DRAFT CONDITIONS OF SERVICE

For Hydro One Remote Communities Inc.

Distribution Customers

Issued for Public Comment: November 15, 2026

Proposed Effective Date: March 1, 2027

PREFACE

The purpose of this Conditions of Service (COS) document is to provide Customers with a document describing Hydro One Remote Communities Inc.'s (Remotes) operating practices and connection policies, and to set out the terms and conditions upon which Remotes offers, and the Customer accepts, Distribution Services for the types and level of service available to Customers within its service area.

The Distribution System Code requires that the Conditions of Service be readily available for review by the general public. In addition, the most recent version of the document must be provided to the Ontario Energy Board (OEB), which retains the document on file for the purpose of facilitating dispute resolutions where a dispute cannot be resolved without OEB intervention.

This Conditions of Service document follows the Table of Contents outline appended to the Distribution System Code. Remotes has also expanded upon the required Conditions of Service content to reflect local characteristics and other specific requirements.

- Section 1 – The "Introduction" section includes related codes and governing laws applicable to the Conditions of Service, the rights and obligations of the Customer and of Remotes, and the dispute resolution process.
- Section 2 – The "Distribution Activities – General" section contains references to services and requirements applicable to all Customer classes. This section addresses topics such as Tariffs and Charges, billing, Connection and Disconnections, power quality, and available voltages.
- Section 3 – The "Customer Specific" section contains references to services and requirements applicable to specific Customer classes. This section addresses topics such as metering, service entrance requirements, Demarcation Points, and special contracts.

Other sections in this document include the Glossary of Terms and Appendices.

Comments regarding Remotes' Conditions of Service may be submitted by email to: service.remotescustomer@hydroone.com.

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REFERENCES

1. ***Electricity Act, 1998*, S.O. 1998, c. 15. Sched. A –**
   http://www.ontario.ca/laws/statute/98e15
2. ***Ontario Energy Board Act*, *1998*, S.O. 1998, c. 15, Sched. B –**
   http://www.ontario.ca/laws/statute/98o15/
3. **Distribution System Code –**
   Distribution System Code (DSC) | Ontario Energy Board (oeb.ca)
4. **Remotes Distribution Licence ED-2003-0037 –**
   Electricity Distribution Licence for Hydro One Remotes Inc.
5. **Remotes Generation Licence EG-2023-0227 –**
   Amended Distributor Licence for Hydro One Remote Communities Inc.
6. **Electrical Safety Authority – Landscaping and Tree Trimming Guidelines –**
   http://www.esasafe.com/powerlinesafety/at-home-and-play/lanscaping-and-trimming/

1.0 INTRODUCTION

These Conditions of Service describe Hydro One Remote Communities Inc. (Remotes) operating practices and connection policies and set out the terms and conditions under which Remotes provides, and Customers receive, Distribution Services.

Nothing contained in these Conditions of Service or in any contract for the supply of electricity by Remotes will prejudice or affect any rights, privileges, or powers vested in Remotes by law under any federal or Ontario statutes or any regulations thereunder.

For definitions of terms used in these Conditions of Service, please refer to Section 4.0. Capitalized terms used in this document have the meanings ascribed to them in that section.

1.1 Identification of Distributor and Service Area

Remotes is a corporation incorporated under Ontario's *Business Corporations Act* and is an electricity Distributor licensed by the Ontario Energy Board (OEB) to distribute electricity in the service area described in Remotes' Distribution Licence, ED-2003-0037 (the Distribution Licence).

Remotes is wholly owned by Hydro One Inc. Remotes is a unique integrated generation and distribution company licensed to provide electricity within a number of isolated communities and grid-connected communities in northern Ontario.

Remotes' service area may be changed from time to time with OEB approval. Details of the Distribution Licence may be viewed at www.HydroOneRemotes.ca.

In addition, details of the Generation Licence may be viewed at www.HydroOneRemotes.ca.

Specific information about Remotes' service territory can be found here:

Hydro One Remote Communities Inc. - Learn about Remotes (HydroOneRemotes.ca)

1.2 Related Codes and Governing Laws

Remotes and where applicable, its Customers shall comply with all Applicable Laws and all applicable requirements of the OEB, including the most current versions of:

- the *Electricity Act*, 1998;
- the *Ontario Energy Board Act*, 1998;
- Remotes' Distribution Licence;
- Remotes' Generation Licence;
- the Distribution System Code;
- applicable OEB rate orders and decisions; and
- any other Applicable Laws governing the generation, distribution and use of electricity.

Remotes operates pursuant to Distribution Licence ED-2003-0037 and is exempt from certain provisions of the Distribution System Code, the Retail Settlement Code, the Standard Supply Service Code, and the Electricity Reporting and Record Keeping Requirements as specified in its licences and applicable OEB orders. References in these Conditions of Service to regulatory requirements shall be interpreted in a manner consistent with any applicable exemption granted to Remotes.

If there is a conflict between these Conditions of Service and any Applicable Law, OEB code, licence, order or regulatory requirement, the Applicable Law, code, licence, order or regulatory requirement shall prevail to the extent of the conflict.

If there is a conflict between these Conditions of Service and a Connection Agreement or other agreement executed between Remotes and a Customer or DER Facility Owner, the terms of that agreement shall prevail to the extent of the conflict.

A reference in these Conditions of Service to any statute, regulation, code, procedure, standard, licence, order or regulatory document includes any amendment, successor, replacement or consolidation thereof.

Customers and their agents are responsible for ensuring that all work and installations comply with Applicable Laws and all approvals required by the Electrical Safety Authority and any other authority having jurisdiction. All work must be conducted in accordance with the latest edition of Ontario's *Occupational Health and Safety Act* (OHSA) and,

1. where applicable, the Infrastructure Health and Safety Association (IHSA) Electrical Utilities Safety Rules; and
2. the Regulations for Construction Projects under OHSA.

1.3 Interpretation

In this document:

1. Words referring to the singular include the plural and vice versa.
2. The use of one gender (he/she) is used to refer to any gender.
3. The word "person" includes not only a natural person but also a firm, a body corporate, an unincorporated association, and an authority; reference to a "person" includes the heirs, executors, administrators, successors, substitutes (including, without limitation, persons taking by novation) of that person.
4. The word "its" includes "his", "her", or "their".
5. The words "including", "include(s)" and "included" will be interpreted as being without limitation.
6. The words "prompt" and "promptly" means performed in an expeditious manner and without undue delay, using due diligence, and with the intent of completing a required act or task as quickly as practicable.
7. The reference "Remotes may" means in Remotes' sole and absolute discretion.
8. An agreement, representation or warranty on the part of, or in favour of, two or more persons binds or is for the benefit of them jointly and severally;

9. Specified periods of time refer to business days, and the number of days from a given day (or the day of an act or event) is to be calculated starting on the day following the given day (or the day of an act or event).
10. Reference to a day is to be interpreted as the period of time commencing at midnight and ending 24 hours later and does not include weekends and Public Holidays.
11. Documents or provisions referred to in these Conditions of Service also include any amendments, supplements, or replacements of those documents or provisions.
12. Headings are for convenience and will not affect the interpretation of these Conditions of Service.

1.4 Amendments and Changes

These Conditions of Service and any amendments made from time-to-time form part of any contract between Remotes and any connected Customer and DER Facility Owner, and supersede all previous Conditions of Service, oral or written, of Remotes and any of its predecessor companies, as of the effective date.

Remotes will issue an advance public notice by means of a note on the Customer's bill or included with the Customer's bill, or issue a public notice in a local newspaper, to advise of any changes to the Conditions of Service. Once Customers receive this notification, they have ten days to provide comments using the contact information included in the notice.

The most recent Conditions of Service can be downloaded from www.HydroOneRemotes.ca/Regulatory. Customers may also contact Remotes to obtain a current printed version. Remotes may charge a fee for providing the Customer with a print version of these Conditions of Service.

1.5 Contact Information

General Inquiries,

Customers can contact Remotes at 1-888-825-8707, Monday to Friday from 8:00 A.M. to 3:30 P.M. Eastern Standard Time (EST) and by email at service.remotescustomer@hydroone.com or by writing to:

Hydro One Remote Communities Inc.
680 Beaverhall Place
Thunder Bay, ON P7E 6G9

Power Outages or Emergencies,

To report a power outage or an Emergency, Customers can contact Remotes at 1-888-825-8707, or the number shown on the Customer's bill, or by visiting Remotes' website using the link: Hydro One Remote Communities Inc. - Reporting a Power Outage (HydroOneRemotes.ca). Power outage telephone calls are answered 24 hours a day, 7 days a week.

Billing or Account Inquiries,

For billing or account inquiries, Customers can contact Remotes at 1-800-465-5085, Monday to Friday from 8:00 A.M. to 4:00 P.M. EST and by email at remotesbilling@hydroone.com.

1.6 Customer Rights

1.6.1 Accuracy of Information

To provide customer service, deliver and/or supply energy, manage Customer accounts, assess credit history, and determine the need for a security deposit, Remotes may require certain information from the Customer including, the Customer's credit report, driver's licence, band number (to establish eligibility for the HST exemption and/or the First Nation Delivery Credit), property tax bill, purchase or lease agreements, articles of incorporation and/or business registration. Customers must provide Remotes with information that is true, complete, and correct. Remotes may verify the accuracy of all information provided and, if required, may obtain additional credit information from a consumer reporting agency. If Remotes is unable to establish the identity of the Customer based upon the information provided, or determines that information provided is untrue, Remotes may Disconnect or deny service to the Customer (see section 2.2 of these Conditions of Service).

1.6.2 Space and Access

Customers will provide Remotes, free of charge or rent, with a convenient and safe place for Remotes' Facilities and Equipment for example, a Meter Installation on the Customer's premises and/or Customer Equipment. Remotes assumes no risk, and under no circumstances will Remotes be liable for any damage resulting from, arising out of, or related to the presence of Remotes' Facilities and Equipment on Customer's premises.

Customers will only allow Remotes' employees, authorized agents, or persons lawfully permitted to do so, to repair, remove, replace, alter, or inspect Remotes' Facilities and Equipment on the Customer's premises and/or Customer Equipment.

In addition to Remotes' rights under Section 40 of the *Electricity Act*, Remotes' employees and its authorized agents may enter the Customer's property at any time, in order to:

1. install, inspect, read, calibrate, maintain, repair, alter, remove, or replace all or any part of a Meter Installation;
2. inspect, maintain, repair, alter, remove, replace, or disconnect wires or other facilities used to transmit or Distribute electricity;
3. inspect, maintain, repair, alter, remove, and replace Remotes' Facilities and Equipment such as sentinel lights and streetlights; and
4. perform switching operations, or interrupt the Customer's supply, in order to maintain or improve the supply system or provide new or upgraded services to other customers.

Remotes' employees and its authorized agents will use reasonable efforts to enter the Customer's premises during normal business hours and will identify themselves with proper identification upon request.

If Meter Installations or meter rooms are located inside the Customer's premises, Customers will provide Remotes with key access upon request. Remotes' written approval is needed for any exceptions to this requirement.

If the Meter Installation is inaccessible, Remotes will require Customers to relocate it to an accessible location, at the Customer's expense. If Remotes' request for relocation is not actioned, Remotes may either Disconnect service until Meter Installation is relocated to an accessible location, or if Remotes is unable to obtain a meter reading due to circumstances beyond its reasonable control, Remotes may estimate the reading.

1.6.3 Customer Equipment and Civil Works

"Customer Equipment" means all electrical and mechanical equipment owned by the Customer which is used by the Customer to supply the Customer's home or business and does not include any Remotes' Facilities and Equipment. Customer Equipment always includes the meter-mounting device and Secondary Service supports and civil works. Customer Equipment also includes any Customer-owned transformers and conductor.

Customers are responsible for:

1. installation and maintenance of Customer Equipment, including maintaining the vegetation around their power lines;
2. ensuring that all their equipment complies with all Applicable Laws (including the Electrical Safety Code);
3. properly identifying and connecting Customer Equipment for metering and operation purposes; and
4. notifying Remotes for significant changes in electrical load due to upgrades, including electrical heat.

Where applicable, Customer Equipment will be subject to acceptance of Remotes (to ensure the Distribution System is adequately protected) and subject to the approval of the Electrical Safety Authority. Customers are solely responsible for protecting their own property.

Customers must inspect their Customer Equipment on a regular basis. Clearances will conform to all Applicable Laws, including the Building Code and the Electrical Safety Code. Customers will repair or replace, in a timely fashion, any Customer Equipment that may affect the safety, integrity or reliability of the Distribution System. If the Customer fails to take such action within the time specified by Remotes, or if the repairs are not considered adequate by Remotes or an inspection authority, Remotes may Disconnect the Customer's electricity supply (see section 2.2 of these Conditions of Service), and/or carry out the repairs at the Customer's expense. Remotes will not be liable for any damage, other than physical damage to the Customer Equipment directly caused by entry on the Customer's property.

Customers wishing to install or remove Neutral Ground Resistors (NGR) on the secondary side of the service transformer must obtain Remotes' permission before proceeding (see section 2.3.7.1 D of these Conditions of Service).

Customers must ensure that their electrical equipment does not cause any unacceptable voltage fluctuations, voltage unbalance, harmonics or other disturbances that could negatively affect other Customers connected to the Distribution System, or Remotes' Facilities and Equipment (see section 2.3.3 of these Conditions of Service).

1.6.4 Temporary Disconnect

Remotes will provide Customers one temporary Disconnection and reconnection per calendar year per Meter under the following conditions:

- Requests are made at a minimum of 10 business days prior to the requested appointment date.
- Time required between Disconnection and reconnection does not exceed 4 hours for same day appointments.
- If Disconnections and reconnections can be coordinated with other work in the community for multi-day outages.
- If ESA permits are required, they must be received prior to reconnection.

If the Customer or contractor is not ready, Remotes reserves the right to bill for the costs it incurred if an additional visit is required.

1.6.5 Responsibility for Damage to Remotes' Equipment

Remotes' Facilities and Equipment located on the Customer's premises are in the care of and at the risk of the Customer. If Remotes' Facilities and Equipment is damaged or destroyed by fire, or by any other cause other than ordinary wear and tear, the Customer will pay Remotes the value of the Remotes' Facilities and Equipment or the cost of repairing or replacing same, whichever Remotes chooses at its sole discretion.

Customers must not build, plant, place or maintain or cause to be built, planted or maintained any structure, tree, shrub, landscaping or other thing that would or could obstruct access to, or endanger all or any part of the Remotes' Facilities and Equipment, interfere with the proper and safe operation of all or any part of the Distribution System (or any part thereof) or affect Remotes' compliance with any Applicable Laws. The Customer is expected to provide reasonable access to all or any part of the Remotes' Facilities and Equipment (see section 1.6.2 of these Conditions of Service). The Customer is responsible for carrying out the removal of the structure, tree, shrub, landscaping, or other thing for any non-compliance of the above at the Customer's expense. If the Customer does not comply, Remotes may Disconnect the supply of electricity to the Customer. Remotes will not be liable for any damage, other than physical damage that results directly from entry on the Customer's property.

1.6.6 Direction to Make Corrective or Preventive Action

When there is a direct hazard to the public, or if the Customer is causing or could cause adverse effects to the reliability of the Distribution System, Remotes may require a Customer to take corrective or preventive action on the Customer's equipment and/or system.

1.6.7 Testing Customer's Load

Customers must allow Remotes to install and use Meters and other equipment to conduct tests to determine the electrical characteristics of the Customer's load.

1.6.8 Automatic Reclosing Facilities

In order to safeguard and protect the Distribution System, Remotes installs facilities for automatic reclosing of circuit breakers and reclosers. Remotes may change reclosing times from time to time, and Customers are required to provide, at their expense:

1. adequate protective equipment for any electrical apparatus that might be adversely affected by reclosing facilities; and
2. equipment required for the proper reconnection of any Customer apparatus or equipment, without adversely affecting the proper functioning of the reclosing facilities.

1.6.9 Accounts in More Than One Name

If an account is opened in more than one person's name, all those named will be responsible, collectively, as well as individually, for complying with these Conditions of Service. All named will also be responsible, collectively, as well as individually, for paying the associated Rates and charges billed on the account. If the account is in arrears or the Customers are in breach of an obligation to Remotes, Remotes may choose to claim against any one individual or all of the account holders named on the account.

