

**CONDITIONS OF SERVICE, Revision #21**  
**REVISION SUMMARY**

<b>Revision #</b>	<b>Section</b>	<b>Section Title(s)</b>	<b>Summary of Changes to Toronto Hydro's Conditions of Service</b>
21-0-01	2.1.2.5	Feeder Capacity Optimization	<ul style="list-style-type: none"> <li>Moved both "Feeder Capacity Optimization" and "Bypass Compensation" sections one level up from Section 2.1.2 Expansions / Offer to Connect to under the general Section 2.1 Connections. The purpose is to reflect that both policies apply to any type of connection project and not just expansions.</li> </ul>
	2.1.2.6	Bypass Compensation	<ul style="list-style-type: none"> <li>Removed any references to the "realization period" under the "Feeder Capacity Optimization" section to reflect that Toronto Hydro may examine a Customer's peak demand at any time, subject to the terms of the applicable Offer to Connect, the Conditions of Service, and any regulatory requirements.</li> </ul>
21-0-02	2.2.1	Disconnection & Reconnection	Expanded the wording in the Disconnection & Reconnection – Process and Charges section to describe in greater detail the disconnection process that Toronto Hydro follows in accordance with the applicable regulatory requirements.
21-0-03	2.3.4.2	Supply Voltage	<ul style="list-style-type: none"> <li>Modified section 2.3.4.2 Supply Voltage to provide more detail with respect to available supply voltages.</li> </ul>
	2.3.4.3	Supply Offerings (New)	<ul style="list-style-type: none"> <li>Introduced a new section entitled "Supply Offerings" to provide more detail regarding Toronto Hydro's supply offering in the public road allowance and transformer offerings on private property.</li> </ul>
21-0-04	2.3.4.4	Number of Connections to Toronto Hydro's Distribution System (renamed)	Renumbered and renamed former section 2.3.4.3 to 2.3.4.4 "Number of Connections to Toronto Hydro's Distribution System" and modified the revision to clarify Toronto Hydro's policy with customer requests for diversity of supply.
21-0-05	2.3.5	Voltage Guidelines	Specified the voltage variation limits for primary voltage offerings as per the latest edition of C.S.A. Standard CAN3-C235-83.
21-0-06	2.4.3	Deposits	<ul style="list-style-type: none"> <li>For the purpose of satisfactory credit checks, revised the acceptable Equifax Credit commercial scores for Business customers to align with Equifax scoring for commercial customers.</li> <li>Revised the wording to further clarify the requirements for a security deposit to be returned to the Customer or Consumer within six weeks of closure of Customer or Consumer's account and when a Consumer or Customer moves from Standard Supply Service ("SSS") to a competitive retailer where the retailer is performing the billing function (retailer consolidated billing), for all account types.</li> </ul>
21-0-07	2.6	Temporary Services	Expanded the provision to reflect in greater detail Toronto Hydro's policies with respect to temporary services, including the right to request a certified structural analysis report for any structures housing or supporting Toronto Hydro-owned assets.
21-0-08	3.8	Unmetered Connections	Expanded the provision to reflect in greater detail Toronto Hydro's policies with respect to affixing attachments to Toronto Hydro assets, including the right to require licensed attachment agreements.

21-0-09	3.9	Metered Connections in Public Road Allowance (New)	Added a new section that specifies the connection requirements with respect to metered connections situated entirely in the public road allowance (e.g. sidewalk, boulevard).
21-0-10	3.10	Attachment to Toronto Hydro Assets and Structures (New)	Added a new section to specify the general requirements of attaching Customer or third-party assets (e.g. signages, decorative lighting) to Toronto Hydro-owned assets and structures (e.g. poles, cable chambers).
21-0-11	5	Tables 1 & 2 Demarcation points	<ul style="list-style-type: none"> <li>Merged Tables 1.1, 1.2, 1.3, 1.4 and 1.5 as Table 1 for ease of reference.</li> <li>Specified the ownership demarcation point for civil infrastructure between the Customer and Toronto Hydro based on the customer class and supply method.</li> </ul>
		Tables 3 & 4 (New)	<ul style="list-style-type: none"> <li>Added new Tables 3 and 4 to provide a summary reference regarding Toronto Hydro's supply offering in the public road allowance and transformer offerings on private property, respectively.</li> </ul>
		Table 5 (New)	<ul style="list-style-type: none"> <li>Added a new Table 5 to provide a summary reference regarding Toronto Hydro's supply offerings for temporary services.</li> </ul>
21-R-01	Section 6 – References	Reference Document #5 - Toronto Hydro Requirements for the Design and Construction of Customer-Owned Structures	<p>Revision highlights:</p> <ul style="list-style-type: none"> <li>Customer responsibilities of customer-owned structures, TH lock requirements for TH access</li> <li>Minimum vertical clearance and minimum truck loads for access routes to customer-owned vaults or substations</li> <li>Legacy vaults subject to inspection for foreign materials</li> </ul> <p>Revised statements to the following sections:</p> <ul style="list-style-type: none"> <li>Section 4.1 Toronto Hydro Requirements</li> <li>Section 4.4.1 Location Requirements</li> <li>Section 4.4.2 Access Requirements</li> <li>Section 4.4.3 Types of Structures</li> <li>Section 4.6 Inspections by Toronto Hydro</li> <li>Section 5.2 Location Requirements</li> <li>Section 5.3 Vault Access Requirements</li> <li>Section 5.4 Vault Design and Construction Requirements</li> <li>Section 5.5 Vault Grounding Requirements</li> </ul> <p>Updated five (5) Construction Standards:</p> <ul style="list-style-type: none"> <li>31-1230</li> <li>31-1350</li> <li>31-1400</li> <li>31-4100</li> <li>31-6030</li> </ul>
-	Section 6 – References	Reference Document #6 – Metering Requirements 750 Volts or Less	Contact information for Diagram #2 deviations updated.
21-R-02	Section 6 - References	Reference Document #8 - Contractor Pre-Qualification Application	<ul style="list-style-type: none"> <li>Restructured and updated the contractor pre-qualification process to reflect current business operations.</li> <li>Introducing the new methodology of classifying contractors.</li> </ul>