distribution equipment and reading or changing metering and associated equipment.

3.1.6 Metering

The Customer shall supply, install and maintain a meter socket and suitable space for auxiliary equipment if required, and it shall be readily accessible to Entegrus personnel. The meter base shall be installed on the exterior of the residential Customer at 1.7 meters above finished grade to the center of the meter. The meter shall be installed on the line side of the main disconnect device.

In those instances where a Central Metered Service (see Section 2.3.7.2.1) is installed, the Customer shall pay for and Entegrus shall install the Central Metering Service.

Entegrus shall provide and the Customer shall pay for all Revenue metering equipment.

3.1.6.1 Metering - Service Entrance/Meter Location Changes

Entegrus shall be consulted in advance of any changes to the metering facilities and/or service entrance. For Service changes, including upgrades and temporary removal of the stack; Entegrus will require any meter located indoors to be relocated outside at the Customer's expense.

Where a Service upgrade necessitates that the existing underground Service cable be changed, the Customer will be required to provide a trench and 4" Entegrus-approved duct from the meter base to the point of Connection. Please contact Entegrus Engineering for duct and trench requirements.

If a service at an existing installation with a round meter base is modified, and the modification impacts the meter base (such as adding new load wires or conduit), the round meter base must be removed and replaced with an approved meter base in a location approved by Entegrus.

3.1.7 Inspection

The electrical installation inside and outside of the residence, including the meter base, service mast and any Customer-owned Primary Voltage equipment, must be approved by ESA and an authorization issued prior to connection.

The service entry components including the meter base and service wire attachment must be acceptable to Entegrus prior to connection.

Any work on a Customers' service requiring ESA connection authorization will require the service mast, point of attachment and/or meter base to be upgraded to meet the current OESC and Entegrus standards.

3.1.8 Subdivision, Multi-Unit and Townhouse Development

Developers proposing subdivision, multi-unit and townhouse projects shall consult with Entegrus prior to submitting a design for electrical Service. All work within the limits of the Development shall be according to Entegrus specification on Subdivision Electrical Distribution, please contact Entegrus for the current specification. Prior to preparing a design the developer shall submit, at a minimum, the following to Entegrus:

a) a grading and site plan showing the buildings in relationship to existing and proposed property lines as well as other buildings, streets and other services such as water, gas, telephone and cable television;
b) civic addresses;
c) legal reference plan;
d) a layout showing the number of units and electrical Service requirements;
e) required service date.

Property drawings for the Development must be submitted to the Entegrus Engineering department and a minimum of 60 days allowed for engineering design to be completed. The drawings are to be

submitted in electronic form compatible with Entegrus' CAD system. The Developer will have the opportunity to review the drawings and request revisions as necessary. The Developer must approve the electrical distribution supply plan in writing before construction is scheduled to begin.

It is the responsibility of the Developer to coordinate the design and construction of the Electrical Distribution System with that for telephone and cable TV systems.

The terms and conditions applicable to a Customer Connection (see Section 2.1) and to an expansion (see Section 2.1.2) also apply to subdivisions and developments.

The developer is responsible for all civil works. If the developer intends to place meter bases anywhere other than on the individual residential Customers being served, the developer is expected to furnish, at no cost to Entegrus, a registered easement (in Entegrus' favour) that encompasses any land that Entegrus may need to cross or fixtures to which Entegrus may need to attach for the service(s).

Entegrus will follow the guidelines established in the DSC to determine any required Contributions in Aid of Construction (see Section 2.1.2.1) and Expansion Deposit (see Section 2.1.2.2).

3.1.8.1 Commencement of Construction

Installation of electrical facilities may commence at Entegrus' sole discretion. Normally, installation of sewer and water facilities, including lateral connections, and gravel road bases, curb bases or curbs and the first layer of asphalt must be completed before work to install the electrical system can commence.

All portions of the lands involved with the Electrical Plant must be graded to within plus or minus fifteen centimetres of final grade before work can begin.

As per the DSC, all electrical contractors, including sub-contractors, whether contracted with the Developer or Entegrus, must be pre-approved by Entegrus and certified as qualified in good standing as to the current Entegrus requirements.

3.1.8.2 Inspection

As per the agreement signed by the developer, "an Entegrus inspector must be present at all times when work is being done by contractors". This includes sub-contractors. Inspection by Entegrus shall be completed before covering up or burying any portion of the Electrical Plant.

The Developer shall give written notice of ten (10) business days to Entegrus whenever its contractors initially commence work involving the Electrical Plant, for the purpose of allowing examination by Entegrus of the construction methods and materials being employed. Twenty-four (24) hours written notice shall be given when further portions of the work commence.

3.1.8.3 Streetlights

All streetlights unless on private property are owned by the Municipality.

The Developer is responsible for all actual costs relating to streetlight design and installation within the Land Development as well as on adjacent streets directly servicing the Subdivision. The Municipality is the final arbitrator on this issue and will determine what is and is not the Developers responsibility.

3.2 General Service Less than 50 kW

For purposes of these Conditions of Service, the classification known as General Service (below 50 kW) shall apply to a non-residential account taking electricity at 750 volts or less whose average monthly maximum gross demand over a period of 12 consecutive months is less than, or is forecast to be less than, 50 kW and includes multi-unit residential establishments such as apartment buildings supplied through one Service (bulk-metered) with greater than 6 units. Classification of General Service Customers is dependent on the Customer's average monthly billing demand (see Section 2.4.4). General Service Customers are either energy-billed (less than 50 kW) or demand-billed (equal to or greater than 50 kW).

For a single-phase connection, please refer to Section 3.1 for process information.

For a poly phase connection, please refer to Section 3.3 for process information.

3.3 General Service Greater than 50 kW

For purposes of these Conditions of Service, the classification known as General Service (above 50 kW) applies to a non-residential account whose average monthly maximum gross demand over a period of 12 consecutive months is equal to or greater than or is forecast to be equal to or greater than, 50 kW but less than 5,000 kW. Customers are assigned to these individual rate classes consistent with the rules described in Section 2.5 of the DSC, as relating to gross load demand, and the rate classifications set out in Entegrus' Tariff of Rates and Charges.

This section also deals with the different conditions that will apply in the cases of multiple industrial buildings, office buildings, and shopping malls and plazas.

3.3.1 General Information

Normally, Entegrus will provide one Service or delivery point for each General Service (Above 50 kW) Class Customer. At Entegrus' sole discretion, more than one delivery point may be allowed. Any such arrangement with a Customer must also be acceptable to the ESA.

3.3.2 Early Consultation

Prior to the preparation of a design for a General Service (Above 50 kW) Class Customer, the Customer will be required to contact Entegrus Engineering for a pre-consultation to determine what information is required from the Customer.

To avoid unexpected delays and/or expenses to the Customer, the location of the service entrance and the meter base shall be established through early consultation between the Customer and Entegrus for

both new and upgraded Services. This consultation should be initiated by the Customer and take place not less than ninety (90) business days prior to the required in-service date. Additional time (months or over a year in some cases) shall be required in the cases where the Distribution System, operating at a suitable Primary Voltage, does not exist near the General Service building site (expansions) or where the existing Distribution System, operating at a suitable Primary Voltage, requires enhancements in accordance with Section 2.1.2 of this document.

If a Customer is required to own and install Primary Voltage equipment as part of a new or upgraded Service Connection, it is imperative that the Customer consult with Entegrus regarding planned Primary Voltage conversion programs. Entegrus may require the installation of equipment rated to operate at a future nominal Primary Voltage in addition to the nominal Primary Voltage available at the time of connection

3.3.3 Service Types

Entegrus offers the following service types for Commercial customers.

