Reference 9: Electric Vehicle Charging Connection Requirements for Toronto Hydro Customers

This document outlines Toronto Hydro's requirements for connecting non-residential Electric Vehicle Supply Equipment (EVSE) to Toronto Hydro's distribution system, in compliance with the Ontario Energy Board's (OEB's) Electric Vehicle Charging Connection Procedures (EVCCP).

Examples of non-residential installations of Level 2 and Level 3 EVSE include:

- Publicly accessible charging stations
- Workplace charging stations
- Commercial EV fleet charging stations
- Multi-unit residential building charging stations (owned and operated by the building owner or by a third-party charging station provider)

If you have any questions about EVSE connections, please email us at EV@torontohydro.com.

1. Connection Request Process

Customers interested in connecting EVSE have the option to request a preliminary consultation with Toronto Hydro before proceeding with submitting their service connection request(s). This consultation is designed to provide information to customers that are uncertain about their site selection, or committing to the EVSE installation.

Step 1: Customer requests a preliminary consultation with Toronto Hydro (optional)
Customers may request a preliminary consultation with Toronto Hydro by submitting an Electric Vehicle Preliminary Consultation Information Request (EVPCIR) form.

Within 15 calendar days of receiving the EVPCIR, Toronto Hydro will provide the customer with an Electric Vehicle Preliminary Consultation Report (EVPCR). The EVPCR is non-binding and for informational purposes only.

Note: If a customer is satisfied with their chosen location for the EVSE installation, the benefits of a preliminary consultation may be limited and could extend the time it takes to complete the connection process. Customers satisfied with their choice of location can proceed directly to Step 2.

Step 2: Customer submits their service connection request to Toronto Hydro
Customers who are ready to connect can submit a service connection request online through Toronto Hydro's Service Connections hub.

2. Basic Connection Allowance for Non-Residential Customers

Toronto Hydro offers a basic connection allowance that may benefit non-residential customers interested in installing EVSE by reducing upfront costs associated with connecting to Toronto Hydro's distribution system. Customers seeking clarification on whether this allowance applies to their EVSE installation(s) can contact Toronto Hydro by email at EV@torontohydro.com.

3. Offer to Connect (OTC)

Toronto Hydro will provide an initial estimated OTC based on plans submitted to Toronto Hydro.

For details, refer to Toronto Hydro's Conditions of Service (Section 2.1 Connections – Process and Timing of the Conditions of Service).

4. Capital Contribution

If an expansion of the distribution system is necessary to facilitate a customer's connection, Toronto Hydro will perform an economic evaluation of the expansion project in accordance with its Capital Contribution Policy. The capital contribution shall be collected in full from the customer prior to the start of the project.

For details, refer to Toronto Hydro's Conditions of Service (Section 2.1.2.2 Capital Contribution Policy).

5. Work Under the Alternative Bid Option

An alternative bid is the work that a customer may opt to have completed by a qualified contractor, rather than by Toronto Hydro, provided that conditions under the Distribution System Code are met. In the OTC issued to the customer, Toronto Hydro will advise of any eligible work for which the customer has the option to obtain alternative bids from a qualified contractor.

For details, refer to Toronto Hydro's Conditions of Service (Section 2.1 Connections – Process and Timing of the Conditions of Service).

6. Expansion Deposit

The expansion deposit is determined using the projected capital costs and ongoing maintenance costs, less any capital contribution, evaluated based on the economic evaluation model.

For details, refer to Toronto Hydro's Conditions of Service (Section 2.1 Connections – Process and Timing of the Conditions of Service).

7. Connection Agreement or Other Agreements

Depending on the equipment being connected, Toronto Hydro may require the customer to enter into additional agreement(s), such as Connection, Operating, or Coordination Agreement(s). These agreements serve to delineate the responsibilities of each party regarding the work being undertaken and/or the responsibilities of each party for the operation of the equipment being connected.

For details regarding the various agreements, refer to Toronto Hydro's Conditions of Service.

The information in these materials is based on information currently available to Toronto Hydro Corporation and its affiliates (together referred to as "Toronto Hydro"), and is provided for information purposes only. Toronto Hydro does not warrant the accuracy, reliability, completeness or timeliness of the information and undertakes no obligation to revise or update these materials. By receiving these materials, you hereby waive any and all liability of Toronto Hydro (including its directors, officers, employees, agents and subcontractors) for damages of whatever kind and nature which may occur or be suffered by you or your representatives as a result of the use of these materials or reliance on the information therein. ®A registered trademark of Toronto Hydro Corporation used under licence. 'Toronto Hydro' means Toronto Hydro-Electric System Limited.

8. Applicable service conditions for connecting new service and service upgrades

The applicable service conditions that must be satisfied prior to connecting a service (new or upgrade) are as follows:

Method of connection

Each type of supply is distinct and tailored to a different customer class and geographic area. Toronto Hydro will determine, at its sole discretion, the customer's type of supply based on various factors, including but not limited to reliability, capacity, operational considerations and system design.

Energization

A connection for a new service or service upgrade request will be completed within 5 business days for low voltage customers (< 750 volts) and 10 business days for high voltage customers (> 750 volts), per the Distribution System Code (Sections 7.2.1 and 7.2.2, respectively), from the day on which all applicable service conditions are satisfied, or at such later date as agreed to by the customer and the distributor. The service conditions are unique for every connection and depend on multiple factors, including, but not limited to:

- Full payment as required by the OTC
- Signed OTC, Connection Agreement and any other applicable Agreements (refer to section 7 of this document)
- Easements on Title (if applicable)
- Coordination/Arc Flash Studies (for a Primary Connected Customer or as required)
- Connection Authorization from the Electrical Safety Authority
- Approved inspection of customer-owned civil work required to install Toronto Hydro's electrical assets
- Customer shop drawings of electrical assets, submitted by the customer to Toronto Hydro, for the installation of Toronto Hydro metering and connection assets
- Final customer drawings (e.g., electrical site plan, single-line diagram, site grading plans, etc.)
- All necessary preparatory work, including electrical and civil tasks, have been completed by Toronto Hydro and the customer

The information in these materials is based on information currently available to Toronto Hydro Corporation and its affiliates (together referred to as "Toronto Hydro"), and is provided for information purposes only. Toronto Hydro does not warrant the accuracy, reliability, completeness or timeliness of the information and undertakes no obligation to revise or update these materials. By receiving these materials, you hereby waive any and all liability of Toronto Hydro (including its directors, officers, employees, agents and subcontractors) for damages of whatever kind and nature which may occur or be suffered by you or your representatives as a result of the use of these materials or reliance on the information therein. ®A registered trademark of Toronto Hydro Corporation used under licence. 'Toronto Hydro' means Toronto Hydro-Electric System Limited.