1.6.10 Remotes' Acquired Facilities and Equipment

Where any portion of any:

1. Acquired Facilities and Equipment used to supply an Acquired Customer; and/or
2. Customer Equipment owned by an Acquired Customer,

complied with the Conditions of Service of the Acquired Distributor or the Customer's previous Distributor (in the case of a service area amendment) but does not comply with Remotes' Conditions of Service, Remotes may require that those assets be brought into compliance with Remotes' then-current Conditions of Service in the following circumstances:

1. the asset has reached End of Life;
2. the Customer requires an upgrade or an increase in capacity;
3. there is the imposition of an unsafe worker situation beyond normal risks inherent in the operation of the Distribution System;
4. there is an adverse effect on the reliability and safety of the Distribution System;
5. there is a material decrease in the efficiency of the Distribution System;
6. there is a material adverse effect on the quality of Distribution Services received by an existing Connection;
7. to comply with a court order or an order by the OEB; or
8. to comply with an order of the Electrical Safety Authority.

Compliance with Remotes' then-current Conditions of Service may require, without limitation, the Acquired Customer to:

1. install its own transformer to replace the transformer that was previously owned by Remotes as part of the Acquired Facilities and Equipment whereunder Remotes' Conditions of Service, Remotes does not provide transformers of that size and the Customer does not want or cannot be served from the size of transformer that Remotes will install and own in accordance with its then-current Conditions of Service;
2. take ownership of a portion of wires, poles, cables, transformers, any other structures, equipment, all other appliances and equipment that Remotes does not provide under its then-current Conditions of Service and upgrade or replace same; or
3. transfer a portion of its Customer Equipment to Remotes where Remotes normally owns such equipment under its then-current Conditions of Service.

1.6.11 Tree and Vegetation Management

Subject to any prior agreements, Customers are responsible for all initial and continuing tree trimming, tree and brush removal for all new and existing Secondary Services and Primary Services on a Customer's property. Clearances must conform to the Electrical Safety Code.

If Customers build distribution lines where ownership is to be transferred to Remotes upon connection, clearances must conform to Remotes' Distribution Standards.

Remotes strongly recommends that the Customer hire a certified utility arborist or a qualified electrical contractor for this work (see section 2.1.2.1 of these Conditions of Service). Clearances between trees and power lines must be at least one metre for secondary lines and at least four metres for primary lines. Diagrams illustrating clearance requirements can be viewed in Appendix C within this document.

1.7 Distributor Rights

1.7.1 Access to Customer Property

Section 40 of the *Electricity Act* authorizes Remotes to have access to the Customers' property.

1.7.2 Tree and Vegetation Management

To ensure public safety and the continued reliable operation of its Distribution System, Remotes routinely maintains vegetation on, and adjacent to, its rights-of-way and easements on a continued and cyclical basis. The timing and scope of this maintenance depend on considerations such as system assessments, rights-of-way limitations, storm damage, tree condition and vegetation type.

Where vegetation maintenance on its rights-of-way or easements affects trees and vegetation on Private Property, Remotes will notify property owners or occupants of its maintenance plans prior to performing the work. However, in the event of emergencies, Remotes may be unable to notify the property owner in advance, in which case, it may perform the work without prior notice to property owners.

Remotes may enter any land for the purpose of cutting down or removing trees, branches or other obstructions, if Remotes thinks it is necessary in order to maintain the safe and reliable operation of the Distribution System.

1.7.3 Ability to Transfer Arrears from One Account to Another

Remotes has the right to transfer arrears for Distribution Services, electricity supplied, or other services provided by Remotes from one account in a Customer's name to any other account in that same Customer's name, irrespective of the account's Rate classification or whether the account is in the name of other person(s) in additional to the Customer (see section 1.6.9 and section 2.1.7.2 of these Conditions of Service).

1.8 Disputes

Remotes has a well-defined Customer complaint process. In the event of a complaint or dispute:

Step 1: Contact Remotes by using one of the methods below:

Telephone: 1-888-825-8707 Monday to Friday, from 8:00 A.M. to 3:30 P.M. EST

Website: HydroOneRemotes.ca

Email: service.remotescustomer@hydroone.com

The Customer will explain the complaint or dispute to the customer service representative who will investigate the matter and either resolve the issue, connect the Customer to the appropriate department, or escalate the matter to the appropriate supervisor.

Step 2: If the issue is not resolved, Customers may ask to speak to a supervisor who will work with them to resolve the concern and escalate the matter to the appropriate manager for further review and action.

Step 3: If the issue is still not resolved to the Customer's satisfaction, the Customer may contact our Ombudsman.

Our Ombudsman may be reached as follows:

Telephone: 1-844-608-8756

Website: www.HydroOneOmbudsman.com

Email: Ombudsman@hydroone.com

Step 4: In the event that issues cannot be resolved between Remotes and the Customer after going through the above steps, the Customer can direct complaints to the OEB through their website: www.oeb.ca.

1.9 Liability

Remotes will be liable to a Customer and a Customer will be liable to Remotes for any damages that arise directly out of the willful misconduct or negligence of:

1. Remotes in providing Distribution Services to the Customer;
2. the Customer in being connected to its Distribution System; or
3. Remotes or the Customer in meeting their respective obligations or exercising their respective rights under these Conditions of Service, their licences and any other Applicable Laws.

Notwithstanding the above, neither Remotes nor the Customer shall be liable under any circumstances whatsoever for any loss of profits or revenues, business interruption losses, loss of contract or loss of goodwill, or for any indirect, consequential, incidental or special damages, including punitive or exemplary damages, whether any of the said liability, loss or damages arise in contract, tort or otherwise.

1.10 Force Majeure

Other than for any amounts due and payable by the Customer to Remotes or by Remotes to the Customer, neither Remotes nor the Customer shall be deemed to have committed an Event of Default in respect of any obligation under these Conditions of Service if prevented from performing that obligation, in whole or in part, because of a Force Majeure Event.

Remotes shall not be liable for any delay or failure in the performance of any of its obligations under these Conditions of Service due to any Force Majeure Event.

If a Force Majeure Event prevents either party from performing any of its obligations under these Conditions of Service, that party shall:

1. other than for Force Majeure Events related to Acts of God, promptly notify the other party of the Force Majeure Event and a good faith assessment of the effect that the event will have on the former party's ability to perform any of its obligations. If the immediate notice is not in writing, it shall be confirmed in writing as soon as reasonably practical;
2. not be entitled to suspend performance of any of its obligations under these Conditions of Service to any greater extent or for any longer time than the Force Majeure Event requires it to do;
3. use its best efforts to mitigate the effects of the Force Majeure Event, remedy its inability to perform, and resume full performance of its obligations;
4. keep the other party continually informed of its efforts; and
5. other than for Force Majeure Events related to Acts of God, provide written notice to the other party when it resumes performance of any obligations affected by the Force Majeure Event.

If the Force Majeure Event is a strike, lockout or other labour dispute involving Remotes' employees or authorized agents, Remotes shall be entitled to discharge its obligations to notify its Customers in writing by means of placing a notice in the local newspaper, and, notwithstanding (3) above, the settlement of any strike, lockout or labour dispute involving Remotes' employees or authorized agents shall be within the sole discretion of Remotes or its authorized agents, none of whom shall be under any of the obligations in (3) above.

2.0 DISTRIBUTION ACTIVITIES – GENERAL

A. Customer Supply

Remotes provides 24-hour power restoration response service free of charge to all classes of customers. To report a power outage or an Emergency, Customers can reach Remotes at 1-888-825-8707, or the number shown on the Customer's bill, or by visiting Remotes' website: Hydro One Remote Communities Inc. - Reporting a Power Outage (HydroOneRemotes.ca). Power outage telephone calls are answered 24 hours a day, 7 days a week.

B. Underground Locates

Upon request, Remotes will provide a date to complete the locate within 2 weeks of initial request at no cost for all Remotes-owned and maintained secondary and primary underground cables connected to its Distribution System.

Rush locate requests (less than 2 weeks' notice), or locate requests requiring multiple visits, may be charged applicable Remotes' rates, if resources are not already in the community for other work.

To locate Remotes-owned or Remotes-maintained secondary and primary underground cables that are connected to the Distribution System, Customers can:

- submit a request at OntarioOneCall.ca
- phone Ontario One Call at 1-800-400-2255

For more information visit: www.HydroOneRemotes.ca.

For reasons of public safety, Remotes will not endeavor to locate cables owned by Customers or other parties. These parties are advised to obtain information from the owners of such cables. To locate privately owned secondary and primary underground cables, Customers must consult a private underground utility locate service provider or the owner of such cables.

If Remotes is unable to locate a Remotes-owned and maintained secondary and primary underground cable, Remotes will provide a service Disconnection and reconnection without charge if no special trip is required.

If Remotes is requested to perform locates already completed in the last 60 days, Remotes may require the Customer or contractor to pay Actual Cost for repeat locates.

C. Fault Locates and Repairs

Remotes will locate and repair faults on all Remotes-owned/or Remotes-maintained service cables without charge, except when the Customer or a third party has caused the damage. In this situation, the party responsible for the fault/damage will pay the costs of the repair, unless the fault/damage resulted from an incorrect cable locate performed by Remotes.

In structures, pavement, or landscaping make the cable inaccessible for repair, the Customer will provide and pay for all civil work, supports, vegetation, and landscaping required to repair or replace it.

In the event that a fault is detected on Customer-owned secondary underground service cable, that equipment will be disconnected by Remotes until repairs are made by the Customer and reconnection is approved by the ESA. All costs associated with the Disconnection and reconnection will be the responsibility of the Customer.

2.1 Connections

A. Early Consultation

A.1 Customer Information Requirements

Customers must submit the following information to Remotes, well before construction begins:

1. required in-service date;
2. service entrance capacity and voltage rating of the service entrance equipment;
3. detailed information on heating equipment, air conditioners, and any other appliances and/or equipment with a high electricity consumption;
4. detailed information including an application for the connection of a DER Facility being connected in parallel to the Distribution System;
5. survey plan or site plan, at the request of Remotes, indicating the proposed location of the service entrance equipment relative to public rights-of-way and property lot lines;
6. all information required to set up an account for billing purposes; and
7. additional information as noted on the Remotes website at www.HydroOneRemotes.ca or specified in writing by Remotes.

A.2 Early Consultation on Large Projects

Due to logistics including winter road material delivery constraints and generation capacity considerations unique to Remotes, Customers must identify all major Expansions, subdivisions, Distribution System line build exceeding 500 metres, or community infrastructure projects (including schools, water treatment plants, health centers) and other significant developments, at least one year in advance. Failure to do so may result in project delays or additional costs to the Customer.

B. Common Service Taps

"Common Service Tap" – Remotes'-owned Connection Assets or Customer-owned assets consisting of a primary or secondary distribution line located on Customer property that supplies more than one Customer.

Customers must provide, at their expense, and in compliance with the Electrical Safety Code, a secondary or primary pole or an underground primary voltage line, for common service taps.

Remotes will supply two neighbouring Customers from a common service tap only when the following conditions are met:

1. the Customer and Remotes agree on the location of (the portion of) the Customer's supplied and built facility that will be owned by Remotes ("Common Line");
2. the Common Line is located on property owned by one or both of the neighbouring Customers;
3. the Common Line to be owned by Remotes is built to Remotes' Distribution Standards;
4. the Common Line is transferred with easements and tree clearing rights to Remotes for a nominal fee; and
5. an access road is provided when requested by Remotes.

If all the above conditions cannot be met, each Customer will supply, install, and own a separate line on their respective property, or the Customers must agree, among themselves, to share the Customer-owned line.

C. Temporary Connections

If a Customer requires temporary service, refer to section 1.6.4 of these Conditions of Service.

D. Service and Supply Locations

Remotes reserves the right to determine the service supply and Connection locations. Customers require Remotes' approval prior to the construction of electrical facilities.

The Customer will pay for the service layout or estimate. If the Customer changes any of its Connection requirements after the initial layout or estimate is provided, or requests another estimate or layout for the same Connection, the Customer shall pay Remotes for any updates to the initial layout or estimate for the same Connection.

E. Number of Delivery Points

Normally, Remotes permits only one delivery point per property. However, where having only one delivery point is not technically feasible, or where it creates excessive costs to the Customer, and where sufficient capacity is readily available to supply additional delivery point(s) and future expected load growth, Remotes may, in its sole discretion, connect additional delivery point(s) on the same property. Customers are responsible for all costs to connect additional delivery points. Each delivery point is metered separately and billed according to its Rate classification and the combined capacity of all delivery points cannot exceed the delivery point capacity outlined below, unless agreed to by Remotes.

Remotes will provide Customers with the option of having a Central Metered Service or a Primary Metered Service to combine the multiple service entrances.

F. Delivery Point Capacity

The maximum size of a service at any delivery point is as follows:

1. **Single Phase Customer Connection:** 75 kVA of transformation capacity and load. Customers requiring service above 75 kVA must either install, or convert to, a Three Phase service.
2. **Three Phase Customer Connection:** In grid-connected communities, service size is only limited by the capability of the Distribution System. Remotes' review and approval are required to ensure the existing Distribution System can support the connection. In off-grid communities, service size is also limited by Generating station capacity and therefore must be reviewed and approved by Remotes using additional criteria.

G. Transformation – Overhead Transformers

For standard secondary voltages, the maximum overhead transformer sizes provided by Remotes are:

1. **Single Phase overhead standard Customer Connection**: 75 kVA
2. **Three Phase standard Customer Connection**: 3 x 100 kVA

Customers requiring non-standard secondary voltages are responsible for installing, owning, maintaining and operating their own transformer. Customer-supplied transformers must be properly sized, acceptable to Remotes, and meet the energy efficiency standards in CSA C802.1.

H. Transformation – Pad-Mounted Transformers (underground type)

Customers requiring pad-mount transformers with:

- standard secondary voltages have the option of having a pad-mounted transformer supplied by Remotes or supplying their own pad-mounted transformer; and
- non-standard secondary voltages must install, own, maintain and operate their own pad-mounted transformer.

Customer-supplied transformers must be properly sized, acceptable to Remotes, and meet the energy efficiency standards in CSA C802.1. Customers who own their own pad-mounted transformation must operate and maintain it.

Maximum pad-mounted transformer sizes supplied by Remotes are:

1. **Single Phase Customer Connection:** 75 kVA
2. **Three Phase Customer Connection:** 1000 kVA subject to service sizes allowed in on-grid and off-grid communities

I. Winter Weather

Underground installations can be difficult in winter: equipment operates differently at extremely cold temperatures, and laying underground cable is often impossible in such conditions. There is also a risk in winter that the work cannot be commenced or completed within a specified time frame.

Remotes, at its discretion, will determine whether installation will occur and will keep Customers informed of these decisions.

Due to a short construction season in northern Ontario, Actual Cost could be 25% to 50% more than summer work if work is performed during the winter months. If projects are delayed, then additional costs can be incurred. The installation of poles and transformers can be performed during the summer, and the connection of buildings (once completed) can be performed during the winter months to save costs. Customers will be notified during the connection process of such risks.

If specialized equipment, additional material, labour, flights and other costs are required to make a winter connection, Customers will pay the incremental costs.

J. Non-Residential EVSE Installations

For non-residential EVSE installations, Remotes will follow the timelines set out in the latest edition of the Electric Vehicle Charging Connection Procedures (EVCCP) on the OEB website and the DSC for responding to a written request for a Connection, providing an initial consultation regarding the connection process, making an Offer to Connect or any other applicable steps as set out by the DSC, the EVCCP, and Appendix B within this document.

2.1.1 Connection / Building that Lies Along

Where a Customer makes a written request to Remotes to connect a Building and or wants to connect a DER Facility that Lies Along Remotes' Distribution System, Remotes will provide a Basic Connection at Actual Cost.

A Basic Connection consists of:

1. supply and installation of standard overhead transformation, including secondary bus extensions or installations complete with conductor and anchoring;
2. supply and installation of up to 30 metres of overhead conductor;
3. supply and installation of standard metering; and
4. connection of the Secondary Service or Primary Service at the Ownership Demarcation Point and the Operational Demarcation Point.