3.3.3.1 Overhead - Secondary Voltage Service

The requirements for this type of Service are the same as those found in Section 3.1.3.1 with one exception that a General Service class Customer does not receive the allowance for a Basic Service.

3.3.3.2 Overhead – Customer-Owned Primary / Entegrus-Owned Transformer and Metering

The requirements for this type of Service are the same as those found in Section 3.1.3.2 with one exception that a General Service class Customer does not receive the allowance for a Basic Service.

3.3.3.3 Underground Secondary Voltage Service

Where the Customer point of Connection is located on the opposite side of the road from the existing Distribution System, Entegrus shall supply and install a road crossing pole complete with anchoring and overhead Secondary Voltage Service conductor to the Customer Connection point. If required, the Customer shall provide a capital contribution (see Section 2.1.2) for a road crossing. This work would be eligible for alternative bid (see Section 2.1.2.3).

An underground secondary Service fed through a pad-mounted transformer will be required to buildings with a Service rated greater than 400 A.

The Customer shall supply, own and maintain the service conductors, conduit and trench from the service entrance to the delivery point.

Where the Customer wants to install an underground Secondary Voltage Service, but the characteristics of the load or the distance from the existing Distribution System to the desired point of Connection result in the calculated voltage at the point of Connection falling below the

voltage guidelines of the OESC, when using underground conductor suitable for the Secondary Voltage Service, as defined in the OESC then Section 3.3.3.4 shall apply.

3.3.3.4 Underground – Pad Mounted Transformer Service

When the distance from the Distribution System or the load characteristics prevent the application of an underground Secondary Voltage Service, Entegrus shall supply, and the Customer shall pay for,

a) a pad mounted transformer up to the load limits by voltage found in Table 2,
b) primary cable and terminations,
c) revenue metering,

Entegrus shall provide the Standards and design, the Customer is responsible for:

a) A transformer support pad including grounding to Entegrus' specifications (consult the Engineering Department for a copy of this specification). Location of transformer support pad to be in accordance with the OESC and Entegrus requirements.
b) Supply secondary cables
c) Supply secondary transformer terminations to be installed by Entegrus
d) Supply and install primary duct bank as per Entegrus specifications.
e) Install fish lines and cap ends of ducts suitable to Entegrus.

If the Customer wants to install an overhead Service, see Section 3.3.3.2.

This line must be constructed in compliance with the current version of the OESC. The transformer pad and grounding must also comply with Entegrus' approved construction standards and the installation may be inspected by Entegrus at the time of connection. Entegrus shall require a Connection Authorization from the ESA prior to connection of such a line to Entegrus' Distribution System.

Entegrus shall designate the pole from which the Primary Voltage Service shall be supplied, the location of the transformer pad, and the location of Secondary Voltage metering equipment.

Entegrus shall install and maintain the connections to Entegrus' Primary Voltage Distribution System including a Primary Voltage disconnect device (fused). Entegrus shall also install a pad-mount distribution transformer and appropriate Secondary Voltage metering on the Customer's property.

The Customer shall be expected to pay a contribution to offset Entegrus' installed cost of the disconnect device and transformer.

3.3.4 Primary Voltage Service/Substation – Customer Owned Transformer

Based on the size and location of the load that the Customer wants to connect and the available voltages and circuit characteristics, Entegrus will identify, early in the connection process, the Standard Voltage (see Section 2.3.4.1) at which Entegrus shall supply the Customer.

Where the size of the load is such that the Customer shall be connected to the Primary Voltage system and the Customer requires either:

a) A non-standard Secondary Voltage (see Section 2.3.4.1.2), or
b) the size of the load requires a transformer larger than that supplied by Entegrus (see Section 2.3.4.3), then, at the sole discretion of Entegrus:
    i. the Customer shall supply and install the distribution transformer or;
    ii. the Customer shall own and maintain a substation. A substation shall include, but is not limited to, the power transformer and all equipment within the station, with the possible exception of revenue-metering as stipulated by Entegrus. Operational and ownership Demarcation Points shall be defined and specified in the Connection Agreement between the parties. Connection Agreements are contemplated in Section 2.1.7.

It is recommended that Customer's transformers have high voltage taps ranging from 105% to 95%. The Customer should consult with Entegrus prior to procuring the transformer.

The Customer's transformer must meet the maximum no load and full load losses specified by Entegrus. The transformer no load and full load specifications must be submitted to Entegrus for approval before the transformer is ordered.

If the Customer's privately-owned transformer does not meet Entegrus' maximum no load and full load losses specification, primary metering may be required.

The high voltage protection of a Customer supplied, and owned transformer(s) shall meet and co-ordinate with Entegrus' Distribution System protection. A transformation ownership allowance shall be applied to the monthly bill.

The Customer shall supply the station site, pad, transformers, fencing, structure, and distribution line on private property in accordance with the OESC. Customer-supplied transformers shall be certified to the relevant CSA standards. In accordance with Section 2.1.2 the Customer may be required to supply and install other distribution facilities.

Shop drawings of the switchgear, transformer nameplate data and a single line diagram of the proposed system should be submitted for Entegrus review. The Customer or their representative will coordinate fuse selection and/or relay settings with Entegrus prior to commissioning. The Customer shall maintain an adequate supply of fuses to ensure service availability.

Lightning arrestors are recommended and should be installed at the termination pole and/or station structure.

All Customer-owned substations and transformer installations must be inspected by the ESA.

For all substations and Customer owned transformers, the Customer shall:

a) propose commissioning tests, which may include, but are not limited to, ground grid testing, protection testing, insulation and ratio testing of all equipment, to Entegrus and Entegrus shall approve or provide comments on the proposed, alternative or additional commissioning tests; and
b) the final approval of the commissioning tests required shall be at the sole discretion of Entegrus, and, once approved by Entegrus, the Customer shall engage a qualified engineering firm to perform the approved commissioning tests and provide to the Customer and Entegrus a certified test report, showing that the facility has passed all the required commissioning tests.

To facilitate and encourage maintenance of the Customer-owned substations, Entegrus will provide one power interruption annually, thereafter Entegrus will charge for time and materials. . Additional work will be chargeable to the Customer.

There is no Basic Connection allowance associated with Primary Voltage Service/Substation – Customer Owned Transformer.

All costs associated with any system expansion or enhancement shall be borne by the Customer in accordance with Section 2.1.2.

3.3.4.1 Switching – Customer Stations

Entegrus reserves the right to operate Customer-owned switches as required in emergency scenarios, or as otherwise agreed to between Entegrus and the Customer. In most cases, Entegrus has operating control on the Customer owned main Load Interrupter Switch and shall require a dual lock on this switch, that provides physical access to both the customer and Entegrus to access this switch. For planned switch operation, Entegrus is required to be on site, and a minimum of two weeks' notice is required. The customer shall notify Entegrus prior to operating this switch in emergency situations. In any case, Entegrus shall not be liable to the Customer for any damage resulting from the operation of Customer-owned switches.

3.3.5 Point of Demarcation

The Point of Demarcation is where Entegrus' operational and ownership responsibilities end, and the Customer's begin.

General service Customers requiring secondary service, shall have the ampacs at a Customer owned pole, or the line side terminations of fuse or disconnect switch, or secondary terminals of the transformer as their point of demarcation. General service customers being provided primary service shall have the first point of attachment on the Customer's property as their point of demarcation for overhead connections, and line side terminals of the customer owned padmounted equipment as their point of demarcation for underground services. Unless specific arrangements between Entegrus and the Customer are made, the Ownership and Operational Demarcation Points shall be as defined in the Entegrus Connection Agreement for Commercial and Industrial customers, and will be dependent on the nature and point of supply for the service.

