

CONDITIONS OF SERVICE CONSOLIDATION REVISION SUMMARY			
Revision #	Section	Title	Summary of Changes to previous Midland and Newmarket Conditions of Service
General 1	All	MPUC Conditions of Service	Previous Midland PUC Conditions of Service replaced in entirety with new NT Power Conditions of Service.
General 2	All	NT Power Conditions of Service	Previous NT Power Conditions of Service, set up with sections as individual documents, replaced with consolidated versions with all sections in one document.
1	1.1	Identification of Distributor and Service Area	<p>Removal of preamble outlining license adjustment with respect to amalgamation with Tay Power (2007).</p> <p>Removed reference to Appendix A – Corporate Contacts</p> <p>Added detail on licensing with respect to Codes and service area and NT Power legal rights.</p> <p>Added general overview of distribution system configuration.</p> <p>Moved service area description to Appendix E.</p>
2	1.2	Related Codes and Governing Laws	<p>Removed general wording around federal, provincial and municipal laws.</p> <p>Updated detailed list of laws, regulations, acts and codes</p>
3	1.3	Interpretations	General update on document format information
4	1.4	Amendments and Changes	<p>Replaced amendment process wording with updated wording.</p> <p>Updated information to specify customer comments on amendments to be received within time period identified in the notice of amendment.</p> <p>Removed reference to charging a fee to the customer for a copy of the Conditions of Service.</p>

			Removed Miscellaneous section.
5	1.5	Contacts	<p>Revised NT Power contact information to include both Midland and Newmarket office contact information.</p> <p>Removed reference to Appendix A – Corporate Contacts.</p>
6	1.6	Customer Rights	<p>Updated wording on non-discriminatory access to distribution system.</p> <p>Removed wording on connecting a building, selling energy and refusal to connect as these issues are dealt with in other areas of the Condition of Service.</p> <p>Added indemnity clause stating NT Power assumes no risk and will not be liable for damages resulting from the presence of its equipment on the Customer’s premises.</p>
7	1.7	Distributor Rights	<p>Expanded wording on NT Power right to safe, secure, unobstructed, and unimpeded access to NT Power distribution equipment on, under, over or inside Customer-Owned property.</p> <p>Added wording that the Customer is responsible for the ongoing maintenance and good repair of their electrical service equipment.</p> <p>Added Force Majeure wording to address obligation default pursuant to force majeure event terms in Section 2.3 of the Distribution System Code.</p> <p>Added section on number of services to a property. NT Power will normally allow/provide only one electrical service to a property with some exceptions as noted.</p>
8	1.8	Dispute Resolution	<p>Replaced dispute resolution process with updated wording that any dispute between a Customer and NT Power shall be settled according to the dispute resolution process specified in Section 16 of NT Power’s Distribution License.</p> <p>Updated OEB contact information for unresolved disputes.</p>

			<p>Removed reference to external arbitration process.</p> <p>Added section on record of complaints.</p>
9	2.1	Connections	<p>Added clause that the written consent of the registered landowner is required in order for Customer to enter into any agreement.</p> <p>Removed references to the arrangements for servicing shall be coordinated and approved by the Town of Newmarket or the Township of Tay or the Town of East Gwillimbury Public Utilities Coordinating Committee where applicable.</p> <p>Removed wording on Connection Agreement.</p>
10	2.1.1	Building That Lies Along	<p>Added detail on point of supply, service location, offer to connect, customer owned facilities and service request form.</p>
11	2.1.2	Expansions Offer To Connect	<p>Added section on when an expansion is required and expansion request requirements from the customer.</p> <p>Clarified that NT Power will collect any cost shortfalls from the Economic Evaluation process.</p> <p>Clarified that for GS>50 customers, capital contributions may be collected at NT Power's sole discretion.</p> <p>Clarified that for General Service Subdivisions, capital contributions covered in Construction Agreement for Expansion Facilities.</p> <p>Added wording that Alternative Bids may incur NT Power costs for temporary de-energization and review of alternative bid plans.</p> <p>Added wording that Alternative Bid work subject to NT Power approval of specifications and inspection of completed works.</p>