Where applicable and at their own expense, Customers will also be responsible for:

1. tree and vegetation management on their property;
2. easements or property agreements as required by Remotes;
3. a service upgrade charge, if a system Expansion is triggered by a new connection; and

4. the cost of any changes to the Distribution System triggered by the connection, including staking and design.

These same terms may also apply to Customers requiring an increase to existing service capacity (provided the increase does not require an Expansion of the Distribution System).

For connections of DER Facilities, please refer to section 3.8 of these Conditions of Service for more information. If Remotes determines within five years of the date of the original Connection that the Connection was provided to connect a DER Facility at a reduced cost, the Customer will pay Remotes for the full connection costs incurred, as described in section 3.8 of these Conditions of Service.

2.1.2 Expansions / Offer to Connect

2.1.2.1 Offer to Connect

Remotes will respond to requests for Connection within 5 calendar days after receiving the request. In its response, Remotes will specify any necessary information that is required and any obligations that must be met in order for Remotes to process the request.

For Customers other than those applying to connect a DER Facility, offers to connect are sent within 30 calendar days after receiving all necessary information and the Customer meeting all its obligations.

For DER Facility Owners applying to connect a DER Facility, Remotes will perform an impact assessment of the Connection and provide this assessment to the DER Facility Owner in accordance with the timelines in Section 6.2 of the DSC. This assessment shall represent Remotes' offer to connect. For more information, please refer to section 3.8 of these Conditions of Service.

At a minimum, the Offer to Connect will contain:

1. a description of material and labour required to build the Expansion to connect the Customer;
2. an estimated cost of Connection that would be revised based upon the Actual Cost incurred. The estimate will delineate costs attributed to engineering design, materials, labour, equipment, capacity charges (if applicable), overhead (including administrative activities), and any outstanding energy and non-energy arrears;
3. an estimated cost of Expansion that would be revised based upon the Actual Cost incurred. The estimate will delineate costs attributed to engineering design, materials, labour, equipment, capacity charges (if applicable), overhead (including administrative activities), and any outstanding energy and non-energy arrears;
4. identification of work for which the Customer may seek alternative bids;
5. terms and conditions for payments and deposits required;
6. identification and payment of outstanding energy and non-energy arrears if applicable;
7. Electrical Safety Authority authorization requirements;

8. Capacity or system restrictions if applicable;
9. a statement as to whether a capital contribution is required from the Customer; and
10. any additional information pertinent to the offer.

If Customers need to pay a capital contribution, Remotes will also provide details of:

1. the amount of the capital contribution the Customer must pay;
2. the calculation used to determine the amount of the capital contribution;
3. the process by which Customers can obtain alternative bids, if applicable;
4. a description, and the cost of, the work that is eligible for alternative bid and the work that is not eligible for alternative bid associated with the Expansion, divided into the following categories:
    a. labour (design, engineering and construction)
    b. materials
    c. equipment
    d. overhead (including administration); and
5. additional costs such as inspection costs, that may be incurred as a result of selecting the alternative bid option.

The Customer is responsible for all connection costs.

2.1.2.2 Alternative Bids

For the alternative bid eligible portion of the Expansion, Customers may seek alternative bids from Qualified Contractors for connection and Expansion facilities if the construction work will not involve work on existing circuits.

Information on electrical contractors is available from the following sources:

- www.ECAO.org under Find a Contractor
- www.yellowpages.ca under Electrical Contractors

A. Work that is <u>not</u> eligible for alternative bid includes:

1. preliminary planning, design and engineering specifications for work required for the Expansion and Connection; and
2. construction work on existing Remotes' Facilities and Equipment.

B. The Customer will:

1. select, hire, and pay the Qualified Contractor;
2. assume full responsibility for construction of that aspect of the Expansion;
3. administer the contract (or pay Remotes to perform this service on an Actual Cost basis), including permissions, permits, and property rights as required;

4. construct the Expansion to meet Remotes' design requirements;
5. pay Remotes an inspection/commissioning fee to inspect and commission the construction;
6. pay the cost of any easements or property agreements as required by Remotes;
7. prior to connection, transfer ownership of the facilities that are on public property or reserve land or that serve more than one Customer to Remotes for a nominal fee prior to connection;
8. pay the Actual Cost for any additional design, engineering, and inspection/commissioning trips; and
9. pay all applicable Electrical Safety Authority inspection fees.

C. Remotes will:

1. provide the design specifications for the construction; and
2. inspect and authorize the line for connection.

D. Ownership of Alternative Bid Construction

As a condition of Connection, the following apply to the ownership of assets.

D.1 Lines on Road Allowance

This section does not apply in situations where Remotes has agreed to a "joint use" or other contractual arrangement with a utility (including Distributors, telephone companies, and cable providers) or Generator regarding lines constructed on a road allowance.

Except where it foresees no future use for the assets, Remotes will own Distribution lines constructed on road allowances. This provides Remotes with the ability to effectively and efficiently plan its Distribution System to connect other Customers without unnecessary duplication of infrastructure and to ensure that the safety and reliability of the Distribution System is maintained.

Customers will own the lines constructed on road allowances where Remotes has no Distribution assets if Remotes determines that it has no future use for such assets and agrees to such ownership in writing.

Any lines constructed on a road allowance that are to be transferred to Remotes are subject to the following conditions:

1. the lines must be constructed to Remotes' Distribution Standards and on an approved route;
2. the Customer must provide any required easements and cutting rights for lands which the Customer owns; and

3. if third parties own any part of the lands on which the line is constructed, the Customer must obtain easements and cutting rights from these owners, on Remotes' behalf, prior to transfer.

D.2 Lines on Private Property

Normally, lines constructed on Private Property or unorganized land are owned and maintained by the Customer. However, a line constructed to Remotes' Distribution Standards (along with the required easements and cutting rights) will be transferred to Remotes, at Remotes' discretion, if the line supplies more than one Customer or if there is a physical indication of a possible new connection. If Remotes requests it, the Customer will provide an access road.

If a Customer separates part of its service (by severing land or the sale of a business), there are three options for the supply of electricity to the new Customer:

1. the line will be upgraded to Remotes' Distribution Standards, and ownership, easements and cutting rights are transferred to Remotes;
2. the Customers will agree among themselves on a shared supply arrangement; or
3. a new line will be constructed to supply the new Customer, at the new Customer's cost.

Where another Customer requests connection to an existing Customer-owned line, and the owner agrees to transfer ownership of the line to Remotes, the new Customer is responsible for the costs of upgrading the line to Remotes' Distribution Standards, and for any easements and cutting rights required by Remotes.

D.3 Lines on Crown Land

Lines on Crown land are treated similarly to lines on Private Property.

D.4 Lines on Unopened Road Allowance

Lines on unopened road allowance are treated similarly to those on Private Property. Where an unopened road separates two opened roads, Remotes may agree to take over ownership of the new distribution line if the line is constructed to its Distribution Standards and if any easements and cutting rights needed to maintain the line are provided to Remotes.

D.5 Other Restrictions

Lines to be transferred to Remotes must be constructed to Remotes' Distribution Standards and are subject to Remotes' agreement with the route selection, taking into consideration factors such as operation and maintenance, reliability and restoration times.

D.6 Submarine Cable

Submarine cable supplying a single Customer may be owned and maintained by the Customer. Submarine cable that has been constructed to Remotes' Distribution Standards and that has the appropriate crossing approvals will be transferred to Remotes, at the discretion of Remotes, with

any required easements, where such cable supplies more than one Customer or where there is a physical indication or a reasonable expectation of a possible new connection.

2.1.3 Connection Denial

Remotes may deny connection to any Customer for any of the following reasons:

1. the Customer refuses to sign any agreements required by these Conditions of Service;
2. the connection contravenes the laws of Canada or Ontario;
3. the connection will cause Remotes to violate conditions of its Distribution Licence and/or Generation Licence;
4. the connection will have an adverse effect on the reliability or safety of the Generation Facility and/or Distribution System;
5. the connection will cause a material decrease in the efficiency of the Generation Facility and/or Distribution System;
6. the connection will have a material adverse effect on the quality of the Distribution service received by an existing Customer (e.g., voltage flicker, harmonics and power outages);
7. the connection will result in discriminatory access to Distribution Services by other Customers;
8. the person requesting the connection owes Remotes money;
9. the Customer refuses, or is unable to provide, current and valid identification or references to confirm its identity;
10. the connection is not in compliance with these Conditions of Service;
11. the connection does not meet Remotes' design requirements;
12. the connection will create an unsafe situation to workers or the public (beyond the normal risks inherent in the operation of the Distribution System);
13. the connection will result in the inability of Remotes to perform planned inspections or maintenance;
14. by order of the Electrical Safety Authority;
15. the Customer does not have the requisite approval(s) for the connection from the Electrical Safety Authority;
16. the premises being connected are the subject of a stop work order under the *Building Code Act* (Ontario) or under any other Applicable Laws;
17. the connection will increase load beyond the capacity of the generation in service; or
18. energy diversion, fraud, or abuse on the part of the person requesting the connection as determined by Remotes.

If Connection is denied, Remotes will notify the Customer of the reason(s) in writing and, if possible, will suggest remedies. It is the Customer's responsibility to resolve the issue in order for the Connection to be performed.

2.1.4 Inspections Before Connections

All Customer electrical installations must be inspected and approved by the Electrical Safety Authority. Remotes will not permit a Customer to Connect to the Distribution System until Remotes receives the approval from the Electrical Safety Authority.

If Remotes requires the Customer to perform specific work related to their electrical installation on the Customer's premises, the Customer must demonstrate to Remotes that the required work has been completed before the Customer will be permitted to Connect.

Prior to Connection, Remotes will inspect all electrical connections to its Distribution System and provisions for metering to ensure that it satisfies all of Remotes' technical requirements to permit Connection, unless a protective device that has been accepted by Remotes separates the Connection.

At any time, Remotes may choose to reinspect any electrical Connection or Meter Installation.

2.1.5 Relocation of Plant and Equipment

Customers or third parties requesting a relocation of a Remotes-owned asset must pay Remotes all costs associated with relocating that asset, except where there is applicable legislation or prior agreement made with the former Ontario Hydro (i.e., prior to April 1, 1999).

If the relocation is from public to Private Property, Remotes will use reasonable efforts to acquire the necessary easements at the requesting Customer's expense. The Customers will pay for the necessary easements or authorization equivalent and for the cost to carry out the work.

2.1.6 Easements

2.1.6.1 Unregistered Rights

Any land subject to unregistered rights prior to April 1, 1999 will continue to be subject to those rights until they expire or until the holder of those rights releases them.

2.1.6.2 Permits, Registered Easements and Owner Agreements

Most of Remotes' land tenure rights are on provincial Crown lands and on First Nation Reserves.

Remotes requires permits under Section 28(2) of the *Indian Act* for facilities situated on Reserve lands. These permits are normally issued by Indigenous Service Canada following the negotiation of an agreement by the First Nation and Remotes.

For new or modified connections on provincial Crown lands, Remotes may require a Customer to provide Remotes with a Crown lease or a land use permit to permit Remotes to undertake the installation, operation, relocation and maintenance of its Facility and Equipment. Customers will provide a Crown lease or land use permit with respect to Remotes' Facilities and Equipment that are located on provincial Crown land when requested by Remotes.

For new or modified connections on the Private Property owned by the Customer or a third party, Remotes may require a Customer to provide Remotes with a registered easement to permit Remotes to undertake the installation, operation, relocation and maintenance of its Facility and Equipment. Customers will provide a registered easement with respect to Remotes' Facilities and Equipment that are located on Private Property owned by the Customer or a third party when requested by Remotes.

Remotes may require a Customer to provide Remotes with the applicable land tenure or occupation rights for any of the following:

1. any single or multi-phase line, underground or submarine cables, poles, anchors, or aerial occupation, including any common service taps;
2. anchors supporting Three Phase feeders, and any (single or multi-phase) structures supporting reclosers or voltage regulators if the poles are located on a road allowance;
3. any new plant being added to Remotes' Facilities and Equipment which are the subject of an existing unregistered easement (that does not include replacement or maintenance of the existing Remotes' Facilities and Equipment);
4. any submarine cable that is tapped into to continue and cross land to serve other customers whether primary overhead or primary underground; or
5. where conductors used to serve the Customer overhang other property or if the terrain is such that Remotes requires access onto the property to construct or maintain its Facilities or Equipment.

Land tenure and other occupation rights permit Remotes to enter onto a property and construct Remotes' Facilities and Equipment. The right is obtained over a specific strip of land, which is usually of a standard width, and which must be wide enough to ensure that no trees can touch the line and provide enough room to safely work on the Remotes' Facilities or Equipment.

2.1.6.3 Easement Corridor Width – Overhead Lines

The standard width of the easement strip is 5 metres on either side of the centre of the line for total width of 10 metres. If the entire line is located on Private Property away from the road allowance, a total width of 10 metres is required for the easement. If the line is on a road allowance, the width of the easement required on Private Property is the remainder of the 5-metre requirement measured from the centre of the line less the distance from the centre of the line to the property limit.

2.1.7 Contracts

2.1.7.1 Opening and Closing of Accounts

Property owners or occupants who request to open an account with Remotes are deemed to be Remotes' Customers and agree to assume responsibility for the Rates and charges for the Distribution Services provided to their service address. Completing an account setup will be done either by phone, in writing, or on the Remotes' website, and will establish the contract with Remotes. If the Customer is a corporation or limited partnership, an authorized signing officer must sign the new account agreement. A lawyer or other person with a Power of Attorney for property can open an account on a Customer's behalf. Additionally, any person who uses

electricity at the premises is deemed to be a Customer with an implied contract in accordance with section 2.1.7.2 of these Conditions of Service.

Remotes may require Customers to pay a security deposit (see section 2.4.3.1 of these Conditions of Service) and connection charges at the time of account setup or at a later date.

Customers requesting to close an account must notify Remotes five business days in advance to allow Remotes time to read the Meter at the service address and issue a final bill. If a Customer no longer wants electricity to be provided to the service address, Remotes may remove certain delivery equipment, including power lines, transformers and Meters.

If a request is made for reconnection, the new Customer will pay the costs to reinstall appropriate delivery equipment. If service has been disconnected from a premise for six months or longer, an Electrical Safety Authority inspection is required.

Remotes requires an active account and Customer in order to maintain availability of Meter infrastructure and/or service. When Customers notify Remotes that they are no longer responsible for the account, or if they request to close an account, a final bill will be issued for the account. If a new Customer has not assumed responsibility for services, Remotes may Disconnect the property and may remove Remotes' Facilities and Equipment from the property.

For account management purposes (including billing, collections, and communications), Remotes may consolidate the accounts of Customers with multiple services, including services at multiple locations or premises, and treat these as a single account.

2.1.7.2 Implied Contracts

In all cases, notwithstanding the absence of a written contract, Remotes has an implied contract with any Customer who is connected to Remotes' Distribution System and receives Distribution Services from Remotes. The terms of the implied contract are outlined in these Conditions of Service, the Electricity Distribution Rate Handbook, Remotes' Rate schedules, Remotes' Distribution Licence and the Distribution System Code, as amended from time to time.

Any person who takes or uses electricity delivered and/or supplied by Remotes by way of an implied contract is liable to pay for it, and the implied contract will be binding upon their heirs, administrators, executors, successors and assigns.

2.1.7.3 Landlord and Tenant Agreements

A tenant who opens an account with Remotes is deemed to have agreed to be a Remotes' Customer and has accepted responsibility for the electricity charges provided to the tenant's service address. If a tenant closes the account, Remotes will adhere to the date provided by the tenant, regardless of the terms of any written or oral agreement between that tenant and the landlord or owner, and a final bill will be issued for the account.

A landlord or owner may enter into an agreement with Remotes to accept responsibility for the electricity charges for any and/or all units listed at a service address until:

1. a new tenant opens an account and agrees to accept responsibility for the charges at the service address; or

2. the landlord/owner terminates the agreement.

A landlord or owner may inform Remotes, by telephone or in writing, of the landlord or owner's agreement to be responsible for the charges. If a new account is set up in a landlord or owner's name, the following terms and conditions apply:

1. Remotes will open an account for electrical service to the properties in the landlord or owner's name as soon as any vacating tenant's account has been closed;
2. the landlord or owner will be responsible for the new account(s), and any electricity charges for service provided, at any and all units listed at a service address, and will comply with these Conditions of Service; and
3. a new account setup charge will apply to the new account(s) and will appear on the first electricity bill. Even if the property is vacant, monthly service charges and electricity consumption will be billed to the new account(s).