3.3.6 Supply of Equipment

Normally, Entegrus and the Customer will supply, install and construct all equipment in accordance with Section 2.1.2. Details as to the appropriate supply of equipment will be determined in the early consultation phase of the project.

3.3.7 Short Circuit Capacity

The Customer shall ensure that their service entrance equipment has an adequate short circuit interrupting capability. Entegrus will provide, on request, the maximum available short circuit symmetrical fault level at any specific location.

3.3.8 Access

Service locations requiring access to adjacent properties (mutual drives, narrow setbacks, etc.) will require the completion of Legal Easements for all such properties, at the Customer's expense.

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

3.3.9 Metering

The revenue meter and, if applicable, the instrument transformers are owned and maintained by Entegrus or the Customer in accordance with Section 2.3.7. The meter base is the responsibility of the Customer.

Where a metering cabinet is required, the Customer shall supply and install equipment as specified in Section 2.3.7.2.

Where a primary metering installation is required, the Customer shall be required to contribute to the cost of the metering equipment in accordance with Section 2.1.2.1.

3.4 Large Use (greater than 5,000 kW)

This classification applies to an account whose average monthly maximum gross demand over a period of 12 consecutive months is equal to or greater than, or is forecast to be equal to or greater than, 5,000 kW. Class A and Class B consumers are defined in accordance with O. Reg. 429/04. This section applies to all customers greater than 5,000 kW.

3.4.1 General Information

Normally, Entegrus will provide one Service or delivery point for each Large Use Class Customer. At Entegrus' sole discretion, more than one delivery point may be allowed. Any such arrangement with a Customer must also be acceptable to the ESA.

3.4.2 Early Consultation

Prior to the preparation of a design for a General Service (Above 50 kW) Class Customer, the Customer will be required to provide the following information to Entegrus, where applicable:

a) the approximate date the Customer will require service;
b) site and grading plans showing the location of the building relative to property lines, public rights-of-way, driveways and parking lots;
c) locations of other services including gas, water, sewer, cable TV and telephone;
d) the preferred routing for a duct bank or pole line, subject to approval by Entegrus;
e) preferred location of the transformer, subject to approval by Entegrus;
f) the location of the revenue-metering installation, subject to approval by Entegrus;
g) amperage of the service;
h) preferred voltage of the service;
i) preferred location of the service entrance;
j) estimated initial electrical demand and ultimate maximum demand;
k) single line diagram;
l) listing of all significant loads such as lighting, motors, cooling, heating, X-ray units, welders, etc.;
m) copies of service entrance switchgear, detailing metering equipment installation;
n) if applicable, substation information including transformer capacity, Primary and Secondary Voltages, tap positions, impedances, connection details, grounding details and protective coordination information;
o) number of units.
p) NAICS codes shall be provided by the applicant.

To avoid unexpected delays and/or expenses to the Customer, the location of the service entrance and the meter base shall be established through early consultation between the Customer and Entegrus for both new and upgraded Services. This consultation should be initiated by the Customer and take place not less than six (6) months prior to the required in-service date. Additional time (months or over a year in some cases) shall be required in the cases where the Distribution System, operating at a suitable Primary Voltage, does not exist near the General Service building site (expansions) or where the existing Distribution System, operating at a suitable Primary Voltage, requires enhancements in accordance with Section 2.1.2 of this document.

If a Customer is required to own and install Primary Voltage equipment as part of a new or upgraded Service Connection, it is imperative that the Customer consult with Entegrus regarding planned Primary Voltage conversion programs. Entegrus may require the installation of equipment rated to operate at a future nominal Primary Voltage in addition to the nominal Primary Voltage available at the time of connection.

3.4.3 Service Types

Large Users shall either be:

a) Connected to the Transmission System, or
b) Connected to the Entegrus Primary Voltage system, but shall supply, install, own and maintain a Customer-owned substation in accordance with Section 3.3.4.

All the conditions within Section 3.3.5, Section 3.3.6, Section 3.3.7, Section 3.3.8 and Section 3.3.9 shall be also be met.

3.5 Embedded Distributed Energy Resource Facilities

For the purposes of this section, a Distributed Energy Resource Facility ("DER Facility") means an embedded generation facility or electricity storage facility that is connected to, or capable of operating in parallel with, the Entegrus Distribution System, whether connected directly or on the load side of a Customer's meter.

Section 3.5 does not apply to the connection or operation of an emergency backup generation facility. Refer to Section 2.3.6 for applicable requirements of emergency backup generation.

3.5.1 General Requirements

A Customer shall apply to Entegrus and obtain written approval before connecting, energizing or materially modifying a DER Facility.

Provided the Customer has provided Entegrus with all the information requested in a timely manner, Entegrus will make a final offer to connect the Customer within the number of days specified in the DSC.

Prior to being connected to the Distribution System, the Customer will pay Entegrus all charges determined by the applicable economic evaluation methodology as prescribed in the DSC, together with Entegrus' applicable fees for any required Connection Impact Assessment or other connection studies. The Customer shall enter into the applicable Connection Agreement and complete all applicable studies, payments, inspections and commissioning requirements before the DER Facility is connected or energized. Any Customer with a DER Facility connected to Entegrus' Distribution System who does not have a Connection Agreement with Entegrus shall be deemed to have accepted and agreed to be bound by these Conditions of Service.

The connection and operation of a DER Facility must not endanger workers or jeopardize public safety, or adversely affect or compromise equipment owned or operated by Entegrus, or the security, reliability, efficiency or the quality of electrical supply to other Customers connected to Entegrus' distribution system.

Information regarding the connection process and applicable application forms is available on Entegrus' website.

3.5.2 Interface Protection and Isolating Devices

The Customer shall provide an interface protection scheme that minimizes the frequency and severity of disturbances on the Distribution System and their impact on other Customers. The interface protection scheme shall comply with the DSC, DERCP, the applicable provisions of Hydro One Networks Inc.'s Technical Interconnection Requirements, as adopted or modified by Entegrus, and the applicable Connection Agreement.

Where applicable, the interface protection scheme shall automatically isolate the DER Facility from the Distribution System under the following conditions:

a) internal faults within the DER Facility;
b) external faults on the Distribution System; and
c) abnormal system conditions, including open-phase conditions, islanding, overvoltage, undervoltage, overfrequency and underfrequency.

The Customer shall provide, install and maintain an isolating device for emergency response and work protection. Unless otherwise approved by Entegrus, the isolating device shall:

a) be located at or near the point of connection of the DER Facility to the Distribution System and, for installations supplied through a meter, within one metre of the meter base;
b) be readily accessible to Entegrus at all times;
c) be externally operable and provide a visible means of isolation that allows the open main current-carrying path to be visually confirmed;
d) be suitable for its intended application and load-break operation, where required;
e) comply with the Ontario Electrical Safety Code and bear a certification mark acceptable in Canada;
f) be rated for the applicable voltage, current and maximum fault current available at its location; and
g) be capable of being padlocked in the OFF position.

3.5.3 Compliance

A DER Facility shall comply with the DSC, DERCP, OESC, applicable IESO requirements, the applicable provisions of Hydro One Networks Inc.'s Technical Interconnection Requirements, as adopted or modified by Entegrus, Entegrus' technical requirements and the applicable Connection Agreement.

Entegrus may determine that equipment that was deemed to be in compliance with the technical requirements of the DSC as noted in the immediately preceding paragraph is not in actual compliance with the technical requirements due to any of the following conditions:

a) a material deterioration of the reliability of the distribution system resulting from the performance of the Customer's DER Facility equipment; or
b) a materially negative impact on the quality of power of an existing or a new Customer resulting from the performance of the DER Facility equipment; or
c) a material increase in the Customer's DER Facility capacity at the site where the equipment deemed compliant is located.

