

CONDITIONS OF SERVICE

Revision #19 (effective January 1, 2020) and Revision #19.1 (effective March 1, 2020)

REVISION SUMMARY

Section	Section Title	Summary of Changes to Toronto Hydro's Conditions of Service
1.8	Disputes	Revised the website address that refers to the Dispute Resolution process which is on Toronto Hydro's website.
2.1.2	Expansions / Offer to Connect	Revised statement from "not exceed" to "be equal to" the generator's share of the present value of the projected capital costs and on-going maintenance costs for the facilities.
2.1.2.2	Capital Contribution Policy	Added statements: <ul style="list-style-type: none"> - customers having a non-coincident peak demand equal to or greater than 5 MW shall be charged their share of the capital contribution for a new or modified transmitter-owned connection facility, and - where an expansion involves an upstream transmission asset that has been deemed by the OEB to be a distribution asset, Toronto Hydro shall not require a capital contribution from a load customer with a non-coincident peak demand of less than 5 MW.
2.1.2.3	Expansion Deposit	Revised from "may" to "shall" to withhold ten percent of the expansion deposit if an alternative bid option is chosen.
2.1.2.5	Rebates of Capital Contribution	Revised from "load levels" to "non-coincident peak demand" as a factor to consider when apportioning the overall benefits.
2.1.2.7	Bypass Compensation	New section regarding bypass compensation.
2.2	Disconnection	Added a statement that a customer must pay any outstanding arrears prior to the removal of Toronto Hydro equipment.
2.2.1	Disconnection & Reconnection - Process and Charges	Revised statements: <ul style="list-style-type: none"> - from "... a disconnect notice has been delivered to the Customer" to "... a disconnect notice has been received by the Customer", - from "... on the third business day after mailing." to "... on the third business day after the date on which the notice was printed.", - customer must remedy the condition within "seven calendar days" to "a reasonable period", - (effective March 1, 2020) the minimum payment period to become 14 days from the date on which the disconnection notice is received before a customer can be disconnected for non-payment, and - (effective March 1, 2020) where a disconnection notice was sent by mail, the period is to be revised to the fifth calendar day after the date on which the notice was printed. Added statements: <ul style="list-style-type: none"> - not to disconnect an occupied residential property for non-payment during a Disconnection Ban Period, - (effective March 1, 2020) before issuing a disconnection notice for non-payment, an account overdue notice shall be delivered to the customer, and - (effective March 1, 2020) the customer responsible for a disconnection may be charged for reconnection costs and reasonable costs for repairs of the distributor's physical assets attached to the property in reconnecting the property.

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2.4.3	Deposits	<p><i>Revised statements (effective March 1, 2020):</i></p> <ul style="list-style-type: none"> - the calculation method in determining the amount of an account security deposit, and - the minimum time period from "5 years" to "3 years" for good payment history for non-residential customers that have a demand less than 50 kW. <p>Added a statement that a security deposit for a residential account may be waived where the customer or consumer enrolls in an equal monthly payment, provided that a deposit may otherwise be required as per the Distribution System Code.</p>
2.4.5	Payments and Overdue Account Interest Charges	<p>Revised statements:</p> <ul style="list-style-type: none"> - the interest rate used to determine any late payment charges, - from "Pre-Authorized Payments" to "Pre-Authorized Debits", and - (effective March 1, 2020) payment plans are available to customers, such that equal monthly payment plans are to be offered to residential customers and to general service less than 50 kW customers, and the equal monthly payment plans may not be offered under specified conditions. <p>Added a statement that bills are to be paid in full within 20 days of the statement date (effective March 1, 2020 "20 days" to be replaced with "24 days")</p>
3.3.1	New Residential Subdivisions or Multi-Unit Developments	<p>Deleted the statements referring to the developer having the choice to complete the expansion work or have Toronto Hydro perform the work, and construction work that is not allowed to be completed by the customer.</p> <p>Added reference to sections in the Conditions of Service that are applicable for non-residential class customers.</p>
4	Glossary of Terms	<p>Revised the terms: Customer, embedded distributor, host distributor.</p>
Section 6 - References	Toronto Hydro Requirements for the Design and Construction of Customer-Owned High Voltage Substations	<p>Updated reference document #4 (Revision #11, dated August 30, 2019)</p> <p>Added statements to the following sections:</p> <ul style="list-style-type: none"> - 9.28.2 Transformers; added note 8 and column headings to Table 5. <p>Revised statements to the following sections:</p> <ul style="list-style-type: none"> - 3. Definitions; Customer
Section 6 - References	Toronto Hydro Metering Requirements 750 Volts or Less	<p>Updated reference document #6 (Revision #13, dated August 9, 2019)</p> <p>Added content to the following sections:</p> <ul style="list-style-type: none"> - 7.3.1 Meter Cabinet for Meters Only; added manufacturer and part number to Table I.
Section 6 - References	Toronto Hydro Metering Services and Charges	<p>Updated reference document #9 (Revision #1, dated August 30, 2019)</p> <p>Added content to the following sections:</p> <ul style="list-style-type: none"> - 1.1 Introduction; determination of the service and metering connections. <p>Revised content to the following sections:</p> <ul style="list-style-type: none"> - 1.1 Introduction; service connections to separate buildings, - 1.2 Metering Charges Table; associated costs for items 2 and 3, and - 1.3 Metering Configuration and Associated Costing Diagrams; updated diagrams 1, 2, and 3 to illustrate metering for multiple buildings.