The above agreement will be in effect unless the Customer otherwise notifies Remotes, either orally or in writing. For greater clarity, if a tenant has closed an account and a new tenant or landlord or owner had not assumed responsibility for services delivered to the property, Remotes may Disconnect and remove the Remotes' Facilities and Equipment from the property in accordance with section 2.1.7.1 of these Conditions of Service.

It is the landlord's responsibility to ensure that Remotes is aware of any changes in contact, mailing and/or billing information. Where landlord information is not known, the above will not apply, and Remotes will Disconnect service without an active account.

2.1.7.4 Agreement for Electrical Services (Construction Agreement and Invoice)

Where Remotes is entitled under these Conditions of Service to recover the costs of a connection or Expansion, Remotes requires that the Customer execute an Agreement for Electrical Services (Construction Agreement and Invoice) with the exception of a DER Facility Owner who has signed a Connection Cost Agreement in accordance with section 2.1.7.6 below. The signed Agreement for Electrical Services (Construction Agreement and Invoice) and payment must be received before Remotes begins any construction related to the connection and/or Expansion. The Agreement for Electrical Services (Construction Agreement and Invoice) will describe the work to be performed by Remotes with respect to the connection or Expansion and any other conditions set forth in Remotes' offer to connect, as well as the payment terms (including capital contributions and other fees and charges payable).

2.1.7.5 Multi-Service Developments

Customers planning to expand or develop an industrial/commercial or residential subdivision, or to develop a condominium, are required to sign a Multi-Service Connection Cost Agreement.

2.1.7.6 Connection Cost Agreement

Any person intending to:

1. connect a DER Facility other than a Micro-DER Facility to the Distribution System or a load Customer's facilities; or
2. connect another DER Facility at the same point of connection as an existing DER Facility; or
3. increase the rated capacity of an existing DER Facility (other than a Micro-DER Facility)

must enter into a Connection Cost Agreement with Remotes.

2.1.7.7 Connection Agreements

2.1.7.7.1 DER Facilities

Remotes requires all DER Facility Owners to execute a Connection Agreement in the applicable form as prescribed in Appendix E of the Distribution System Code and/or any 'Other Potential Contracts' as may be reasonably required by Remotes.

2.1.7.7.2 Timing of Execution

Remotes will require Customers to sign a Connection Agreement prior to connection.

2.1.7.7.3 Special Contracts

Special contracts outlining an agreement for service that are customized in accordance with the service requested by the Customer normally include, but are not necessarily limited to, the following types of service including:

1. construction sites;
2. mobile facilities;
3. non-permanent structures;
4. special occasions/events;
5. generation; or
6. house moves.

2.2 Disconnection

In addition to its rights under Section 31 of the *Electricity Act*, Remotes reserves the right to Disconnect or control the amount of electricity that a Customer can consume by installing a load control device, for any of the following reasons:

1. failure to pay Remotes any amounts due and payable for the Distribution of electricity or for supply of electricity under Section 29 of the *Electricity Act*;
2. failure to pay any Connection costs due and payable;

3. non-payment of security deposits identified as a condition of service or a condition of continuing service;
4. contravention of the laws of Canada or Ontario;
5. imposition of an unsafe worker situation beyond normal risks inherent in the operation of the Distribution System;
6. adverse effect on the reliability and safety of the Distribution System;
7. a material decrease in the efficiency of the Distribution System;
8. a material adverse effect on the quality of Distribution Services received by an existing Connection;
9. inability of Remotes to perform meter readings, planned inspections, maintenance, repairs or replacement of all or any part of a Meter Installation;
10. failure of the Customer to comply with a directive of Remotes that Remotes makes for the purposes of meeting its Distribution Licence obligations;
11. failure of the Customer to comply with any requirements in these Conditions of Service, including a requirement that the Customer complete an account set up process over the telephone or in writing and assume responsibility for Distribution Services charges;
12. failure of the Customer to comply with a term of any agreement made between the Customer and Remotes including a Connection Agreement;
13. failure of the Customer to enter into a Connection Agreement required by these Conditions of Service or the Code;
14. failure to set up a new account after moving into a vacant premise;
15. failure to notify Remotes of responsibility for the electricity account when a new party moves into an existing connected property and consumes electricity;
16. by order of the Electrical Safety Authority;
17. in compliance with a court order;
18. by order of the IESO; or
19. for the reasons identified in section 2.2.1 of these Conditions of Service.

Remotes will provide the Customer with at least 7 days prior written notice before disconnecting or limiting the Distribution of electricity to a Customer. Disconnection does not relieve the Customer from having to pay Remotes any amounts payable by the Customer including electricity arrears. The Customer will be responsible for minimum bills until such time as Remotes removes the Remotes Facilities and Equipment associated with the Distribution of electricity to the Customer. Remotes may Disconnect the supply of electricity to a Customer without notice in accordance with a court order, or for Emergency, safety or system reliability reasons. Under no circumstances will Remotes be liable for any damage resulting from, associated with, or related to the Disconnection or the limitation of Distribution of electricity.

2.2.1 Disconnection/Load Control Process for Reasons of Non-Payment

Due to the size of Remotes' service territory, Remotes organizes its Disconnection activities by community. If Remotes determines that Disconnection is warranted, every attempt will be made to establish personal contact with the Customer at least 21 days prior to Disconnection.

Personal contact is defined as one of the following:

1. telephone conversation with the Customer prior to service Disconnection;
2. face to face discussion with the Customer; or
3. a letter sent to the Customer prior to a collection trip.

Remotes may fully interrupt or control the distribution of electricity to the Customer if a bill remains unpaid in whole or in part when a bill for the next month is issued, and if the second bill remains unpaid in whole or in part, then 19 calendar days after the billing date of the second bill and at least:

1. 60 calendar days after a written Disconnection notice has been provided to the Customer (by personal service, prepaid mail or by posting notice on the property in a conspicuous place), if the Customer is a Residential Customer who has provided Remotes with documentation from a physician confirming that Disconnection poses a risk of significant adverse effects on the physical health of the Customer, his or her spouse, dependent family member or other person that regularly resides with the Customer; or

2. in all other cases, 15 calendar days after a written Disconnection notice has been provided to the Customer by personal service, prepaid mail or by posting notice on the property in a conspicuous place.

Remotes will provide the Customer being Disconnected for non-payment with the Fire Safety Notice of the Office of the Fire Marshall and any other public safety notices or information bulletins issued by public safety authorities and provided to Remotes (in accordance with Section 4.2.1 of the Distribution System Code), which provides information respecting dangers associated with the Disconnection of electricity service.

A Residential Customer may designate a third party to also receive a copy of the notices set out in this section if the request is made no later than the last day of the applicable minimum notice period set out in this section.

If Remotes receives notice from a registered charity, government agency or social service agency that it is assessing a Residential Customer to determine if he or she is eligible for bill payment assistance or receives notice from a designated party that he or she is attempting to arrange assistance with the bill payment, Remotes will wait for 21 days from the time it receives such notification before Disconnecting service, provided such notification is made within 21 days after the date on which the Residential Customer receives the Disconnection notice. If the assessment determines that the Residential Customer is not eligible to receive bill payment assistance, or if the third party decides not to assist the Residential Customer, Remotes will proceed with the Disconnection process. Remotes will make reasonable efforts to contact the Residential Customer at least 48 hours before the scheduled date of Disconnection.

If a multi-unit, master-metered building is to be Disconnected, Remotes will email a copy of the Disconnection notice to Band Administration/Chief & Council promptly after issuing the notice.

2.2.2 Restricted Access to Meter Located in Residential Property

Remotes has the right to enter a Customer's property in order to read, inspect, maintain, repair or replace the Meter. Remotes also has the right to physically Disconnect or limit the amount of electricity a Customer consumes, as noted in section 2.2 of this document, if Remotes is unable to perform meter reading, planned inspections, maintenance, repairs or replacement of all or any part of a Meter Installation.

If a Residential Customer restricts access to a Meter located within a residential property in order to prevent Disconnection due to non-payment, Remotes may apply to court for an order to enter the property and request a court-appointed sheriff to escort Remotes' employees onto the property. If necessary, Remotes will also request the assistance of a bailiff and locksmith. Customers will be responsible for paying Remotes all the costs incurred with entering the Customer's property, including court fees, sheriff's fees, and the costs of a bailiff and locksmith.

2.2.3 Disconnection Process for Reasons Other than Non-Payment

For reasons other than non-payment, Remotes will provide Customers with a Disconnection notice by personal service, prepaid mail or by posting a notice on the property in a conspicuous place. If the Customer fails to remedy the situation described in the Disconnection notice within the time period specified, then Remotes may either Disconnect or interrupt the service on or after the date specified in the notice.

2.2.4 Immediate Disconnection without Notice

In the following circumstances, Remotes may immediately interrupt a Customer's service, without notice:

1. to comply with a court order or a request by a fire department;
2. in case of an Emergency;
3. for public safety reasons (including potential for loss of life or limb);
4. for system reliability reasons;
5. to inspect, maintain, repair, alter, remove, replace or Disconnect wires or other facilities used to Distribute electricity; or
6. where there is an energy diversion, fraud, or abuse on the part of the Customer.

Inspection requirements from section 2.1.4 of these Conditions of Service also apply upon reconnection.

2.2.5 Liability for Disconnection

If a Customer's service has been disconnected, the Customer is still responsible for any arrears or money owing for the balance of the term of the contract. Customers are also responsible for any third-party costs associated with the Disconnection. These costs will be included in the Customer's bill and will be paid by the Customer.

Under no circumstances will Remotes be liable for any damage resulting from, associated with, or related to the Disconnection or the control of distribution of electricity, including damage to the Customer or the Customer's premises and any business or other losses suffered by Customer as a result of the Disconnection.

2.2.6 Reconnection

Safety protocol requires that the Customer must confirm the Customer's main breaker is in the "off" position prior to reconnection. If Remotes is unable to safely reconnect, and a second trip must be scheduled, costs will be billed to the Customer accordingly. Under no circumstances will Remotes reconnect service without this confirmation from the Customer.

Remotes reserves the right to charge Actual Cost for failed reconnection attempts due to Customer negligence or the Customer is not ready for reconnection as per the preceding paragraph.

Where a Customer has been Disconnected for non-payment and the Customer pays the amount owed to Remotes, Remotes will reconnect the Customer's service within 10 business days as per the Distribution Service Code from the date on which the Customer:

1. makes payment in full of the amount overdue for payment as specified in the Disconnection notice; or
2. enters into an arrears payment agreement with Remotes,

and apply the reconnection charges to the Customer's next bill.

If Disconnected Customers are able to make payment/payment arrangements during a community collection trip, Remotes will Reconnect these Customers prior to leaving the community.

For all other cases that result in a Customer Disconnection, if the Customer reasonably remedies the problem that caused Remotes to Disconnect service and Remotes approves the remedy, Remotes will reconnect service, provided that the Customer, prior to reconnection, pays all costs associated with the Disconnection and reconnection (including costs associated with remote reconnections and inspection and travel costs, if incurred).

If Reconnection takes place during a community collection trip or regularly scheduled trip, a Reconnection charge will be applied.

If a special trip to Reconnect a Customer is required, the Customer must pay the Actual Cost for the special trip.

Remotes may require a security deposit as per section 2.4.3 of this document.

Customers must obtain the approval of the Electrical Safety Authority prior to Remotes reconnection if any of the following apply:

1. Remotes has reason to believe that the wiring may have been damaged or altered;
2. service was disconnected in order to modify the Customer's wiring;
3. service was disconnected to provide for a service upgrade;
4. service was disconnected for six months or longer;
5. service was disconnected because of an adverse effect on the reliability and safety of the Distribution System; or
6. it is a requirement of the Electrical Safety Code.

2.2.7 Unauthorized Energy Use

Remotes will Disconnect service to a Customer, without notice, in cases of energy diversion, fraud or abuse or meter tampering on the part of the Customer. In these situations, Customers will be liable to pay Remotes for all electricity that was consumed, but not metered or paid for, based solely on Remotes' calculations. Service will not be reconnected until the condition is rectified and the Customer pays all uncollected charges, late payment charges, and costs incurred by Remotes (including inspection and repair costs, and Disconnection and reconnection costs). Remotes may notify, as appropriate, Measurement Canada, police officials, the Electrical Safety Authority, or other regulatory and legal entities, of possible energy diversion, fraud, or abuse.

2.2.8 Fraudulent Account Setup

If Remotes has reasonable grounds to believe that a Customer (whether an occupant who owns or rents the property, where the property is used for either residential or commercial purposes) has intentionally avoided bill payment by applying or reapplying for a new Remotes account under a different account holder name, Remotes has the right to refuse service or Disconnect service and/or maintain a service interruption. Also, to establish a new account and begin electricity supply, Customers may be required to validate their identity (see section 2.1.3 of this document) and/or provide a letter from a lawyer affirming their identity and that they are not affiliated with any previous account holder with stranded arrears.

2.2.9 Service Cancellation

When Customers request a service cancellation, Remotes will remove certain delivery equipment, including power lines, transformers and the Meter at no cost to the Customer.

For reconnections, Customers will follow the process for new connections (see section 2.1 of this document) and must pay for all costs to have the appropriate delivery equipment reinstalled.

If a special trip to is required to cancel service, the Customer must pay the Actual Cost for the special trip.

2.3 Conveyance of Electricity

2.3.1 Limitations on the Guarantee of Supply

Remotes will make reasonable efforts to provide Customers with a regular and uninterrupted supply of electricity. However, Remotes does not guarantee a constant supply, or the maintenance of unvaried voltage or frequency, and will not be liable for damages or production losses to Customers by reason of any failure if this occurs.

Customers, including households, requiring a higher degree of security than that of normal supply are responsible to provide their own Emergency Backup Generation Facility or standby facilities and/or pay all associated incremental costs to supplement power supply in the event of power outages. Customers may also require, at their premises, special protective equipment (subject to the approval of Remotes), to minimize the effect of momentary power interruptions.

Customers requiring a Three Phase supply must install protective apparatus to avoid damage to their equipment, which may be caused by the interruption of one phase, or non-simultaneous switching of phases of Remotes' supply. Damages resulting from the failure to install protective apparatus shall be at the Customer's expense.

During an Emergency, Remotes may interrupt supply of electricity to a Customer in response to a shortage of supply, to effect repairs on the Distribution System or where applicable, its Generation Facility, or while repairs are being made to Customer-owned equipment. In addition to Remotes' rights under Section 40 of the *Electricity Act*, Remotes or its authorized agents may enter the Customer's property in accordance with section 1.6.2 of these Conditions of Service.

Where submarine cable is used, Remotes may not be able to restore interrupted supply due to safety concerns caused by seasonal weather. Affected Customers will be notified, and power will be restored when conditions permit.

2.3.2 Power Quality

2.3.2.1 Standards and Guidelines for Power Quality

Remotes will follow Good Utility Practice in determining its guidelines and standards for power quality. Remotes does not guarantee an unvaried voltage or frequency.

2.3.2.2 Voltage and Current Harmonics

Remotes will follow Good Utility Practice for establishing limits on harmonic current emissions and voltage distortions. Customers will ensure that their equipment does not generate harmonic currents that exceed acceptable industry practices.

2.3.2.3 Over-Voltages

In general, Remotes will follow Good Utility Practice to minimize the magnitude and extent of such short-term over-voltages.

2.3.2.4 Voltage Imbalance

The Distribution System may be subject to differences in voltage across the three phases of supply due to unbalanced Customer loads or unbalanced loading of the distribution circuits by Single Phase Customer loads. Since unbalances in voltage supply can affect the performance of Three Phase electrical equipment, Remotes will try to minimize voltage imbalance by annually balancing phase loading when required.

Measured Voltage Imbalance	Corrective Action to Be Taken
< 3 %	No Action
3 % - 5 %	Correct on a planned basis (within 12 months)
> 5 %	Correct on a planned basis (within 1 month)

2.3.2.5 Voltage Fluctuations

Voltage fluctuations will normally be within +/-10% of the nominal voltage.