In such a case, Entegrus will provide the Customer with rules and procedures for requiring such equipment to be brought into actual compliance. The Customer shall then bring its equipment into actual compliance with the technical requirements and within a reasonable time period specified by Entegrus.

3.5.4 Reporting Requirements

The Customer shall report facility information, operating events and material modifications as required by the DSC, applicable IESO requirements and the Connection Agreement.

The Customer shall not materially modify the capacity, equipment or operating characteristics of an approved DER Facility without first notifying Entegrus and obtaining any required approval.

3.5.5 Information Sharing

Information related to a DER Facility and its connection to the Distribution System may be disclosed by Entegrus where required by law or regulatory requirements, including the DSC, Market Rules or Entegrus' Electricity Distribution Licence.

3.5.6 Disconnection of a DER Facility

Entegrus may disconnect or require the Customer to cease operating a DER Facility in accordance with the DSC, these Conditions of Service and the applicable Connection Agreement.

The Customer shall disconnect, cease operating or modify the operation of the DER Facility when directed by Entegrus where necessary for worker or public safety, system reliability, emergency response or work protection.

3.5.7 Standby Power Charges for Load Displacement Generation

The installation of an embedded load displacement generation facility may result in Standby Power charges and Gross Load Billing charges per Entegrus' currently approved Tariff of Rates and Charges. Please contact Entegrus Customer Service for more details.

3.6 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 Entegrus, once approved by the IESO, are required to inform Entegrus of their approved status in writing, 30 days prior to their participation in the Ontario Electricity Market.

A Customer who is also an embedded market participant will be treated in terms of Connection and servicing as a General Service or Large Use Customer as appropriate. A special Connection Agreement for embedded market participants is required.

Entegrus will make every reasonable effort to respond promptly to a Market Participant's request to connect to the Distribution System. Entegrus will provide an opportunity for initial consultation with the Market Participant regarding the process to connect to the Distribution System within 15 calendar days of receiving a written request from the Market Participant. Provided the Market Participant has provided Entegrus with all the information requested in a timely manner, Entegrus will make a final

offer to connect the Market Participant within 60 calendar days of receiving the initial request. Depending on the customer specifics, Section 3.2, Section 3.3 or Section 3.4 shall apply with respect to applicable charges to connect.

An Embedded Market participant must enter into a Connection Agreement in a form acceptable to Entegrus and agreed to be bound by all the Connection Agreement Terms and Conditions.

In order for Entegrus to make the necessary changes to its billing systems, Customers who wish to register or de-register with the IESO as Wholesale Market Participant shall notify Entegrus in writing at least 60 days in advance. The Customer must ensure that sufficient time is provided for IESO registration or de-registration.

3.7 Embedded Distributor

Entegrus will make every reasonable effort to respond promptly to an Embedded Distributor's request to connect to the Distribution System. Entegrus will provide an opportunity for initial consultation with the Embedded Distributor regarding the process to connect to the Distribution System within 30 calendar days of receiving a written request from the Embedded Distributor. Provided the Embedded Distributor has provided Entegrus with all the information requested in a timely manner, Entegrus will make a final offer to connect the Embedded Distributor within 90 calendar days of receiving the initial request.

Depending on Customer specifics, Section 3.3 or Section 3.4 shall apply with respect to applicable charges to connect.

An embedded Distributor or a Distributor that extends an Entegrus feeder may be required to install reclosers and /or other protective devices as determined by Entegrus. The criteria for deciding whether such a device is required will depend on the extent of the feeder extension and its relative exposure to possible outages generated by storms, tree contact, significant Customer load, etc.

The need for reclosers or other protective devices will be determined by Entegrus for the purposes of minimizing risk to existing Entegrus Customers.

Entegrus will make a good faith effort to enter into a connection agreement with the Embedded Distributor to connect to Entegrus' Distribution System. The form of this connection agreement shall conform to the requirements of the DSC.

3.8 Unmetered Connections

All new or upgraded connections to Entegrus' distribution system will be metered, excluding connections for municipally owned Street Lighting, which may be metered.

Relocation of an existing unmetered connection shall be upgraded to a metered Service excluding municipally owned Street Lighting, which may be metered.

Except as may be otherwise specified in this section of this document, the rights and obligations of both Entegrus and unmetered load Customers remain the same as specified in Section 1.6 and Section 1.7.

3.8.1 Street Lighting

Street lighting shall be installed, owned and maintained by the Municipality or the Ministry of Transportation or a third party hired by the Municipality or the Ministry of Transportation. To be able to legally attach to the Entegrus Distribution System an agreement is required. New installations shall meet Ontario Regulation 22/04, the OESC, ANSI/IES RP-8, the Utilities Standard Forum Distribution Standards and pass ESA inspection. Existing streetlight systems will be maintained as is.

The Customer will be required to ensure qualified persons are engaged to work on the streetlight system and that the system is maintained in a manner as to not represent a hazard to the distribution system and the public.

Proper records of the streetlight system shall be maintained by the Customer or their designated third party to facilitate identification of equipment, appropriate record management, and the ability to locate underground plant associated with the system. Records must be provided to Entegrus upon request.

Provision of electrical Service for the operation of municipal-owned roadway lighting is subject to the following conditions:

a) nominal Service voltage, at the discretion of Entegrus, will be 120/240 volt 3 wire;
b) the method and location of the Service will be established by Entegrus in consultation with the Customer;
c) billing will be based on the connected wattage and the calculated hours of use, unless the connection is metered;
d) Where transformation does not exist, the Customer will pay a CIAC to offset the cost of material, labour, equipment and sundry;
e) the Customer will provide and install all overhead or underground Service conductors. All civil work associated with the provision for underground Service will be at the expense of the Customer.;
f) any addition and/or enhancement to the Distribution System required to connect the Service will be at the expense of the Customer.

Should the Customer install lighting control technology that changes the operating characteristics from a constant load to a variable load Entegrus shall require metering to be installed to measure the actual electricity consumption.

3.8.2 Traffic Signals

Traffic Signals shall be installed, owned and maintained by the Municipality or the Ministry of Transportation or a third party hired by the Municipality or the Ministry of Transportation. To be able to legally attach to the Entegrus Distribution System a Joint Use Agreement is required. New installations shall meet the OESC and pass ESA inspection. Existing Traffic Signals will be maintained as is.

The Customer will be required to ensure qualified persons are engaged to work on the Traffic Signals and that the system is maintained in a manner as to not represent a hazard to the distribution system and the public.

Proper records of the Traffic Signals shall be maintained by the Customer or their designated third party to facilitate identification of equipment, appropriate record management, and the ability to locate underground plant associated with the system. Records must be provided to Entegrus upon request.

Provision of electrical Service for the operation of municipal-owned Traffic Signals is subject to the following conditions:

a) nominal Service voltage, at the discretion of Entegrus, will be 120/240 volt 3 wire;
b) the method and location of the Service will be established by Entegrus in consultation with the Customer;
c) billing will be based on the connected wattage and the calculated hours of use;
d) Where transformation does not exist, the Customer will pay a CIAC to offset the cost of material, labour, equipment and sundry;
e) the Customer will provide and install all overhead or underground Service conductors. All civil work associated with the provision for underground Service will be at the expense of the Customer;
f) any addition and/or enhancement to the Distribution System required to connect the Service will be at the expense of the Customer.

3.8.3 Bus Shelters

Bus Shelters shall be installed, owned and maintained by the Municipality or the Ministry of Transportation or a third party hired by the Municipality or the Ministry of Transportation. To be able to legally attach to the Entegrus Distribution System a Joint Use Agreement is required. New installations shall meet the OESC and pass ESA inspection. Existing Bus Shelters will be maintained as is.

