

CONDITIONS OF SERVICE, Revision #25 REVISION SUMMARY – Main Document		
Section (s)	Section Title	Summary of Changes to Toronto Hydro's Conditions of Service
1.2	Related Codes and Governing Laws	<ul style="list-style-type: none"> Replace the reference to the Energy Competition Act, 1998 and retain only the references to the Electricity Act, 1998 and the Ontario Energy Board Act, 1998.
1.6.3	Responsibility to Toronto Hydro Facilities and Equipment on Private Property	<ul style="list-style-type: none"> Add language requiring Customers to cooperate with Toronto Hydro during the replacement or upgrade of Toronto Hydro-owned legacy or obsolete equipment located on Customer property. Specify that Customers must provide reasonable access and not hinder or delay planned upgrade activities.
1.7.5	Customer-Owned Equipment, Infrastructure and Property	<ul style="list-style-type: none"> Add language clarifying that Customers must ensure compatibility between their equipment and Toronto Hydro's upgraded infrastructure. Require Customers to collaborate on necessary modifications to their equipment when legacy Toronto Hydro infrastructure is upgraded. Clarify that modifications on the Customer side of the demarcation point may be required and are the Customer's responsibility.
2.1.7.7	Opening and Closing of Accounts	<ul style="list-style-type: none"> The term "consumer" is substituted with "customer" as the latter is a broader term per section 1.2 of the DSC; also reflected in section 4 – Glossary of Terms in the Conditions of Service document. "Call Centre" has been reworded to the broader term "Contact Centre". The language has been updated to require Customers to contact Toronto Hydro's Contact Centre in advance when opening or closing an account. This approach provides flexibility while ensuring sufficient notice to address potential operational challenges, such as exemptions, before processing a move or disconnection
4	Glossary of Terms	<ul style="list-style-type: none"> Update the bill demand measurement unit from kilowatt (kW) to kilowatt (kW) and kilovolt-ampere (kVA).

Reference #1	Economic Evaluation Model for Distribution System Expansion	<ul style="list-style-type: none"> Update the Appendix B with the latest release of Appendix B from OEB on August 14, 2025
Reference #3	Toronto Hydro Distributed Energy Resource Requirements	<ul style="list-style-type: none"> To reflect DERCP 2.0 change on corresponding sections Addition of clarifications on locations of main disconnect for DERs
Reference #5	Toronto Hydro Requirements for the Design and Construction of Customer-Owned Structures	<ul style="list-style-type: none"> Provided additional standards and guidance for ground rod, conduits, Cable chamber racking arrangement and vaults Updated provisions on vertical clearances and type 3 vault
Reference #6	Toronto Hydro Metering Requirements 750 Volts or Less	<ul style="list-style-type: none"> Provide clarity to existing Toronto Hydro requirements Revised summary table to include more information on different types of revenue metering equipment and associated required