			<p>Replaced Adjustments of Capital Contributions section with Expansion Deposits section.</p> <p>Replaced NT Power Capital Contribution Rebate process with wording that rebates shall be in accordance with the requirements of Section 3.2 of the Distribution System Code.</p> <p>Updated wording of Construction Agreement for Expansion Facilities and Connection Assets.</p> <p>Added section on Timing of Service Energization.</p>
12	2.1.3	Connection Denial	<p>Updated list of reasons for denial of connection.</p> <p>Added clause that NT Power may make application to the ESA for an inspection of the property if it believes that unsafe conditions exist.</p>
13	2.1.4	Inspections Before Connections	<p>Updated with clause that for services that have been disconnected for a period of six (6) months or longer, NT Power may require that the conditions of a “new service” be met upon receipt of a reconnection request.</p> <p>Removed reference to Distribution Plant Expansions</p>
14	2.1.5	Relocation of Plant	<p>Removed references to work originated by NT Power or Government Agency.</p> <p>Added clause that NT Power shall recover from the requesting party the cost of relocating and re-instating the asset (if applicable), except to the extent recovery is limited under law.</p>
15	2.1.6	Easements	<p>Clarified that easements are required where facilities serve property other than property where the facilities are located and/or where NT Power deems it necessary.</p> <p>Replaced easement process with revised wording that clarified that the Customer will be responsible for all costs relating to the easement.</p>

16	2.1.7	Contracts	<p>Updated list of Special Contracts.</p> <p>Clarified that NT Power will not terminate the supply of electricity when requested by a building Owner for the purpose of evicting a Tenant contracted with NT Power for the supply of electricity.</p> <p>Removed section list on Contracts and Agreements.</p> <p>Added section on Assignment and Succession.</p>
17	2.2	Disconnection and Reconnection	<p>Added disconnection causes section.</p> <p>Clarified that all costs associated with reconnection shall be paid for by the Customer prior to reconnection of the service.</p> <p>Clarified that NT Power will perform disconnection and reconnection of electrical services for nonpayment in accordance with applicable legislation and section 4.2 of the DSC.</p> <p>Details on the Disconnection and Reconnection process moved to Appendix D.</p> <p>Added section on Customer Maintenance.</p> <p>Moved Unauthorized Energy Use wording to this section.</p>
18	2.3.1	Limitations on the Guarantee of Supply	<p>Removed reference to NT POWERCOS-230-06 Backup Generation.</p> <p>Clarified that damages resulting from the failure of the customer to install protective apparatus (single phasing three phase supply) shall be at the consumer's expense.</p> <p>Added section on submarine cable supply.</p>
19	2.3.2	Power Quality	<p>Clarified that NT Power shall not be obligated to identify the source of the power quality concern on the Customer's side beyond the ownership demarcation point.</p> <p>Added wording on power factor.</p>

			<p>Removed reference that life support information is maintained in NT POWER's Customer Information System and supplied to the Operations Department.</p> <p>Updated reference to NT Power General Line/Emergency After Hours phone number.</p>
20	2.3.3	Electrical Disturbances	Reworded Force Majeure reference pursuant to Section 2.3 of the DSC and removed redundant wording.
21	2.3.4	Standard Voltage Offerings	Updated voltage offerings for Newmarket, Midland and Tay areas.
22	2.3.5	Voltage Guidelines	Removed reference to Force Majeure as it is covered elsewhere in this document.
23	2.3.6	Back-up Generators	<p>Added clause on use of embedded generation or energy storage for load displacement.</p> <p>Clarified that NT Power does NOT provide temporary backup generators to Customers in the event of planned or unplanned outages.</p> <p>Added sections on Open and Closed Transitions and Meter Base Plug-In Transfer Device</p>
24	2.3.7	Metering	<p>Added clause that customers must provide a convenient and safe location, satisfactory to NT Power, for the installation of meters, wires and ancillary equipment.</p> <p>Revised threshold for interval meters to when monthly average peak demand by the Customer is greater than 50 kW. Removed reference to new services with an installed capacity of 300Kw or greater.</p> <p>Added information on metering cellular communication requirements. Amended reference to analogue phone lines for existing installations.</p> <p>Complete revision to Meter Reading, Final Meter Reading, Faulty Registration of Meters</p>