The Customer will be required to ensure qualified persons are engaged to work on the Bus Shelters and that the system is maintained in a manner as to not represent a hazard to the distribution system and the public.

Proper records of the Bus Shelters shall be maintained by the Customer or their designated third party to facilitate identification of equipment, appropriate record management, and the ability to locate underground plant associated with the system. Records must be provided to Entegrus upon request.

Provision of electrical Service for the operation of municipal-owned Bus Shelters is subject to the following conditions:

a) nominal Service voltage, at the discretion of Entegrus, will be 120/240 volt 3 wire;
b) the method and location of the Service will be established by Entegrus in consultation with the Customer;
c) billing will be based on the connected wattage and the calculated hours of use;

d) Where transformation does not exist, the Customer will pay a CIAC to offset the cost of material, labour, equipment and sundry;
e) the Customer will provide and install all overhead or underground Service conductors. All civil work associated with the provision for underground Service will be at the expense of the Customer;
f) any addition and/or enhancement to the Distribution System required to connect the Service will be at the expense of the Customer.

Should the Customer install lighting control technology that changes the operating characteristics from a constant load to a variable load Entegrus shall require metering to be installed to measure the actual electricity consumption.

3.8.4 Unmetered Connections – Entegrus Obligations

For any changes related to cost allocation studies, load profile studies or other rate-related materials that may materially impact unmetered load Customers, Entegrus will communicate with all unmetered load Customers in a timely fashion via the email address on file for the account(s). This communication will provide a summary of the proposed changes and impacts, with instructions on how to provide feedback or become engaged, if the Customer desires to do so. In addition, Entegrus shall:

a) Provide a Service layout for each unmetered Service location that identifies the Supply Point and prescribes any Entegrus standards and conditions;
b) Make new unmetered Service connections within 5 business days of meeting all Entegrus' connection conditions;
c) Provide reasonable notice to the unmetered Customer should the Supply Point require relocation;
d) Ensure that unmetered Service billing information accurately reflects calculated electrical consumption by unit, quantity, load profile and demand. Devices of the same class by type or load, where possible, can be grouped together and assigned the same billing determinants.

In the event that the unmetered load requirements are variable or unmetered loads are subject to metering under Section 2.3.7, Entegrus will:

a) require that a meter be installed, or, alternatively,
b) initiate a Customer-specific cost allocation study, for which the cost will be borne by the Customer.

3.8.5 Unmetered Connections - Customer Obligations

Working with each entity that has unmetered connections, Entegrus will determine a process to ensure that changes to the locations, quantities and/or electrical characteristics of such connections are communicated promptly to Entegrus and that any subsequent changes to the electrical billing quantities are communicated from Entegrus to that Customer.

All unmetered connection load Customers must file descriptions of their load requirements, including the nature of the device and the associated amperage, prior to installation. In the event that the device is replaced, changed or modified, the Customer is to notify Entegrus 30 business days prior to the change occurring. It is the responsibility of the Customer to notify Entegrus of any such changes in a timely manner. Entegrus accepts no responsibility for billing discrepancies that may arise from any lack of such notification. In the event that Entegrus discovers that one or more such connections were created or modified without notification, Entegrus reserves the right to apply retroactive billing, dating back to the time when such notifications should have taken place. In addition, the Customer shall:

a) Comply with Entegrus' requirements for new connections. Unmetered Customers cannot use power from Entegrus' Distribution system without written consent from Entegrus.
b) Provide Entegrus with the estimated load of the unmetered connected Service, as well as manufacturer's data sheets for all devices to be connected at the Service.
c) Comply with the requirements of Entegrus' standards for power quality and reliability and the OESC to ensure public safety.
d) Retain all information provided to and by Entegrus per the terms outlined in these Conditions of Service.
e) Install, operate, and maintain secondary conductor from Entegrus' designated Supply Point to the intended load.
f) Provide timely and accurate electrical profile, power quality and usage data to Entegrus as outlined in these Conditions of Service.
g) Accept energy consumption based on either 1) the maximum continuous calculated load, or 2) the results of Entegrus' meter analysis.
h) Allow no external party to connect to the unmetered Service or the unmetered secondary bus.
i) Relocate, at the unmetered Customer's cost, the secondary conductors of an unmetered Service to another designated Supply Point at the request of Entegrus.
j) Refrain from connecting generation facilities to the unmetered connection.

4 GLOSSARY OF TERMS

4.1 Definitions

Alternative bid – the part of the work that the Customer may perform in the building of any expansion to Entegrus' Distribution System as defined in the DSC and further specified by Entegrus.

Apparent Power – the total power, measured in kilovolt Amperes (kVA)

Applicable Laws – means any and all applicable laws, including environmental laws, statutes, codes, licensing requirements, treaties, directives, rules, regulations, protocols, policies, by-laws, orders, injunctions, rulings, awards, judgements, or decree or any requirements or decision or agreement with or by any governmental department, commission, board, court authority or agency;

Affiliate Relationships Code – sets out the standard and conditions for the interaction between electricity distributors or transmitters and their respective affiliated companies.

Back Feed – electrical energy that flows from a Customer into a Distribution System.

Billing Demand – the metered demand or connected load after necessary adjustments have been made for power factor, intermittent rating, transformer losses and minimum billing; a measurement in kilowatts (kW) of the maximum rate at which electricity is consumed during a billing period

Billing Error – estimation(s) of meter read data for the calculation of electricity charges are not considered an error.

Building that Lies Along – means a Customer property or parcel of land that is directly adjacent to or abuts onto the public road allowance or easement where Entegrus has Entegrus facilities and equipment of the appropriate voltage and capacity;

Business Day – means any day other than a Saturday, Sunday or a holiday;

Common Service Tap – a privately owned connection asset, not located on a Public Streets and Highways [18] or Crown Land, operating at Primary Voltage, that connects two or more Customers to the main distribution system [19].

Complaint – means an allegation by a consumer of a breach of an enforceable provision by Entegrus.

Connection Fee – is a fixed fee associated with the provision of service to recover costs not included in rates and not recovered by a Standard Connection Allowance or a Variable Connection Charge.

Consumer – a Customer who uses for the person's own consumption, electricity that the person did not generate.

[34] Electricity Act, 1998, – Section 41 (1)

[33] Distribution System Code dated August 2, 2023, Page 10, Definition of a "distribution system"

Conditions of Service – the document developed by a distributor in accordance with Section 2.4 of the DSC that describes the operating practices and connection rules of the distributor.

Connection – electrical connection of the Customer's building to the Distribution System.

Connection Agreement – the form of agreement used by Entegrus that a Customer must agree to sign prior to receiving electric distribution services and connection. This Connection Agreement may take the form of either a customized form of Connection Agreement provided by Entegrus or its standard Contract for Electrical Service which may be amended from time to time.

Connection Assets – 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 a distributor's main distribution system and the ownership demarcation point with the Customer, (DSC)

Contract for Electrical Service – the standard form of contract normally used by Entegrus that a Customer must agree to and sign prior to receiving electric distribution services and connection.

Customer – a generator or consumer whose facilities are connected to or are intended to be connected to the Entegrus distribution system. This includes developers of residential or commercial sub-divisions.

Customer Equipment or Customer-owned Equipment – all electrical and mechanical equipment owned by the Customer which is used by the Customer to supply the Customer's home or business and does not include any Entegrus Facilities and Equipment.

Demand – the average value of power measured over a specified interval of time, usually expressed in kilowatts (kW). Typical demand intervals are 15, 30, and 60 minutes.

Demarcation Point – the specific point on the electrical system where ownership and maintenance responsibility changes from one party to another. In terms of this document, this is the point where responsibility changes between Entegrus and the Customer.