2.3.2.6 Frequency Fluctuations

In on-grid communities, the frequency of Alternating Current (AC) power on the Remotes' Distribution System is dictated by the supply frequency.

In off-grid communities, because of the ratio of large community loads to typical diesel generation capacity, some variations are to be expected. Remotes will follow Good Utility Practice to minimize the magnitude and extent of frequency fluctuations by limiting the allowable size of a single load to connect to an off-grid system. All proposed Three Phase services must be reviewed by Remotes and compared to the capacity of Remotes' local Generation Facility. Motors must be less than 5% of the capacity of the smallest diesel generator at Remotes' local Generation Facility. Any motors that are larger than 25 HP will require some form of reduced voltage start to prevent any adverse effects on other Customers. Engineered drawings are to be provided to Remotes of all major loads prior to connection approval.

2.3.2.7 Power Quality Inquiries

Remotes maintains a 24-hour call answer service to answer Customers' questions about power interruptions, power quality, and incidents related to the integrity or safety of its Distribution System.

In response to a power quality concern, where the utilization of electric power affects the performance of electrical equipment, Remotes will work with the Customer and their technical representative to perform investigative analysis to identify the underlying cause. Depending on the circumstances, this may include review of relevant power interruption data, trend analysis, and/or use of diagnostic measurement tools.

For Customer power quality inquiries other than interruptions, including substandard voltage conditions, or other power disturbances, the initial response time will vary depending on the nature of the complaint.

If after an initial investigation, the power quality issue remains unresolved, and it is determined that further detailed engineering study is required, Remotes will inform the Customer of an intended course of action. Upon determination of the cause resulting in the power quality concern, where it is deemed a system delivery issue and where industry standards are not met, Remotes will recommend and/or take appropriate mitigation measures. Remotes will not be obligated to correct a problem if correcting the problem would adversely affect other Remotes' Customers. Remotes will use appropriate industry standards and Good Utility Practice as guidelines.

If Remotes determines that the source of the problem is with the Customer's own equipment, Remotes may require reimbursement from the Customer for all, or a portion, of the costs incurred in carrying out its investigation.

2.3.2.8 Customer Notification of Planned Outages

Remotes reserves the right to interrupt the supply of electricity in response to a shortage of supply or in order to inspect, maintain, repair, alter, remove, replace or Disconnect wires or other facilities used to Distribute electricity. Remotes will endeavor to provide as much notice as possible, but at least twenty-four hours' notice. Notice is provided through the Remotes' website, the media, the Band Office (where applicable) and through posters. Remotes may, but is not obligated to, notify affected Customers in advance of unplanned power interruptions and has the right to interrupt without notice.

Prior notification does not apply in Emergency situations.

2.3.3 Electrical Disturbances

Customer Responsibilities

Customers must ensure their electrical equipment does not cause unacceptable voltage fluctuations, voltage unbalance, harmonics, or other disturbances that could negatively impact other Customers connected to the Distribution System, or Remotes' Facilities and Equipment.

Customers must ensure their equipment complies with the Canadian Standards Association (CSA) standard CAN/CSA C61000-3-6. Specific electrical disturbances should be referred to Remotes for evaluation against Remotes' power quality guidelines (see section 2.3.2 of these Conditions of Service).

The Customer must resolve any unacceptable electrical disturbances caused by its Customer Equipment. Remotes may require the Customer Equipment to be disconnected from the Distribution System (see section 2.2 of this document) if the equipment issues are not corrected.

Power Factor: Customers must take and use power at all times in such manner that the ratio of kW to the kVA, when measured simultaneously at the point of delivery for power, is as near unity as practicable. Remotes may require a Customer to operate at or above the specified power factor limit.

Phase Balancing: Customers must take and use power so that the current is taken from the Three Phases equally as much as possible. If at any time the imbalance in current is greater than

10% or in Remotes' opinion excessive, the Customer must make at its own expense, upon Remotes' request, the changes necessary to reduce the imbalance to an acceptable value.

Electrical Fluctuations and Interference: Customers must not cause disturbance, fluctuation or interference on Remotes' Distribution System or with its communication systems or control circuits, or with those of any other third party. Customers must install, at their expense, suitable apparatus or otherwise to reduce any disturbance, fluctuations or interference to a tolerable level. In any event, the Customer shall indemnify Remotes from all claims and demands made against Remotes by any third party in consequence of failure by the Customer to perform its obligations under this paragraph.

Customers requiring an uninterrupted source of electricity supply or a supply completely free from fluctuations and disturbances must provide their own power conditioning equipment and Emergency Backup Generation Facility.

2.3.4 Standard Voltage Offerings

Remotes will supply standard voltages only. These voltages will conform to CSA standards. If required, the Customer will supply any additional transformation required below the Utilization Voltage. If a secondary voltage other than those noted below is required, the Customer will supply the transformers and associated equipment.

2.3.4.1 Standard Secondary Voltages

Standard secondary voltages are:

- Single Phase – 120/240 V three-wire;
- Three Phase – 120/208 V four-wire; or
- Three Phase – 347/600 V four-wire.

2.3.4.2 Standard Primary Voltages

Remotes in general has only one primary voltage in a given location. Remotes will provide or extend only the existing primary voltage to service a Connection or development. Customers requesting a Primary Service must contact Remotes to determine the voltage available at their location.

Typical primary voltages are:

- 14,400/25,000 V – Three Phase four-wire; or
- 2,400/4,160 V – Three Phase four-wire.

2.3.4.3 Voltage Conversions

When Remotes undertakes a voltage conversion on a Remotes-owned Distribution System to accommodate normal load growth, the following terms apply:

1. Where private service lines must be upgraded, Remotes will pay all labour costs (not to exceed its own estimated labour costs) and equipment costs (such as poles, insulators,

cross arms, cut-outs, arresters and transformers and underground cables when required) associated with the upgrade.

2. Remotes will pay to convert obsolete delta services to wye-grounded.
3. Remotes will pay for the electrical inspection.

In some cases, a more cost-effective solution may be to install a step up/down voltage transformation device.

2.3.5 Voltage Guidelines

Standard operating conditions are:

CSA Standard CSA-235-19 Table 2				
Nominal System Voltages	**Recommended Voltage Variation Limits for Circuits up to 1000 volts, at the Service Entrance**			
	Extreme Operating Conditions	**Normal Operating Conditions**		**Extreme Operating Conditions**
Single Phase 120/240 240	106/212 212	110/220 220	125/250 250	127/254 254
Three Phase 4 –Wire 120/208Y 347/600Y	110/190 306/530	112/194 318/550	125/216 360/625	127/220 367/635

These voltage guidelines relate to long term steady state levels and do not include short term or transient disturbances.

Where voltages lie outside the indicated limits for normal operating conditions, but within the indicated limits for extreme operating conditions, improvement or corrective action will be taken on a planned and programmed basis, but not necessarily on an Emergency basis.

Where voltages lie outside the indicated limits for extreme operating conditions, improvement or corrective action will be taken on an Emergency basis. The urgency for such action will depend on many factors, such as the location and nature of load or circuit involved, and the extent to which limits are exceeded with respect to voltage levels and duration, etc.

Remotes uses reasonable diligence to maintain supply voltage levels but is not responsible for variations in voltage from external forces including operating contingencies, exceptionally high loads and low voltage supply from the transmitter.

2.3.6 Emergency Backup Generation Facility

Customers with a portable or permanently connected Emergency Backup Generation Facility must comply with all applicable criteria in the Electrical Safety Code and in particular, must ensure that the Emergency Backup Generation Facility does not back feed on the Distribution System.

Customers with a permanently connected Emergency Backup Generation Facility must notify Remotes regarding the presence of such equipment prior to installation or any modification.

2.3.7 Metering

2.3.7.1 General

Remotes will, at all reasonable hours, have the right to inspect, repair, replace and remove any part of the metering installation and have free access to the premises for that purpose.

For Retail settlement and billing purposes, Remotes will provide, install, own and maintain Meter Installations for all Customers.

The type of Meter will be based on the Customer's Rate class, energy consumption and peak load. The security and accuracy of metering will be maintained under regulations and standards established by Measurement Canada and Remotes.

As noted above, Meter Installations are owned and maintained by Remotes. Customers are responsible for providing, owning and maintaining the meter-mounting device. For further information regarding Remotes-approved meter-mounting devices, please refer to the document at Hydro One Remote Communities Inc. - New Connections and Upgrades.

Where a Customer has a Combination Meter/Breaker Unit (meter box and breaker), Remotes is responsible for the Meter (Meter/adaptor) only. In all cases, (regardless of any labels, stickers or nameplates identifying otherwise) the Customer owns and is responsible for repairs and maintenance of the meter-mounting device, meter box and breaker.

Remotes will not install or reinstall Customer or third party-owned equipment on Remotes' metering and is not responsible for any damage to such equipment, during the installation, inspection, reading, calibration, maintenance, repair, alteration, removal, or replacement of all or any part of a Meter Installation. The Customer shall ensure the compatibility of Customer or third-party-owned equipment with Remotes' metering.

A. Location of Meter Installations

Meter Installations must be located on the exterior of the building (as determined by the layout and/or subdivision design drawings), and are subject to approval by Remotes, based on standards established by the Electrical Safety Code and the Ontario Building Code. They may be located:

1. on the driveway side of the building near the front, facing the street or roadway; or
2. on the side of the building, not more than 3 metres from the front facing the street or roadway.

If the Meter Installations are located on poles on the Customer's property, the Customer must install, own and maintain the poles.

Some components of a Meter Installation may be in more than one location.

B. Secondary Metered

Single Phase
New or existing Single Phase Customers will be metered based on actual kilowatt-hours (kWh) only. If actual kWhs are not available, metering will be based on estimates until such time an actual read is performed.

Three Phase
New or existing Three Phase Customers will be metered based on actual kilowatt-hours (kWh) only. If actual kWhs are not available, metering will be based on estimates until such time an actual read is performed.

C. Primary Metered

Secondary metering is Remotes' preferred metering arrangement. However, at Remotes' discretion, a Customer's service may be metered at the primary voltage level. Where a Primary Metered Service is used, the Customer must install, own, and maintain, at their own expense, the entire Distribution System required downstream from the metering point, including conductors, poles, and transformation.

Where overhead primary metering equipment is used, a 30-metre minimum distance is required between the line-side service disconnect(s) and the primary metering equipment.

When secondary metering is not practical to meter the Customer's load, Remotes will provide the primary metering at cost. If secondary metering is practical, the Customer will pay Remotes the cost of supplying and installing the primary metering and secondary metering. Secondary metering is considered practical when the Customer's entire load can be metered on the secondary side of the transformation.

Where Customer loading is minimal such that primary metering is impractical, Remotes will only meter at a standard secondary voltage. In these cases, Customers requiring non-standard voltages are responsible for transformation beyond the secondary metering to their desired utilization voltage.

D. Secondary Metering – Neutral Ground Resistor

Customers wishing to install or remove Neutral Ground Resistors on the secondary side of the service transformer must obtain permission from Remotes before proceeding, including obtaining approval for the metering configuration. Customers will cover all costs associated with ensuring that the metering complies with Remotes' standards.

E. Totalized Metering

For Customers who wish to consolidate/totalize two or more delivery points, Remotes will review the request, and at its discretion may allow the individual delivery points to be billed at the aggregate level for the load facility with consideration of the following conditions:

1. totalizing will be accomplished by either primary or secondary interval metering;
2. if the Rate classification is General Service, the points of delivery must be located on the same or contiguous properties, must be supplied by the same Remotes' feeder and all line transformers associated with the points of delivery must have the same owner (Remotes or Customer-owned); and
3. the points of delivery must all be on the same electricity pricing structure.

F. Central Metering

Remotes, at its discretion, will consider requests from Single Phase Customers to provide a central metering service to two or more buildings. For this service, Customers will:

1. pay the difference in material cost between central metering and the Meter that Remotes would have provided to the Customer in accordance with the Standard Supply Service Code;
2. where applicable, pay for labour costs associated with the conversion of an existing service to central metering;
3. comply with the Electrical Safety Code and Remotes' Distribution Standards;
4. have an appropriately sized main Disconnect and equipment for each service connected to the central metering service; and
5. supply and install, at its own expense, all conductors, poles, and underground conductors, as required, on its Private Property.

Remotes will connect no more than four services at the central metering point. Additional services must be connected downstream of the central metering point.

G. Multi-Residential Properties

If the owner of an existing bulk-metered Multi-Residential Property chooses to convert to individually metered dwelling units, the owner is responsible for the conversion costs. In such cases, all common facilities (including elevators, hall lights, exterior lighting, laundry equipment, central electric water heating, etc.) are combined on a separate service and billed at the General Service Rate with demand metering as appropriate.

2.3.7.2 Instrument Transformer Enclosure

Customers are responsible for supplying, owning, and maintaining meter-mounting devices (except for Three Phase services with Complex Metering Installations) where Remotes requires and supplies, at no charge, a “P” base enclosure.

For services requiring additional metering components such as instrument transformers, Customers will supply and install the following, all of which are subject to approval by the Electrical Safety Authority and Remotes:

1. instrument transformer enclosures with a minimum dimension of 90 cm × 90 cm × 30 cm;
2. all required conduit as specified by Remotes; and
3. where appropriate a self-contained 400 amp (A) meter-mounting device complete with a 400 amp current transformer. Remotes will provide the Customer with an allowance for the cost of the current transformer.

For Central Metering services, a current transformer enclosure is not required; however, Remotes can supply and install the conduit and meter-mounting device to the Customer for a charge.

The instrument transformer enclosure will be installed in accordance with section 3.7.4 of this document at a height of no less than 90 cm and maximum 100 cm from finish grade.

2.3.7.3 Interval Metering

Interval metering does not apply to Remotes at the present time.

2.3.7.4 Meter Reading

Remotes will, at all reasonable hours, have the right to read, inspect, repair, replace and remove any part of the Meter Installation and have free access to the premises for that purpose.

If unable to access a Customer’s premises, Remotes will attempt to arrange a time that is convenient for both Remotes and the Customer. At its discretion, Remotes may require the Customer to read the Meter and provide the results.

If the Customer does not accommodate Remotes’ request for meter reading or access, Remotes will remind the Customer in writing of its obligation to contact Remotes and arrange appropriate access for Remotes to the Meters or provide Remotes with the required meter readings.

Remotes collects consumption data manually. Meters are read on a monthly basis. To ensure accurate billing and proper operation, it is necessary for Remotes to read and visually inspect the Meter annually. If Remotes continues to have no access to the Meter Installation after the Customer has been notified, Remotes reserves the right to require a relocation of the Meter Installation at the Customer’s expense. If the situation cannot be rectified, Remotes may Disconnect the Customer in accordance with section 2.2 of these Conditions of Service.

When actual meter readings are not scheduled or available, Remotes reserves the right to use an estimated meter read for both energy consumption and demand data.

2.3.7.5 Final Meter Reading

When a final meter reading is required for billing purposes, the Customer will provide Remotes with at least five business days' notice of the date the billing is to be discontinued. This allows Remotes to obtain a final meter reading as close as possible to the required date. The Customer will provide Remotes with access in order to read the Meter; however, if access cannot be obtained, the Customer will pay an amount based on the estimated electrical energy used since the last meter reading.

2.3.7.6 Faulty Registration of Meters

Remotes' revenue Meters comply with the accuracy specifications established by Measurement Canada under the *Electricity and Gas Inspection Act* (Canada) and associated regulations.

Remotes is responsible for informing Customers of any Meter error of which they become aware of, the magnitude of the error, and the Customer's rights and obligations under the *Electricity and Gas Inspection Act*. Remotes is also responsible for settling any payment differences with the Customer.

In the event of incorrect electricity usage registration, Remotes will rectify billing errors in the manner set out in section 2.4.4 of this document.

2.3.7.7 Meter Dispute Testing

Where the condition or registration of a Meter is a matter of dispute between Remotes and a Customer, Measurement Canada has jurisdiction, under the federal *Electricity and Gas Inspection Act*. Remotes will inform Customers of the assistance provided by Measurement Canada in dispute investigations.