			and Meter Data Dispute Resolution to reflect current processes.
25	2.4.1	Service Connection	Deleted reference to Service Deposits and Agreements as those are covered elsewhere in this document. Replaced Billing Demand section with expanded Components of Distribution Rates section.
26	2.4.3	Electricity Supply	Removed reference to Ontario Retail Settlement Electronic Business Transaction System. Removed Billing Demand section.
27	2.4.4	Deposits	Replaced entire section with revised Security Deposit policy in Appendix C of this document.
28	2.4.5	Billing	Added wording on account pro-rating where the initial bill or final bill to a Customer is for a time period that is different from the normal billing period, or where rates have been revised effective from a date that does not match the Customer's billing date. Removed Settlement Cost wording.
29	2.4.6	Payments and Late Payment Charges	Revised priority allocation of partial payments. Removed Collection of Account Charge wording. Removed reference to disconnect charges.
30	2.5	Customer Information	Revised to reflect that customer information subject to NT Power's Privacy Policy in accordance with the Personal Information Protection and Electronic Documents Act (PIPEDA) and other applicable provincial legislation Updated customer inquiry wording and removed reference that NT Power will charge a fee for this service. Removed section on Embedded Distributor.
31	3.0	Classifications Based On Service Size	Added subdivision developments to Residential Classification.

			<p>Added unmetered scattered load service and microFIT services to General Service classification.</p> <p>Removed service size volt/ampere conversions in General Service subclasses.</p> <p>Added transformation allowance wording to General Service classification.</p> <p>Added wording on unmetered scattered load service and microFIT services.</p>
32	3.1	Residential	<p>Updated list of site information required from the customer.</p> <p>Removed reference to NT POWER providing one inspection free of charge, prior to backfilling of trench.</p>
33	3.2	General Service Less than 50kW	Updated list of site information required from the customer.
34	3.3	General Service 50kW – 500kW	Updated list of site information required from the customer.
35	3.4	General Service 501kW – 5000kW	<p>Updated list of site information required from the customer.</p> <p>Added section on NT Power operational demarcation point.</p> <p>Added reference to Appendices A and B for Point of Demarcation, Standard Allowance and Connection Fees for General Service.</p>
36	3.5	Embedded Generation and Energy Storage	<p>Added Energy Storage to section heading and content.</p> <p>Added embedded generation wording, reference to OEB Distribution System Code Appendix E and Appendix F, the Electrical Safety Code, the rules for the IESO Feed in Tariff (FIT).</p> <p>Added wording to contact NT Power to determine maximum generator size allowed for each area, process timelines, and contract requirements.</p>

			<p>Added Generation classification table with OEB references. Moved from General Technical Information Requirements section.</p> <p>Updated Connection process to include initial NT Power consultation.</p> <p>Added wording that Customer is responsible for paying all NT Power costs associated with the connection of their embedded generation facility.</p> <p>Added wording on NT Power consultation with Hydro One and IESO and potential fees for this chargeable to the customer.</p> <p>Added expanded Net Metering section.</p> <p>Updated all wording in Metering for Embedded Generation Facilities section.</p> <p>Removed Transformer section.</p> <p>Removed reference for NT Power to witness protection reverification.</p> <p>Removed Reporting Requirements section.</p> <p>Updated Capital Contribution section with reference that calculation shall be in accordance with Section 3.2.5 of the Distribution System Code.</p> <p>Updated equipment non-compliant list for generation facilities.</p>
37	3.7	Embedded Distributor	Deleted section on Long Term Load Transfer.
38	3.8	Unmetered Connections	<p>Added reference to customer load study.</p> <p>Added reference to unmetered load records must be maintained by the Customer and provided to NT Power upon request.</p> <p>Added 30 day notification period for replaced, changed or modified devices.</p> <p>Added wording that for installations that involve NT POWER owned poles, the method</p>

			and location of attachment are subject to the approval of NT POWER. Added Traffic Signals section. Updated Decorative Lighting section.
39	4.0	Glossary of Terms	Updated entire section.
40	Appendix A	Corporate Contacts	Removed entire Appendix.
41	Appendix B	Demarcation Points & Charges for Connection Assets	Updated Demarcation Point information. Relabeled as Appendix A – Demarcation Points.
42	Appendix C	Basic Connection and Disconnection/Reconnection Fees	Updated table information. Labeled as Appendix B - Basic Connection and Reconnection Fees
43	Appendix D	Appendix D through U	Removed
44	New	NT Power Security Deposit Policy	Labelled as Appendix C
45	New	Disconnection and Reconnection	Labelled as Appendix D
46	New	NT Power Service Area	Labelled as Appendix E
47	New	NT Power Standing Instructions	Listing labelled as Section 6
48	New	References	Listing labelled as Section 7