Distributed Energy Resource or DER – for the purposes of the DERCP, an electricity source that is connected to a distribution system for the purpose of providing energy, typically through a connection on the customer-side of an ownership demarcation point. For the purpose of the previous sentence, "sources" generate electricity (e.g. generation facilities and energy storage facilities when discharging)

Disconnection – a deactivation of connection assets that results in cessation of distribution services to a Customer.

Disconnection Ban Period – means the period commencing at 12:00 am on November 15th in one year and ending at 11:59 pm on April 30th in the following year or as otherwise defined by the OEB.

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

Distributor – one who owns or operates a Distribution System.

Distribution System Code – the code approved by the OEB and in effect at the relevant time, which among other things, establishes the obligations of the distributor with respect to the services and terms of service to be offered to Customers and Retailers and provides minimum technical operating standards of Distribution Systems.

Easement – a right to cross or otherwise use someone else's land for a specified purpose.

Electricity Act, 1998 – the Electricity Act, 1998, S.O. 1998, c.15, Schedule A

Electricity and Gas Inspection Act – the Electricity and Gas Inspection Act, R.S., 1985, c.E-4 as amended.

Eligible Low-Income Customer – a residential electricity Customer who has been qualified by a social service agency that partners with Entegrus, based on criteria contained in Section 1.2 of the DSC.

Emergency – any abnormal system condition that requires remedial action to prevent or limit loss of Entegrus' Distribution System or supply of electricity that could adversely affect the reliability of the electricity system.

Embedded Distributor – a distributor who is not a wholesale market participant and that is provided electricity by a host distributor.

Embedded Generator – a generator whose generation facility is not directly connected to the IESO - controlled grid, but instead is connected to a Distribution System.

Energized – provided with electric voltage or potential.

Energy – the product of power and time, usually expressed in kilowatt-hours (kWh).

Electrical Reconnection Waiver Form – the waiver form required by Entegrus prior to scheduling the reconnection of an electrical Service.

Electrical Safety Authority – The person or body designated under the Electricity Act, 1998, regulations as the Electrical Safety Authority.

Expansion – a modification or addition to the main distribution system in response to one or more requests for one or more additional customer connections that otherwise could not be made, for example, by increasing the length of the main distribution system, and includes the modifications or additions to the main distribution system identified in Section 3.2.30 of the DSC

Family Law Act – means the Family Law Act, R.S.O. 1990 c.F.3

Final reading date – the date that the meter is last read prior to discontinuing or disconnecting Service and represents the date that the account is closed.

Force Majeure – any cause which is beyond the reasonable control of and not the result of negligence or the lack of diligence of, the Party claiming force majeure or its contractors or suppliers.

Good utility practice – means any of the practices, methods and acts engaged in or approved by a significant portion of the electric utility industry in North America during the relevant time period, or

any of the practices, methods and acts which, in the exercise of reasonable judgment in light of the facts known at the time the decision was made, could have been expected to accomplish the desired result at a reasonable cost consistent with good practices, reliability, safety and expedition. Good utility practice is not intended to be limited to the optimum practice, method, or acts generally accepted in North America.

Generation Facility – a facility producing renewable or non-renewable generation within the Entegrus service territory. Also includes battery systems utilized for load displacement.

Independent Electricity System Operator – the body established under the Electricity Act, 1998, as the Independent Electricity System Operator.

Interval Meter – a meter that measures and records electricity consumption on an hourly or sub-hourly basis.

Late Payment Charge – a charge applied to the outstanding balance of a Customer's bill when the total amount of the bill has not been paid by the due date.

Load Control Device – a device that will allow a Customer to run a small number of electrical items in his or her premises at any given time, and if the Customer exceeds the limit of the load limiter, then the device will interrupt the power until it is reset.

Maintenance – any inspection, testing, cleaning, torqueing, adjusting and calibrating of electrical equipment or replacement of support structures associated with the electrical system, vegetation management, but does not include electrical betterments.

Market Rules – the rules made under Section 32 of the Electricity Act, 1998.

Measurement Canada – 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).

Metering Installation – the meter and, if so equipped, the instrument transformers, wiring, test links, fuses, lamps, loss of potential alarms, meters, data recorders, telecommunications equipment and spin-off data facilities installed to measure power past a meter point, provide remote access to the metered data and monitor the condition of the installed equipment.

Municipal Freedom of Information and Protection of Privacy Act – requires municipal institutions to protect the privacy of an individual's personal information existing in government records. The Act creates a privacy protection scheme, which the government must follow to protect an individual's right to privacy. The scheme includes rules regarding the collection, use, disclosure and disposal of personal information in the custody and control of a municipal institution. The Act also gave individuals the right to access municipal government information, including most general records and records containing their own personal information, subject to very specific and limited exemptions

MIST Meter – meter Inside Settlement Timeframe - an interval meter from which data is obtained and validated within a designated settlement timeframe.

MOST Meter – meter Outside Settlement Timeframe – an interval meter from which data is only available outside of the designated timeframe.

Occupied Residential Property – means having a residential class account with Entegrus while inhabited or inhabited condition as a result of the property having been disconnected by the distributor or of a load control device having been installed in respect of the property outside of a Disconnection Ban Period.

Ontario Energy Board – a regulatory agency of the Ontario Government that is an independent, quasi-judicial tribunal created by the Ontario Energy Board Act.

Ontario Electrical Safety Code – is a code that establishes safety standards for the installation and maintenance of electrical equipment.

Person – includes an individual, a corporation, sole proprietorship, partnership, unincorporated organization, unincorporated association, body corporate and any other legal entity.

PIPEDA – Personal Information Protection and Electronic Documents Act - Governs how private sector organizations collect, use and disclose personal information in the course of commercial business. In addition, the Act contains various provisions to facilitate the use of electronic documents.

Point of Demarcation – the point of separation between the Customer-owned facilities and Entegrus' electrical distribution facilities.

Point of Entry – the point at which Entegrus' conductors cross over from the public road allowance or an easement, to the Customer's premises.

Point of Supply – the Customer connection point, for both primary and secondary Services, to Entegrus' Distribution System. This might be located at a manhole, hand hole, vault, pole or pad-mounted device. The electrical supply location might be located on an adjacent property from which Entegrus has land access rights. With respect to an Embedded Generator, point of supply means the connection point where electricity produced by the Generator is injected into a Distribution System. In all cases, Entegrus shall designate the final point of supply.

Power Factor – the ratio between Real Power and Apparent Power and will be a value between 0 and 1 (i.e. kW/kVA).

Primary Voltage – a line-to-line voltage greater than 750 volts and less than or equal to 25,000 volts

Qualified Contractor – a contractor qualified to deal with electrical hazards in accordance with the requirements of the Occupational Health & Safety Act, (Ontario) as amended and all applicable regulations thereto including, Construction Projects – O.Reg.213/91, and who is approved by Entegrus.

Reactive Power – the power component which does not produce work but is necessary to allow some equipment to operate and is measured in kilovolt Amperes Reactive (kVAR).

Real Power – the power component required to perform real work and is measured in kilowatts (kW).

Retailer – a person who retails electricity to Consumers who do not take Standard Supply Service (SSS) and is licensed by the OEB

Right-of-way – the right, established by usage or grant, to pass along a specific route through grounds or property belonging to another.

Retail Settlement Code – sets the minimum obligations that a distributor and Retailer must meet in determining the financial settlement costs of electricity Retailers and Consumers in facilitating service transaction requests where a competitive Retailer provides service to a Consumer.

Secondary Voltage – a line-to-line voltage less than or equal to 750 volts.

Service – the conductors and equipment for delivering electric energy from the serving utility to the wiring system of the premises served.

Standard Supply Service Code – sets out the rules that govern the conduct of Ontario electricity distributors in the provision of electricity to Customers connected to their Distribution System.