Meter dispute testing is typically the last step in a multi-stage process between the Customer and Remotes. The process typically begins with a Customer high bill inquiry, the object of which is to validate that the bill calculations, charges and bill determinants are accurate. The process may include any or all of the following steps: collection of problem details from the Customer; analysis of billing details including calculation of charges and appropriateness of meter readings; comparison of estimated readings with past usage; obtaining a check meter reading; provision of information to assist the Customer understanding of and confidence in the bills; and field visit to the Customer premises to verify meter reading, meter data and test meter operation.

If Remotes has reason to question a Meter's operation, a meter dispute test will be initiated. However, if Remotes is satisfied with a Meter's operation and with billing accuracy, and the Customer is not satisfied, the Customer will be referred to Measurement Canada.

If the Customer requests the services of Measurement Canada to resolve a dispute, Remotes will charge the Customer for the costs of processing the application to Measurement Canada, and for removing and transporting the Meter to a testing location. If Measurement Canada substantiates the dispute, and it is in the favour of the Customer, Remotes will bear the costs.

Measurement Canada will follow its dispute investigation process and issue a decision. Measurement Canada has an appeal process, and Remotes and its Customers have the option to appeal the decision and follow this process.

2.3.7.8 Travel Trailer, Public and Private Campgrounds (“Parks”)

The park authority/owner will provide, own, and maintain all distribution facilities, including transformers and individual metering as desired, within the park boundary. Such facilities will be subject to the approval of the Electrical Safety Authority.

All electricity supplied by Remotes to service the park will be combined and billed under one General Service account.

Remotes will determine the type of metering required. All electricity supplied by Remotes to service the site will be combined and billed under one General Service account. If a Secondary Metered Service is not practical, a Primary Metered Service will be required at or near the property limit.

When primary metering is required, the Customer will install, own, and maintain the entire Distribution System beyond the metering point, which will include poles, conductors, transformers and all other electrical equipment. A transformation allowance will be applied to the Customer’s energy bill.

2.4 Tariffs and Charges

2.4.1 Service Connections

2.4.1.1 Rate Classifications

The OEB approves the Rates that Remotes charges for each Rate classification. The OEB also approves all the Miscellaneous Distribution Charges that Remotes levies.

When assigning Rate classifications, Remotes considers the nature and use of the Customer’s electricity service.

The main Rate classifications are Year-Round Residential, Seasonal-Residential, General Service, Street Lighting, Road Rail Residential, Air Access Residential, Road/Rail General Service, Air Access General Service, and Grid Connected Service.

As Remotes is an integrated utility, its Rates are bundled to include charges for both Generation and Distribution Services. Remotes' Customers are not part of the Regulated Price Plan, and as a result, Time of Use (TOU) rates do not apply. Rates are not based on cost and are established through the RRRP Regulation.

Remotes’ Service Rates include a monthly service charge component and a volume-based component. The monthly service charge is designed to recover some of the costs that are independent of electricity use. For Remotes' Customers, the volume Rate is a per kWh charge.

2.4.1.2 Rate Schedules and Notice of Rate Changes

OEB-approved Rates and charges are as set out in Remotes' schedules (see HydroOneRemotes.ca). Notice of Rate changes are mailed to all Customers with the first bills issued using the revised Rates.

2.4.2 Energy (Electricity) Supply

Remotes' Rates combine the charges for the electrical services (Generation and Distribution).

Provision of Standard Service Supply does not apply to Remotes as Remotes is exempt from the Retail Settlement Code and the Standard Service Supply Code.

2.4.3 Deposits

In this section:

1. Residential Customers include single-metered and bulk-metered residences.
2. Non-residential Customers include General Service and Street Lighting.

2.4.3.1 Requirements for Security Deposit

Whenever required by Remotes, including as a condition of supplying or continuing to supply Distribution Services, the Customer must provide and maintain security in an amount that Remotes deems necessary and reasonable.

Remotes requires account security deposits from all applicants unless the Customer has a good payment history, as noted below.

For Residential Customers, a good payment history means:

1. Customers do not owe arrears on another Remotes' account; and
2. Customers have been served by Remotes within the previous six months and have no more than 1 Disconnection notice; no more than one non-sufficient funds (NSF) cheque and/or no collection/Disconnection charges over the last twelve-month period of service; or
3. during a search of the consumer credit database (with the Customer's permission), the Customer is matched with a file and is deemed an acceptable credit risk; or
4. Customers provide a reference letter from a prior utility that attests to a good payment history; or
5. a Disconnect/Collect Trip has not occurred within the past calendar year.

In the event that Remotes applies all or part of a security deposit to offset amounts owing by a Residential Customer, Remotes may require the Customer to repay the amount of the security deposit that was so applied.

For General Service Customers, a good payment history means:

1. applicant does not owe arrears on another Remotes account; and
2. applicant has been served by Remotes within the previous six months and has no more than 1 Disconnection notice, no more than one NSF cheque and/or no collection/Disconnection charges over the last 5-year period of service; or
3. during a search of the consumer credit database (with the applicant's permission), the applicant is matched with a file and is deemed an acceptable credit risk; or
4. applicant provides a reference letter from a prior utility that shows a good payment history for a 5-year period; or
5. a Disconnect/Collect Trip has not occurred within the past calendar year.

If any of the preceding events occur due to an error by Remotes, the Customer or Applicant's good payment history will not be affected.

Remotes may require security deposits when the Customer initially applies for service, or subsequently, if a Customer fails to maintain a good payment history. The security deposit amount will be applied to the Customer's electricity account and appears as a charge on the next electricity bill issued.

If Remotes holds a cash security deposit when an account is closed, it returns the deposit plus accrued interest to the Customer through a credit applied to the final bill, or by cheque as decided by Remotes. Any excess deposit amount will be returned to the Customer directly, within six weeks after the account is closed. If Remotes does not receive full payment from the Customer, a security deposit will be applied after the final bill due date.

2.4.3.2 Acceptable Forms of Security

Remotes accepts security deposits in the following forms:

1. Remotes' payment channels including cash, cheque, on Remotes' website, Remotes' 1-800-465-5085 billing number, through the bank; or
2. an automatically renewing irrevocable letter of credit from a bank or financial institution, as defined in the *Bank Act*,

or a combination thereof.

Remotes will not accept third party guarantees.

Remotes accepts the payment of a security deposit in equal monthly installments over a period of up to four months. Customers can make arrangements with Remotes by calling 1-800-465-5085.

2.4.3.3 Calculation of Security Deposit Amounts

Account security deposit levels are calculated to cover Remotes' exposure and based on billing frequency and payment cycle/period. Remotes calculates security deposits based on Customers' average monthly load within the most recent 12 consecutive months (within the past two years).

Billing Cycle Factors are as follows:

- For Customers billed **monthly**, the Billing Cycle Factor is 2.5 times the Customer's estimated bill over the past 12 months.
- For Customers billed **bi-monthly**, the Billing Cycle Factor is 1.75 times the Customer's estimated bill over the past 12 months.
- For Customers billed **quarterly**, the Billing Cycle Factor is 1.5 times the Customer's estimated bill over the past 12 months.

The security deposit is calculated to be $250 based on the Billing Cycle Factor of 2.5 times for monthly billed Customers, based on an average monthly Customer bill of $100.

If Customers have less than 12 consecutive months of relevant service history with Remotes within the past two years, the security deposit will be based on Remotes' reasonable estimate.

Account security deposit levels for new Customers or Customers who have no payment history with Remotes are determined based on average monthly electricity consumption for similar Customers.

2.4.3.4 Limits on Amount of Security Required

All Rate classes:

If a Customer provides Remotes with a credit rating from a recognized credit rating agency, the maximum amount of security deposit is reduced, as shown in the following table. (Equivalent ratings from Moody's and Dominion Bond Rating Services are also accepted.)

Credit Rating (Using Standard & Poor's Rating Terminology)	**Allowable Reduction in Security Deposit**
AAA- and above or equivalent	100%
AA-, AA, AA+ or equivalent	95%
A-, from A, A+ to below AA or equivalent	85%
BBB-, from BBB, BBB+ to below A or equivalent	75%
Below BBB- or equivalent	0%

2.4.3.5 Review and Updating of Security Deposits

Remotes reviews security deposits annually to determine whether to:

- fully refund the Customer due to good payment history; or
- keep the amount of the security deposit unchanged.

2.4.3.6 Interest on Security Deposits

Interest is payable on cash or cheque security deposits and will accrue monthly once Remotes receives the total deposit. Interest is calculated at the prime business rate (as published on the Bank of Canada Web site) less two per cent, updated quarterly, to a minimum of zero per cent.

Interest due is paid out at least annually, or upon return of the security deposit or closure of the account, whichever comes first. Interest is credited on the Customer's account.

2.4.3.7 Waiver/Return of Security Deposit

Remotes may, at its discretion, require Customers who do not have a payment history for the relevant time period to provide security when they apply for service or open an electricity account. Remotes may waive the security deposit if the Customer provides a reference letter that confirms good payment history from another electricity or natural gas utility in Canada, where the Customer was previously a Customer for the relevant time period (see section 2.4.3.1 of these Conditions of Service), or a Customer has been qualified as an Eligible Low-Income Customer and requests to waive the deposit and confirms his or her low-income eligibility.

For new Customers, Remotes will request security deposits unless a credit check shows that the applicant is an acceptable credit risk, or the applicant can provide a reference letter from a prior utility attesting to a good payment history.

Remotes returns security deposits for all Residential Customer accounts who demonstrate good payment history with Remotes over 12 consecutive months. For all other accounts, the security deposit will be held until a satisfactory payment record is demonstrated over 5 years. When a Residential Customer or other Customer account is terminated, the security amount will be credited on the Customer's final bill and any surplus will be refunded by cheque.

For all Customers except non-residential > 5000 kW, Remotes may decide to waive the security deposit when it receives, at the Customer's expense, a satisfactory credit check from TransUnion, Equifax or Dun and Bradstreet credit reporting agencies.

A satisfactory credit check or utility reference letter will be accepted to waive the security deposit if a good payment history is not maintained.

Customers must maintain a good payment history in order for Remotes to refund their security deposit. If good payment history is not maintained, Remotes will not accept a reference letter from another utility. Customers should note that utility reference letters are valid for a one-year period.

If the security deposit is to be returned to the Customer, Remotes will promptly credit the Customer's account, including applicable interest in accordance with the Distribution System Code (see section 2.4.3.6 above).

2.4.3.8 Enforcement Where Security Deposit Not Paid

Payment of security deposits identified as a condition of service or continuing service will be enforced in the same manner as any monies owed to Remotes for the supply of electricity. Unpaid amounts may result in service interruption for non-payment.

2.4.4 Billing

In this section, references to monthly, quarterly, and annually are notional and approximate time periods only. They are not to be construed as calendar-based time periods.

2.4.4.1 Billing Frequency

All Customers are billed on a monthly basis except for Residential (seasonal) Customers, which are billed on a quarterly basis.

2.4.4.2 Meter Read Frequency

Remotes reads Meters on a monthly, quarterly, or annual frequency, depending on Rate classification. Where Remotes is unable to obtain a meter reading, for any reason, the Customer may be requested to provide a meter reading.

2.4.4.3 Use of Estimates

In months where no reading is obtained, or where meter-reading data is not available to calculate a Customer's bill, Remotes will estimate energy usage based on historical usage for the premises or a pre-determined quantity (if historical usage is unavailable).

2.4.4.4 Closing of Account

For account closures, Remotes requires five business days to arrange for a final read and issue a final bill. If notice of account closure is not provided prior to closure date, and backdating is required, Remotes will backdate account closure only as far as three months prior to date notice received.

2.4.4.5 Pro-ration of Accounts

If a Customer's bill is for a period shorter or longer than the standard billing period, or if Rates were revised on a date that does not align with a Customer's billing or meter reading date, the account will be prorated.

2.4.4.6 Budget Billing Plan

A Budget billing plan is available to all Customers. To help smooth electricity costs over the year, the plan bills Customers for an equal portion of the previous year's electricity charges per bill period and then reconciles the balance owing in the anniversary month. Periodic adjustments may be made to the regular budget bill amount if Rate or usage change.

2.4.4.7 Billing Errors: Over and Under Billing

Where a billing error results in a Customer being over billed, and where Measurement Canada has not become involved in the dispute, Remotes will credit the Customer for the amount in error, for up to two years from the date when the error was initially discovered.

Remotes' standard billing practice includes estimated meter readings. If the billing error is not the result of Remotes' standard billing practice, Remotes will pay interest on the amount credited at the prime rate charged by Remotes' financial institution.

Where a billing error results in a Customer being under billed, and where Measurement Canada has not become involved in the dispute, the Customer will pay Remotes the amount not previously billed.

For Customers who are not responsible for the under-billing, Remotes has two years from the date when the error was initially discovered to charge Customers the under-billed amount.

For Customers who are responsible for the under-billing (by way of tampering, willful damage, unauthorized energy use or other action), the Customer will pay the amount under-billed and a late payment charge, as determined by Remotes in accordance with these Conditions of Service. Remotes may require payment of the full under-billed amount. This will be presented by means of a corresponding charge on the next regularly scheduled bill issued to the Customer or on a separate bill to be issued to the Customer responsible for the under-billing amount. Where Disconnection has occurred, Remotes may require payment prior to the reconnection of service upon request by the Customer responsible.

See section 2.3.7.7 in this document for further information on Measurement Canada meter dispute testing.

2.4.4.8 Annual Monitoring of Electricity Usage

For non-residential Customers, Remotes monitors electricity use and monthly peak demand annually to determine if the account should be reclassified for billing purposes or, at Remotes' discretion, if the metering equipment requires replacement. The review occurs in the first quarter of each year and is based on a historical period up to 36 months.

Customers are notified of any change in writing at least 30 days in advance, with the change becoming effective on the next scheduled bill after the annual review is completed. The reclassification is on a go-forward basis with no retroactive adjustments.

2.4.5 Payments and Overdue Account Interest Charges

2.4.5.1 Payment Options

Customers may pay their electricity bills by: cheque or money order (mailed with the remittance stub portion of the bill) to Remotes at the address on the stub; in person at most Canadian financial institutions; through automated banking machines, telephone banking or Internet bill payment services offered through the Customer's financial institution; by credit card (service fee applies) including Northen Store "WE" cards through Paymentus, Remotes' third-party payment processor, or by using MoneyGram. All payments to Remotes must be in Canadian dollars.

Remotes also offers electronic fund transfers/pre-authorized payment option "AutoPay".

2.4.5.2 Late Payment Charges

Bills are due on the billing date. A late payment charge is applied and is owed by the Customer if payment is not received within 19 days of the billing date. Remotes provides Customers with a 16-day payment period, plus 3 days for the bill to be sent. The required payment date printed on the bill is set 19 days after the bill issue date. When the due date for payment is a weekend or holiday, the payment will be required on the next business day.

Remotes' late payment charge is 1.5% compounded monthly (19.56% per year). Late payments are calculated from the billing date to the date the next bill is issued. Late payment charges are applied to the outstanding balance. If partial payment is made within 19 days after the billing date, the late payment charge will apply only to the amount outstanding after subtracting the partial payments. Late payment charges will be added to the Customer's next bill.

An allowance of 3 days is provided after the due date for payment, for receipt of payment by mail.

Customers who choose electronic funds transfer or pre-authorized payment will have their payment amount automatically withdrawn from their designated bank account on the 19th day after the bill issue date. The withdrawal date and amount are clearly indicated on each bill.

2.4.5.3 Allocation of Payments

Any payments received are applied to the total outstanding balance of the electricity account, which includes the billed amounts, security deposits, late payment or other charges. Payment cannot be directed to specific portions of the outstanding balance.

2.4.6 Arrears Management Program

2.4.6.1 Residential Customer

Residential Customers may request to enter into a payment agreement for the total outstanding balance of their electricity account. If Remotes agrees to enter into a payment agreement, the Customer may be required to repay the security deposit and make a down payment towards the total outstanding balance.

2.4.6.2 Eligible Low-Income Customer

Eligible Low-Income Customers may be required to repay the security deposit and make a down payment towards any electricity charge arrears, including applicable late payment charges but excluding other service charges, as part of the payment agreement.

For Eligible Low-Income Customers who enter into a payment agreement, Remotes will waive any service charges related to collection, Disconnection, non-payment or load control devices, and will not include such charges in the payment agreement only if a Customer is entering into the agreement for the first time or is entering into the agreement after having successfully completed a previous payment agreement as an Eligible Low-Income Customer. Eligible Low-Income Customers must pay initial late payment charges accrued to the date of the payment agreement. Additional late payment charges are waived during the course of the agreement.