Standard Connection Allowance – a standard allowance for basic connection and includes at a minimum supply and installation of an overhead distribution transformation capacity, as defined by Entegrus from time to time, or equivalent credit and an allowance for up to thirty (30) meters of overhead conductor. The Standard Connection Allowance shall be recovered tariffs or rates.

Standard Supply Service – means the manner in which a distributor must fulfill its obligation to sell electricity under Section 29 of the Electricity Act, 1998, or to give effect to rates determined by the Board under Section 79.16 of the Act as set out in the Standard Supply Service Code.

Standard Supply Service Customer – means a person to whom a distributor provides standard supply service.

Standard Voltage – means a voltage that is available from Entegrus, as specified in Section 2.3.4.1

Sub-transmission Voltage – a line-to-line voltage greater than 25,000 volts and less than or equal to 50,000 volts

Temporary Service – electrical Service provided by Entegrus that is not connected to a permanent Customer premise and therefore does not allow cost recovery through rates.

Transmission System Code – sets out the transmitter's obligations with respect to Customers, including performance standards, technical requirements and expansions and connections.

Unmetered Loads – electricity consumption that is not separately metered and that is billed based on estimated usage.

Variable Connection Charge – calculated cost associated with the installation of assets above and beyond the standard connection allowance for basic connection.

Work That is not Subject to Alternative Bid – the part of the work that only Entegrus may perform in the building of any expansion to Entegrus' Distribution System as defined in the DSC and further specified by Entegrus.

Wholesale Market Participant – a person that sells or purchases electricity or ancillary services through the IESO-administered markets.

4.2 Acronyms

Entegrus – Entegrus Powerlines Inc.

AODA – Accessibility for Ontarians with Disabilities Act

ARC – Affiliate Relationships Code

CASL – Canada's Anti-Spam Law

CIAC – Contribution in Aid of Construction

DSC – Distribution System Code

DPA – Data Protection Act

ESA – Electrical Safety Authority

IESO – Independent Electricity System Operator

MFIPPA – Municipal Freedom of Information and Protection of Privacy Act

MIST – Meter Inside Settlement Timeframe

MOST – Meter Outside Settlement Timeframe

OEB – Ontario Energy Board

OESC – The Ontario Electrical Safety Code

RSC – Retail Settlement Code

SSSC – Standard Supply Service Code

TSC – Transmission System Code

5 APPENDICES

5.1 Security Deposit Procedures

5.1.1 Background

Entegrus may require a security deposit from a new or existing Customer as a condition of connecting, reconnecting, or continuing electricity service, in accordance with the Security Deposit Procedures set out in below.

Security deposits help protect Entegrus and its Customers from the costs associated with unpaid electricity accounts. As part of providing electricity service, Entegrus is responsible for paying various electricity-related charges, including charges collected on behalf of the Independent Electricity System Operator (IESO), regardless of whether a Customer pays their bill. To help manage the financial risk of non-payment, Entegrus may require a security deposit where permitted by applicable laws and regulations.

Entegrus will not discriminate against Customers with similar risk profiles when assessing security deposits, except where expressly permitted in the Retail Settlement Code or legislated.

5.1.2 Customer Deposits

5.1.2.1 Residential Customer

An existing Residential Customer may be required to pay a security deposit if:

- The Customer has received more than one disconnection notice within a 12-month period;
- The Customer has been disconnected for non-payment within the previous 12 months; or
- The Customer does not have good payment history for at least 12 consecutive months.

A new Residential Customer who has not received service from Entegrus in the prior 24 months may be required to pay a security deposit. The security deposit will be waived if the Customer agrees to an

- equal payment plan,
- a pre-authorized payment plan, or
- can provide proof of satisfactory payment history from another electricity or gas utility within the last 12 months.

Residential Customers may elect to pay a security deposit in equal monthly installments over a period of at least six (6) months, or a shorter period at the Customer's discretion.

Where a security deposit is required as a condition of connection or reconnection, Entegrus requires the security deposit to be paid in full, or, where the Customer has elected to pay by installments, the first equal monthly instalment to be paid, prior to connection or reconnection.

Should a deposit remain unpaid, the normal collection process outlined in Section 2.4.5 will apply. Unpaid security deposit amounts may result in service interruption for non-payment.

5.1.2.2 Non-residential Customers

An existing Non-residential Customer may be required to pay a security deposit if:

- The Customer has received more than one disconnection notice within a 12-month period;
- The Customer has been disconnected for non-payment within the previous 12 months; or
- The Customer has not maintained good payment history for the following relevant periods:
    - For at least 3 consecutive years in the case of a non-residential Customer whose average monthly demand is less than 50 kW, or
    - For at least 7 consecutive years in the case of a non-residential Customer in any other rate class.

A new Non-residential Customer who has not received service from Entegrus in the prior 24 months may be required to provide a security deposit where satisfactory creditworthiness cannot be demonstrated.

Non-residential Customers may elect to pay a security deposit in equal monthly installments over a period of at least four (4) months, or a shorter period at the Customer's discretion.

Where a security deposit is required as a condition of connection or reconnection, Entegrus requires the security deposit to be paid in full, or, where the Customer has elected to pay by installments, the first equal monthly instalment to be paid, prior to connection or reconnection.

Should a deposit remain unpaid, the normal collection process outlined in Section 2.4.5 will apply. Unpaid security deposit amounts may result in service interruption for non-payment.

5.1.2.3 Good Payment History

A Customer is deemed to have a good payment history provided that:

- The Customer has not received a disconnection notice from Entegrus within the applicable period described above;
- The Customer has not been disconnected for non-payment within the applicable period described above; and
- The Customer has not had a cheque or pre-authorized payment returned for insufficient funds within the applicable period described above.

If any of the preceding events occur due to an error by Entegrus, the Customer's good payment history shall not be affected.

5.1.3 Calculating the Security Deposit

Entegrus will calculate the maximum security deposit required by using the following OEB-defined formula: Monthly Cycle Billing Factor x Estimated Bill Amount.

Monthly Cycle Billing Factor

Entegrus bills all Customers on a monthly cycle. Therefore, Entegrus' "Monthly Cycle Billing Factor" will be calculated using 2.5, per the DSC.

Estimated Bill Amount

The estimated bill amount will generally be based on the location's average monthly electricity use over the most recent 12-month period. If sufficient historical usage information is not available, Entegrus will make a reasonable estimate based on available information.

Where a Customer has a payment history which discloses more than one disconnection notice in a relevant 12-month period, Entegrus will use that Customer's highest actual or estimated billing amount for the most recent 12 consecutive months, within the past 2 years, for the purposes of making the calculation of the maximum amount of security deposit.

Entegrus may, at its discretion, reduce the amount of security deposit required for any reason.

Non-residential Customers Deposit Reduction

Where a Non-Residential Customer in any rate class other than a GS<50 kW demand rate class has a credit rating from a recognized credit rating agency (provided by the Customer), the maximum amount of a security deposit which Entegrus may require the non-residential Customer to pay shall be reduced in accordance with the following table:

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%

5.1.4 Payment of Security Deposit

A Residential customer deposit shall be any payment made by cash, cheque or any other payment method accepted by Entegrus.

A non-residential customer deposit shall be any payment method accepted by Entegrus or an automatically renewing, irrevocable letter of credit from a bank as defined in the Bank Act, 1991, c.46 at the discretion of the Customer.

Entegrus, at its discretion, may also accept other forms of security, such as surety bonds and third-party guarantees.

Entegrus shall permit the Customer to provide a security deposit in equal installments as noted above. A Customer may, at their discretion, choose to pay the security deposit over a shorter time period.

If a security deposit is to be paid on behalf of the Customer by a third party, both the third party and the Customer must complete a Third-Party Form provided by Entegrus Customer Service.

Customers may not deduct the amount of the deposit from their bills; deposits are not a prepayment for monthly billing.

5.1.5 Interest on Security Deposit

Interest shall accrue monthly on security deposits commencing on receipt of any deposit amount paid to Entegrus.

The interest rate shall be at the Prime Business Rate as published on the Bank of Canada website less 2 percent, updated quarterly.

The interest accrued shall be paid out 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 paid by crediting the account of the Customer or otherwise.

5.1.6 Review and Refund of Security Deposit

Entegrus will review all security deposits at least once every calendar year. This will determine:

a) whether the entire amount of the security deposit is to be returned to the Customer, if the Customer has established eligibility to have the security deposit refunded, or
b) whether the amount of the security deposit is to be adjusted based on a re-calculation of the maximum amount of the security deposit.

During this review, if Entegrus determines that the maximum amount of the security deposit is to be adjusted upward, Entegrus may require the Customer to provide the additional amount. Where required by the DSC, the Customer may be permitted to pay the additional amount in installments.

A Customer can request Entegrus to review the requirement of the security deposit after 12 months from the payment of the deposit. The Customer must make this request in writing to Entegrus. Entegrus will complete the review and respond to the Customer within 10 business days.

Where Entegrus determines in the above review that some or all of the security deposit is to be returned to the Customer, Entegrus shall promptly return this amount to the Customer.

In the case of a Customer in a >5000 kW demand rate class, where the Customer is now in a position that it would be exempt from paying a security deposit had it not already paid a security deposit, Entegrus is only required to return 50% of the security deposit held by Entegrus.

Entegrus may apply all or part of a security deposit, including accrued interest, toward any unpaid amounts owing on the Customer's account.

5.2 Meter Base and Metering Cabinet Specifications

Voltage	Phases	Wires	Service Size and Details		Cabinet Sizes (W X H X D)		
120/240	1	3	200 Amp – 4 Jaw Socket		305 (12”)	432 (17”)	133 (5 ¼”)
120/208	2	3	0 - 100 Amp - 5 Jaw Socket with 5’th jaw in 9’oclock position		191 (7 ½”)	235 (9 ¼”)	92 (3 5/8”)
	3	4	200 Amp - 7 Jaw Socket		305 (12”)	432 (17”)	133 (5 ¼”)
347/600	3	4	0 - 100 Amp - 7 Jaw Socket		305 (12”)	432 (17”)	133 (5 ¼”)
	3	4	200 Amp - 7 Jaw Socket				
120/240	1	3	201 – 400[1]	CT/PT Cabinet[2]	915 (36”)	915 (36”)	305 (12”)
				Meter Socket[1]	191 (7 ½”)	235 (9 ¼”)	92 (3 5/8”)
120/208	3	4	201 – 800	CT/PT Cabinet[4]	915 (36”)	915 (36”)	305 (12”)
			201 – 800	Meter Cabinet[3]	457 (18”)	559 (22”)	305 (12”)
			800+		Consult Entegrus Powerlines		
347/600	3	4	200 – 800	CT/PT Cabinet[4]	915 (36”)	915 (36”)	305 (12”)
				Meter Cabinet[3]	457 (18”)	559 (22”)	305 (12”)
			800+		Consult Entegrus Powerlines		

(1) Outdoor 400A meter sockets, (Microlectric Cat #JS4A-300/5 or equivalent) are required on 1 phase 240 volt services 400 amps.

(2) Outdoor meter sockets, (Microlectric Cat #CLV-4 or equivalent) are required on 1 phase 240 volt services over 200 amps. This socket will be connected to the switchboard instrument transformer compartment or minimum of 36” X 36” X 12” cabinet to a maximum of 48” X 48” x 12” (c/w removable back-plate) via a minimum ¾” conduit.

(3) All meter cabinets shall have removable back-plates and provision for locking.

(4) Outdoor remote meter cabinets are required on 3 phase 208 and 600 volt services over 200 amps. The pad-lockable cabinets shall be waterproof with removable back-plate, and meter viewing window. This cabinet will be connected to the switchboard instrument transformer compartment via a minimum 1 ¼” conduit.

Preferred Supplier: Hydel Meter Enclosure cat. #74820585., Other units to be approved by Entegrus Powerlines.
All underground and overhead100-200 amp services, with a self-contained meter require a 12”x17”x5 ¼” meter cabinet (Microlectric Cat #BS2M or equivalent).

For indoor installations, the minimum distance from the floor to bottom of cabinet or center of socket shall be 0.6m. The maximum distance from the floor to top or center of socket shall be 1.9m.

5.3 Electric Vehicle Charging Connection Guidelines

The purpose of this document is to provide specific requirements for connecting non-residential Electric Vehicle Supply Equipment (EVSE) to Entegrus Powerlines' distribution system in accordance with the Ontario Energy Board's Electric Vehicles Charging Connection Procedure (EVCCP). These requirements are established to ensure safe and efficient integration of EV charging infrastructure while complying with Entegrus' Conditions of Service as well as relevant industry standards.

5.5.1 Connection Request

Customers requesting EVSE connections can fill out the EVPCIR (Electric Vehicle Preliminary Consultation Information Request) form available on our website, as an optional preliminary enquiry and submit their EVPCIR application via email to generation@entegrus.com. Customers can also opt to skip the optional EVPCIR submission and directly submit their EVSE connection request to Entegrus through our online Commercial and Industrial Service Request application portal on the website. Thereafter, Entegrus will respond to a customer's written connection request within 15 calendar days, confirming if the connection request is deemed complete or, if additional information is required, with the description of the deficiencies.

5.5.2 Basic Connection for Non-Residential Customers

There is no basic connection cost available for the non-residential class of customers as per Entegrus' Conditions of Service document. Connection charges will apply as per the scope of work.

5.5.3 Offer to Connect

Once the submitted application is deemed complete, Entegrus will issue an Offer to Connect (OTC) letter *(refer to Section 2.1.2)*.

5.5.4 Capital Contribution / Expansion Deposits

Refer to Section 2.1.2 of this document.

5.5.5 Work Under the Alternative Bid Option

In accordance with its Conditions of Service document, Entegrus does not permit any connections or work requiring physical contact with its existing distribution system. Please refer to Section 2.1.2.3 for discussion of alternative bids.

5.5.6 Expansion Deposits

Refer to Section 2.1.2 of this document.

5.5.7 Connection Agreement

Pertaining to Section 2.1.7, customers will be required to sign the applicable connection agreement(s) in accordance with the service requested (purely load, load and generation, customer owned substation, etc.).

5.5.8 Applicable Service Conditions for Connecting New Service

All conditions and requirements outlined in Section 2.1 of the Conditions of Service are applicable to EVSE connection requests. Customers must submit a complete application and the required payment (as specified in the OTC) in a timely manner for the effective connection timelines to be valid.

Standard voltage offerings, service capacity considerations, and transformer ownership requirements for EVSE connections will be determined in accordance with Section 2.3.4 of these Conditions of Service. Customers requiring non-standard secondary voltages or non-standard transformer sizes may be required to install, own, and maintain their own transformer.

Once all applicable service conditions are satisfied, Entegrus will complete the connection within 5 business days for a new low-voltage service, or within 10 business days for a new high-voltage service, or such later date as agreed to by the customer and Entegrus.

For any Vehicle-to-Grid (V2G) EVSE connections intending to export power to the distribution system, all metering devices shall be suitable for bi-directional flow in accordance with Section 5.2 of the DSC. For all such connections, customers shall follow Entegrus' DER connection procedures in addition to these EVSE Connection Guidelines (*refer to https://www.entegrus.com/services/customer-owned-generation*).