2.5 Customer Information

2.5.1 Protection of Individual Privacy and Customer Information

2.5.1.1 Privacy Legislation and the Distribution Licence

Remotes is subject to federal privacy legislation that includes specific restrictions concerning the collection, use and disclosure of Personal Information.

Remotes' Distribution Licence also prohibits Remotes from disclosing information regarding a Customer to any party without the Customer's written consent, except where such information is required to be disclosed:

1. to comply with any legislative or regulatory requirements, including the conditions of the Distribution Licence;
2. for billing, settlement or market operations purposes;
3. for law enforcement purposes; or
4. to a debt collection, band council or government agency for the processing of past due accounts of the consumer, retailer, wholesaler or Generator.

Customers have an obligation to provide Remotes with information that is true, complete, and correct. The information is used to provide Customer service, deliver and/or supply energy, manage Customer accounts and assess credit history regarding the need for account security. Remotes may verify the accuracy of all information provided and may obtain additional credit information from a credit-reporting agency as required.

The Distribution Licence allows Remotes to disclose information regarding a Customer where the information has been sufficiently aggregated such that the Customer's particular information cannot reasonably be identified.

2.5.1.2 Remotes' Collection, Use and Disclosure of Customer Information

For the purposes identified in the following paragraph, Remotes collects information about its Customers, including Personal Information (collectively, "**Customer Information**"), primarily directly from its Customers but also from third parties (including credit bureaus or personal references), whether verbally or in writing. The information collected is primarily:

1. information establishing identity (for example: name, address, phone number, date of birth, etc.);
2. information related to the provision of electricity and/or Distribution Services by Remotes and other electricity Distributors; and
3. information about financial behaviour, such as payment history and creditworthiness.

Remotes uses and discloses information about its Customers (which includes Personal Information) for the following purposes:

1. to establish and maintain responsible commercial relations and operations which includes authenticating Customer identity, billing and payments and maintaining records of same;
2. to assess Customer credit history from time to time to determine whether Remotes requires a security deposit;
3. to help Remotes verify Customer creditworthiness, collect a debt or enforce an obligation owed by a Customer and/or manage and assess Remotes' financial risks;
4. to collect and process past due accounts of the Customer which includes disclosing Customer information (including Personal Information) to a debt collection agency and/or a credit reporting agency;
5. to contact Customers (at mailing and/or service address) as well as respond to Customer inquiries or service issues to monitor and assess quality of service (for example, Remotes may monitor and/or record telephone communications with you for quality assurance and training purposes);
6. to address and respond to issues related to the usage of critical power dependent, medical equipment during an outage;
7. to understand Customer needs and eligibility for products and services;
8. to recommend particular products and services to meet a Customer's needs;
9. to develop, enhance, market, provide and notify Customers about electricity products and services, events, causes and programs sponsored by Remotes;
10. to meet legal and regulatory requirements;
11. to provide Customers with information about electricity, the electricity market and rates; and
12. for the following conservation and demand management (CDM) purposes:
    a. marketing, introducing, administering and/or implementing CDM programs and products;

b. carrying out studies or assessments to determine the feasibility or viability of a CDM program, project, opportunity and/or product;

c. compiling and analyzing data for its Customers regarding their energy usage and energy efficiency opportunities in ways that can encourage conservation or improve Customer satisfaction;

d. tracking and monitoring participation levels and interest in CDM programs and products; or

e. otherwise dealing with or managing its CDM mandate.

Remotes does not trade or sell Customer Information to others. Remotes will not use or disclose Customer Information for purposes other than those for which it was collected, except with the Customer's consent or in accordance with Applicable Laws (including Remotes' Distribution Licence).

The information will be used and disclosed internally within Remotes by and among staff members (for example, its Customer care staff and its internal auditors) who need the information in the performance of their duties, and where the use and disclosure is necessary and proper in the discharge of Remotes business.

In some instances, Customer Information will be shared with third party service providers who perform services on Remotes' behalf including Customer service, outage management, data storage, data cleansing, conservation and demand management related services, and/or who provides Remotes with other types of services to help it deliver and/or improve the services Remotes provides (for example, auditing services, data analysis, consumer risk assessments and consulting/advisory services). These third-party service providers are given only the information that is necessary for them to perform those services that Remotes has contracted them to provide. They are prohibited from storing, analyzing or using that information for purposes other than the services they have been contracted to provide. Remotes uses contractual means to require service providers to protect Customer Information from loss, theft and unauthorized access, use, disclosure and otherwise, in a manner consistent with the privacy policy and practices established by Remotes. In the event service providers are located outside of Canada, they are bound by, and Personal Information may be disclosed in accordance with, the laws of the jurisdiction in which they are located.

To measure performance and develop service improvements, Remotes may disclose Customer Information to third party service providers for the purpose of conducting surveys on Remotes' behalf. The providers are bound by strict confidentiality contracts to use the information for the sole purpose of the survey. Customers who want Remotes not to release their information to a service provider for survey purposes should call 1-888-825-8707.

2.5.1.3 Access to Personal Information

Remotes retains Personal Information only as long as necessary for the purposes described in this section.

Customers may obtain access to their Personal Information held by Remotes at any time, and review its content and accuracy, and have it amended as appropriate. However, access may be restricted as permitted or required by law. Customers can request access by contacting 1-888-825-8707.

Further information about Remotes' practices and procedures concerning the collection, use and disclosure of Personal Information can be found in Hydro One's Privacy Code (available at www.HydroOneRemotes.ca).

2.5.2 Provision of Current Usage Data to Customers

Customers with cumulative volume and Demand Meters shall receive their current usage data on their electricity bill from Remotes.

3.0 CUSTOMER SPECIFIC

3.1 Non Standard A Service

Under Section 79 of the *Ontario Energy Board Act, 1998* and associated Regulations, non-government customers within Remotes' service territory are eligible to receive Rural and Remote Electricity Rate Protection (RRRP).

3.1.1 Year Round Residential Service Classification – R2

This Customer classification refers to a residential service that is the principal residence of the Customer. This classification may include additional buildings served through the same Meter, provided they are not rental income units.

A Customer that meets all the following criteria is considered to have a principal residence that qualifies the Customer to receive RRRP:

1. the Customer must state that this is their principal residence for purposes of the *Income Tax Act*;
2. the Customer represents and warrants that for as long as he or she has Year-round Residential Rate status for the identified dwelling, he or she will not designate another property as a year-round residence;
3. the Customer must live in this residence for at least 8 continuous months of the year;
4. the same address that is used for this residence must also appear on other documents such as the Customer's driver's licence, credit card invoices, property tax bill and the Customer's mailing address on the electricity bill, etc.; and
5. Customers who are eligible to vote in Ontario or federal elections must be enumerated for voting purposes at the address of this residence.

Upon request from time to time, the Customer shall provide Remotes with documentation including the Customer's driver's licence, Ontario photo card or property tax bill to demonstrate that the Customer meets all of the above principal residence requirements. Customers must provide Remotes with information that is true, complete and correct.

Multi-unit residential establishments (such as apartment buildings) that are bulk-metered are normally classified as General Service; however, Remotes may, at its discretion, choose to classify up to four residential units as Year-round Residential.

Where electricity service is provided to a combined residence and business (including agricultural usage), and the wiring does not allow for separate metering, Customers are classified as Residential.

Residential Customers who do not meet the principal residence eligibility criteria above and/or fail to provide Remotes with either any or sufficient evidence to demonstrate that the Customer meets the principal residence eligibility criteria above will be classified as Residential (seasonal) and will not be eligible for RRRP.

3.1.2 Seasonal Residential Service Classification – R4

This classification is comprised of any residential service not meeting the year-round residential criteria. As such, the seasonal residential class includes cottages, chalets, and camps.

3.2 Non Standard A General Service Classification

This classification is applicable to any service that does not fit the description of the year-round residential or seasonal residential. Generally, it is comprised of commercial, administrative, recreational, and auxiliary services. It includes a combination of services where a variety of uses are made of the service by the owner of one property, and all multiple services except residential.

3.2.1 General Service, Single Phase Service Classification – G1

This classification is applicable to General Service Single Phase Customers.

3.2.2 General Service, Three Phase Service Classification – G3

This classification is applicable to General Service Three Phase Customers.

3.3 General Service (Above 50 kW)

Typically, General Service Customers include commercial, industrial, educational, administrative, auxiliary and government-type services, as well as combined services (where the owner of one property uses the service for a variety of purposes) and all multiple services excluding residential services with up to four units.

Customers estimated to have an average monthly peak load above 50 kW will be metered on monthly kW as well as kWh.

3.4 Street Lighting Service Classification

The energy consumption for streetlights is estimated based on Remotes' profile for street lighting load, which provides the amount of time each month that the streetlights are operating. Streetlight charges include:

- an energy charge based on installed load, at a Rate approved annually (Customer load expressed in kWh × the number of fixtures × the appropriate rate); and
- a pole rental charge approved annually when the light is attached to a Remotes' pole.

Remotes must approve the location of new lighting installations on its poles, and the streetlight owner must enter into an agreement to use such poles. Remotes will make the electrical service connection of all streetlights to the Distribution System. Further servicing details are available within this document.

3.5 Standard A Service Classification

Standard A Rates are applicable to all accounts paid directly or indirectly out of Federal and/or Provincial government revenue, subject to the following exemptions:

- Canada Post Corporation, Hydro One Inc. or a subsidiary of Hydro One Inc.;
- social housing;
- a library;
- a recreational or sports facility; or
- a radio, television or cable television facility.

Any Standard A account may be reclassified as General Service, Residential Year-Round or Residential-Seasonal at any time. To reclassify a Standard A account, a letter from the accountable Federal and/or Provincial Government agency must be provided to Remotes stating that the account does not receive any direct and/or indirect funding of a continuous nature.

An alternative to this letter would be a declaration from a Director of the organization stating that the organization receives no funding. This declaration must be accompanied by an audited statement, which includes the funding source.

An example of direct funding is a Ministry of Transportation of Ontario (MTO) account paid directly by MTO.

An example of indirect funding is a First Nation School account paid by a First Nation through funding by Indigenous Service Canada.

On occasion, Remotes may request Customers to confirm Standard A classification and related funding.

3.5.1 Standard A Residential Road/Rail Access Service Classification

This classification is applicable to Residential Customers in communities that are accessible by a year-round road or by rail.

3.5.2 Standard A Residential Air Access Service Classification

This classification is applicable to Residential Customers in communities that are not accessible by a year-round road or by rail.

3.5.3 Standard A General Service Road/Rail Service Classification

This classification applies to all non-residential Standard A Customers in communities that are accessible by a year-round road or by rail.

3.5.4 Standard A General Service Air Access Service Classification

This classification applies to all non-residential Standard A Customers in communities that are not accessible by a year-round road or by rail.

3.5.5 microFIT Generator Service Classification

This classification applies to a Micro-Embedded Generation Facility connected to Remotes' Distribution System where the output of the Facility is being sold to the IESO under the microFIT Program.

3.5.6 Standard A Grid Connected Service Classification

This classification is applicable to all Standard A Customers in communities that are connected to the Provincial electricity grid and are not accessible by a year-round road or by rail.

3.6 Residential

3.6.1 Connection and Upgrade Charges

Residential Customers who make a written request for Connection, and whose Building that Lies Along Remotes' existing distribution lines, are required to pay Remotes connection charges in accordance with section 2.1.1 of these Conditions of Service.

Residential Customers who request an upgrade to the Connection Assets at their premises will pay Remotes the costs associated with upgrading the Connection Assets, with the exception of standard metering. If Expansion of the Distribution System is required to accommodate the upgrade request, all costs associated with the upgrade will be treated in accordance with section 2.1.2 of these Conditions of Service.

3.6.2 Ownership Demarcation Point and Operational Demarcation Point

Residential Connections to the Distribution System are either Secondary Service connections or Primary Service connections.

3.6.2.1 Secondary Services

Secondary Services can be supplied when the Residential Customer can be served directly from the Distribution System via a connection to the low-voltage side of the Distribution transformation.

For Secondary Service that Remotes wholly-owns and maintains, the Ownership Demarcation Point and the Operational Demarcation Point are located at:

1. the top of the Residential Customer’s service entrance stack for overhead connections;
2. the secondary transformer lugs or the bus connectors for underground connections;
3. the metering point for a central-metered service;
4. the line side of the Customer’s meter-mounting device, for underground connections; and

5. the supply connectors on the load side of the Current Transformer (CT) for a Central Metered Service, with the exception of the meter-mounting device and stack that are owned and maintained by the Customer.

For Secondary Services that the Residential Customer wholly-owns, the Ownership Demarcation Point and the Operational Demarcation Point are the secondary connections at the transformer lugs or the service bus connectors.

Remotes maintains the portion of the Secondary Service that it owns (including repair and like-for-like replacement of a wire or cable that has failed irreparably). The Residential Customer is responsible for all civil work, supports, vegetation and landscaping associated with any repair or replacement to the Remotes' portion of Secondary Services located on their property.

Restrictions on the size of Secondary Services are as follows:

1. Remotes will review all Single Phase connections greater than 200 A;
2. Remotes will review all Three Phase service connections of 400 A or greater for system reliability and power quality impacts;
3. to ensure system reliability it may be necessary to restrict service size below these levels.

3.6.2.2 Primary Services

For Primary Service Residential Customers, the Ownership Demarcation Point will be located at the line switch or primary live line clamp installed at Remotes' Distribution line or pole near the Customer's property line.

For Remotes-owned transformers that are installed on a Residential Customer-owned pole, or Residential Customer-supplied transformer pad, Residential Customers must transfer the grounding system to Remotes prior to energization.

For Residential Customers who own a primary disconnecting device, this device is considered the Operational Demarcation Point and is under the operating control of Remotes.

3.6.3 Customer Supplied Secondary Wire

Residential Customers are required to install, own, and maintain the secondary conductor under any of the following conditions:

1. service is underground;
2. service size is greater than 400 A;
3. conductor terminations are located inside the Customer's building;
4. conductors are installed beyond the service entrance;
5. conductors are connected to a Primary Service; or
6. non-standard conductor installations.

3.6.4 Voltage

For Residential Customers, normal secondary supply voltage is 120/240 V Single Phase, unless otherwise approved by Remotes.

3.6.5 Metering

Residential Customers will make the following provisions to accommodate Remotes' Meter Installation requirements:

1. Where the rating of the main disconnecting device does not exceed 200 A, Residential Customers will provide a 120/240 V, 200 A, Single Phase 4-jaw outdoor meter socket connected on the line side of the main disconnecting device.
2. Where the rating of the Residential Customer's main disconnecting device is greater than 200 A and does not exceed 400 A, Residential Customers will provide an outdoor combination meter socket and metering transformer enclosure that is connected on the line side of the main disconnecting device equipped with a 120/240 V, 20 A, 5-jaw meter socket with 4 pole test switch.

Remotes will provide and install the revenue metering Current Transformer (CT). The Meter Installations must be in a location that is acceptable to Remotes.

For metering installed on poles, the 5-jaw meter socket will incorporate a 4-pole test switch. Residential Customers must install, own, and maintain the pole and transfer the metering's grounding system to Remotes prior to energization.

3.7 General Service

3.7.1 Connection and Upgrade Charges

General Service Customers who make a written request for Connection and whose Building that Lies Along Remotes' existing distribution lines are required to pay Remotes connection charges in accordance with section 2.1.1 of these Conditions of Service.

General Service Customers who request an upgrade to the Connection Assets at their premises will pay Remotes the costs associated with upgrading the Connection Assets, with the exception of standard metering. If an Expansion of the Distribution System is required to accommodate the upgrade, all costs associated with the upgrade will be treated in accordance with section 2.1.2 in this document.

3.7.2 Ownership Demarcation Point and Operational Demarcation Point

General Service Connections to the Distribution System are either Secondary Service connections or Primary Service connections.

3.7.2.1 Secondary Services

For Secondary Service General Service Customers, Ownership Demarcation Points and Operational Demarcation Points will be located as follows:

1. Where the General Service Customer's conductors emerge from the service head or mast on overhead Secondary Services at either the secondary terminal (spade) of the transformer or the secondary connection pedestal located at the property line, as determined by Remotes.
2. For underground Secondary Services, at the line side of the General Service Customer's meter-mounting device.

3.7.2.2 Primary Services

For Primary Service General Service Customers, the Ownership Demarcation Point will be located at the line switch or primary live line clamp.

Where a Remotes-owned transformer is installed on a General Service Customer-owned pole or General Service Customer-supplied transformer pad, the grounding system must be transferred to Remotes prior to energization.

For General Service Customers who own a primary disconnecting device, this device will be the Operational Demarcation Point and will be under the operating control of Remotes.

3.7.3 Voltage

General Service Customers must consult with Remotes early on to confirm the availability of specific voltages within the Remotes' Distribution System.

Refer to section 2.3.4 of these Conditions of Service for Remotes' standard voltage offerings.

3.7.4 Metering

For metering installed on poles, General Service Customers must install, own and maintain the poles. The grounding system for the metering must be transferred to Remotes prior to energization.

To accommodate Remotes' Meter Installation, General Service Customers will provide equipment to comply with the following arrangements as determined by Remotes, and in a location acceptable to Remotes:

Self-Contained Metering Up to 200 A

The rating of a General Service Customer's main Disconnection device for a self-contained Meter Installation (at one of the three secondary voltages in section 3.7.3 in this document) must include one of the following:

1. 120/240 V, 200 A, Single Phase 4-jaw outdoor socket-base Meter connected on the line side of the main disconnecting device;

2. 120/208 V, 200 A, Single Phase 5-jaw socket-base Meter (network) connected on the load side of the main disconnecting device;
3. 120/208 V, 200 A, Three Phase 7-jaw socket base Meter connected on load side of the main disconnecting device; or
4. 347/600 V, 200 A, Three Phase 7-jaw indoor socket base Meter connected on the load side of the main disconnecting device.

Metering of any Three Phase secondary voltages other than those specified must use transformer-rated metering.

120/240 V, 400 A

Where the rating of the General Service Customer's main disconnecting device is between 200 A and 400 A, a General Service Single Phase transformer-type Meter Installation at 120/240 V must be provided with:

1. an outdoor 120/240 V, 20 A 5-jaw meter socket with 4 pole test switch combination meter socket and metering transformer enclosure connected on the line side of the main disconnecting device; or
2. 120/240 V, 20 A, 5-jaw meter socket connected on the line side of the main disconnecting device, with a 4-pole test switch; and
3. 90 cm x 90 cm x 30 cm instrument transformer enclosure; and
4. 19 mm conduit from the instrument transformer enclosure to the meter socket.

Three Phase

A Three Phase transformer-type Meter Installation that is not equipped with Interval Meters must be provided with:

1. an acceptable indoor/outdoor meter enclosure;
2. an indoor/outdoor instrument transformer enclosure with minimum dimensions of 121 cm × 121 cm × 30 cm with maximum parallel runs of 500MCM conductor; and
3. 31 mm conduit from the instrument transformer enclosure to the meter enclosure.

The instrument transformer enclosure will be installed at a height of no less than 90 cm and maximum 100 cm from finish grade.

Instrument Transformer Enclosure

General Service Customers who require a transformer-type Meter Installation must provide a metal instrument transformer enclosure that is:

1. equipped with a hinged door/s or other means for securing the instrument transformers in the enclosure, as well as a padlock hasp or other means to render the enclosure inaccessible to unauthorized persons;
2. connected on the load side of the main disconnecting device; and
3. sized as follows:

120/240 V Single Phase service

- Over 200 A, up to and including 400 A: 90 cm × 90 cm × 30 cm (36 in. × 36 in. × 12 in.)
- Over 400 A: 121 cm × 121 cm × 30 cm (48 in. × 48 in. × 12 in.)

120/208 V Three Phase four-wire service

- Between 200 A and 600 A: 121 cm × 121 cm × 30 cm (48 in. × 48 in. × 12 in.)

347/600 V Three Phase four-wire service

- Over 200 A, up to and including 600 A: 121 cm × 121 cm × 30 cm (48 in. × 48 in. × 12 in.)

The maximum cable size used must be 500MCM with a maximum conductor in run of two. The enclosure installation must be no less than 90 cm (36 in.) and no more than 100 cm (40 in.) from finished grade.

For a service greater than 600 A or a service that requires a cable size larger than 500MCM or greater than a parallel run the instrument transformer must be integrated into the switchgear.

Where a 'Meter only' cabinet is required, the dimensions must be 0.61 m × 0.412 m × 0.257 m (24 in. × 16.2 in. × 10.1 in.)

347/600 V, Three Phase four-wire circuits with one metering point per service entrance will use transformer-rated metering consisting of three CTs and three PTs; and

4. includes one of the following meter loop arrangements: spare conductors not less than 450 mm in length equipped with connectors supplied and terminated by the General Service Customer at each bar-type current transformer Connection point or Three Phase conductors installed through ring-type current transformers (or other acceptable provision for connecting CTs).

Multi-Occupancy Metering

Meter Installations for multiple occupancy structures where the General Service Customer requires individual Meters, and where the rating of the main disconnecting device exceeds 400 A, must satisfy the following requirements:

1. Meters must be installed in a central service room with access (see section 1.6.2 of these Conditions of Service);
2. the central service room must be separated from the rest of the building by an approved fire separation;
3. splitter trough covers must be hinged to open downward and equipped with provision for a padlock and seal;
4. a full-sized neutral supply conductor must extend from any splitter troughs to each meter socket;
5. conductors to each Meter must have a separate sub-service box;

6. sub-service boxes must be permanently identified with an approved address or unit number, and the same number must be used to identify the service panel inside the unit; and

   metering for 347/600 V, Three Phase four-wire circuits with more than one metering point per service entrance may use self-contained metering up to 200 A on the load side of the Customer's service entrance (see the Electrical Safety Code).

3.8 Connection of DER Facilities

3.8.1 General

Any person proposing to connect a DER Facility to Remotes' Distribution System or to connect a DER Facility behind a Customer's Meter shall notify Remotes before commencing construction or installation. Remotes may be unaware of the installation of such equipment which may back-feed on to Remotes' Distribution System, and is a safety concern to line-crews, particularly during a power outage.

The connection of DER Facilities shall be governed by the Distribution System Code, the DERCP, applicable Electrical Safety Authority requirements and these Conditions of Service. In the event of any inconsistency between these Conditions of Service and the DERCP, the DERCP shall prevail.

The proponent shall provide all information reasonably required by Remotes to assess the proposed connection.

Remotes may require studies, technical reviews or assessments to determine the impact of a proposed DER Facility on the Distribution System and may recover all costs authorized by the Distribution System Code, the DERCP and Applicable Laws.

Remotes may impose reasonable technical, operating, monitoring, communication, protection and control requirements necessary to maintain the safety, reliability and operability of its Distribution System.

A person proposing to connect a DER Facility shall enter into any Connection Agreement, Connection Cost Agreement or other agreement required by the Distribution System Code, the DERCP or Remotes.

For more information on our process – please see: Hydro One Remote Communities Inc. - REINDEER Renewable Energy Program.

3.8.2 Protection

The proponent shall design, install, operate and maintain the DER Facility in accordance with Good Utility Practice, Applicable Laws, the Distribution System Code, applicable technical standards and any requirements established by Remotes.

The DER Facility shall incorporate protection systems and equipment sufficient to:

- detect and isolate faults;

- prevent unintentional islanding;
- protect the DER Facility and the Distribution System from abnormal operating conditions;
- coordinate with Remotes' protection systems; and
- permit safe operation and maintenance of the Distribution System.

Remotes may require additional protection, monitoring, communication, control or disconnecting equipment where necessary to maintain the safety, reliability or operability of the Distribution System.

3.8.3 Direct Current Remote Tripping / Transfer Tripping

Remotes may require additional protection, communication or control equipment where necessary to maintain the safety, reliability or operability of its Distribution System.

3.8.4 Maintenance

The owner of a DER Facility shall maintain the DER Facility and all associated protection, control, communication, metering and connection equipment in good working order and in accordance with:

- Applicable Laws;
- Good Utility Practice;
- the manufacturer's recommendations;
- the requirements of the Electrical Safety Authority; and
- any requirements established by Remotes and set out in the applicable Connection Agreement.

The DER Facility Owner shall ensure that inspections, testing, maintenance and repairs are performed by qualified personnel.

Where testing, maintenance or repairs may affect the operation of the Distribution System or compliance with the Connection Agreement, the DER Facility Owner shall provide reasonable notice to Remotes and coordinate such work with Remotes where required.

The DER Facility Owner shall promptly correct any deficiency that may adversely affect the safety, reliability, protection, power quality or operation of the Distribution System and shall notify Remotes of any material deficiency involving protection, control or other critical equipment associated with the DER Facility.

Upon request, the DER Facility Owner shall provide Remotes with maintenance records, inspection reports, testing results and other information reasonably required to verify the continued safe and reliable operation of the DER Facility and its connection to the Distribution System.

Remotes may require additional inspections, testing, maintenance activities or supporting documentation where reasonably necessary to ensure the safe, reliable and efficient operation of

the Distribution System. Remotes may also witness testing or commissioning activities relevant to the operation or protection of the Distribution System.

Failure to maintain the DER Facility in accordance with Applicable Laws, Good Utility Practice, the Connection Agreement or Remotes' requirements may result in Remotes requiring corrective action, imposing operating restrictions or disconnecting the DER Facility in accordance with the Distribution System Code, the Connection Agreement and these Conditions of Service.

3.8.5 Post Connection Changes

The owner of a DER Facility shall notify Remotes in writing before making any material change to the DER Facility, including:

- an increase in the nameplate capacity of the DER Facility;
- the addition, replacement or removal of generation, storage, inverter, protection, control, monitoring or communication equipment;
- a change in the operating characteristics of the DER Facility;
- a change to the point of connection;
- a change in ownership or operating control of the DER Facility where such change may affect the Connection Agreement; or
- any other modification that may reasonably be expected to affect the safe, reliable or efficient operation of the Distribution System.

Upon receiving notice of a proposed modification, Remotes may require the DER Facility Owner to provide technical information, engineering studies, updated drawings, equipment specifications or other information necessary to assess the impact of the proposed change on the Distribution System.

Where Remotes determines that a proposed modification may adversely affect the safety, reliability, power quality, protection coordination, operability or capacity of the Distribution System, Remotes may require additional studies, system modifications, operational restrictions, amendments to existing agreements or execution of a new Connection Agreement prior to approving the proposed modification.

The DER Facility Owner shall be responsible for all costs that Remotes is entitled to recover under the Distribution System Code, the Distributed Energy Resources Connection Procedures and Applicable Laws in connection with the review, assessment or implementation of the proposed modification.

No material modification to a DER Facility shall be connected to or operated in parallel with the Distribution System until any required approvals have been obtained from Remotes and all applicable requirements have been satisfied.

3.8.6 Micro-DER Facility

Applications to connect a Micro-DER Facility shall be processed in accordance with the Distribution System Code and the DERCP.

Remotes may require all information specified by the Distribution System Code, the DERCP and Applicable Laws, including:

1. the name-plate rated capacity of each unit of the proposed facility and the total name-plate rated capacity of the proposed facility at the connection point;
2. the fuel type of the proposed facility;
3. the type of technology to be used; and
4. the location of the proposed facility.

A Customer considering connecting a Micro-DER Facility to Remotes' Distribution System can find additional information on the technical and administrative requirements in the DERCP.

3.9 Unmetered Connections

Electrical service to Connections that draw a small and uniform electrical load can be provided without metering. Remotes reserves the right to review Customers' eligibility for unmetered service, and to determine whether to allow an unmetered connection, or require that a Meter be installed.

All unmetered Connections fall under the General Service or Street Lighting classifications.

Unmetered Connections include cable TV amplifiers, telephone switching devices, phone booths, bus shelters, railway crossing signals, and traffic signals. Only loads of less than 5 kW can be set up as unmetered Connections. Unmetered Customers must provide detailed manufacturer information and documentation regarding the electrical demand or consumption of the proposed Unmetered Load. A load study that is acceptable to Remotes may be required in order to confirm load and usage.

Unmetered Connections are not intended for Customers with facilities that Generate and deliver electricity into Remotes' Distribution System. If an unmetered Customer has a DER Facility, the connection must meet Remotes' technical specification for DER Facilities, Micro-DER Facilities, Emergency Backup Generation Facilities, Load Displacement Generation Facilities, and Energy Storage Facilities, as applicable (see section 2.3.6 of these Conditions of Service).

3.9.1 General Conditions for Unmetered Connections

Remotes has a fiduciary responsibility to all Customers to ensure that good processes are established and followed. There are reciprocal obligations and responsibilities that must be met by both Remotes and any Customer with an unmetered Connection.

At Remotes' discretion, it may be necessary to execute an agreement that clearly identifies the unmetered Customer's obligations and responsibilities to notify Remotes of changes to existing or new equipment or of new Connections by the unmetered Customer.

Where unmetered Customers wish to affix their attachments to a Remotes' asset, the method of attachment and their location is subject to Remotes' approval and Customers must enter into an additional Customer-specific joint-use agreement.

Unmetered Connections are billed based on estimated usage.

All unmetered Connections fall under the Unmetered Load or lighting Rate classifications.

3.9.2 Unmetered Load Types Defined

The method for determining the location of Supply Points may vary for each unmetered service connection application and shall be established based on the consultation with Remotes.

A. Street Lighting

This section pertains to the distribution and supply of electrical energy for street lighting. Streetlights are devices owned by or operated for the road authority and/or the First Nation.

The energy consumption for streetlights is estimated in accordance with section 3.4 of these Conditions of Service.

Street lighting plant, facilities or equipment owned by the unmetered Customer are subject to the requirements of the Electrical Safety Authority.

The unmetered Customer is responsible for paying the Estimated Cost of the work related to the connection of Street Lighting performed by Remotes.

Where streetlights are attached to Remotes' Distribution line poles, the owner of the streetlights must enter into an agreement to use such poles. The location and method of attachment is subject to Remotes' approval. Remotes will make the electrical service connection of all streetlights to the Distribution System. The normal service voltage will be 120/240 V, Single Phase, three-wire.

All installation costs associated with unmetered services are paid for by the Customer.

B. Sentinel Lighting

This section pertains to the distribution and supply of electrical energy for sentinel lighting.

The energy consumption for sentinel lights is estimated based on Remotes' profile for street lighting load, which provides the amount of time each month that the streetlights are operating. The energy charge is based on installed load.

Sentinel lighting plant, facilities, or equipment owned by the Customer are subject to the requirements of the Electrical Safety Authority.

As required by the OEB, sentinel light service is limited to existing Customers already in the rental program and to existing sentinel lights only.

C. Telecommunication Power Supplies

This section pertains to the distribution and supply of electricity for cablevision power units. The standard service with no accessories (heaters or air conditioners, etc.) can be unmetered. If a load study is not received, the account will be set up on full name plate rating. Energy consumption will be based on connected wattage on the line side power supply and based on 24 hours of use.

Power units that have additional accessories such as heaters or air conditioners, etc., shall require metering.
Each power supply will be set up as an individual account.

The service voltage will be 120 V, Single Phase, two-wire, maximum 15 amps.

The method and location of supply will vary and will be established for each application through consultation with Remotes.

D. Traffic Signals

This section pertains to the distribution and supply of electrical energy for traffic signals and crosswalks. These are the devices owned and maintained by the road authority and/or the municipal corporation.

The service may be unmetered for small intersections, while larger loads may require metering. Energy consumption will be based on the connected wattage and the calculated hours of use.

The service voltage will be 120/240 V, Single Phase, three-wire.

The method and location of the supply will vary and will be established for each application through consultation with Remotes.

The unmetered Customer will provide the secondary conductor to the supply point. Remotes will install and connect the service conductor at the supply point.

E. Decorative Lighting

This section pertains to the distribution and supply of electricity for decorative street lighting installations. Such installations, which include lighting for festive occasions or streetscaping, are privately owned and maintained and subject to Electrical Safety Authority and Remotes' service conditions.

This section does not apply to street lighting that is owned by or operated by the road authority and/or the municipal corporation.

Remotes shall determine whether metering is required on a case-by-case basis by considering the demand, load profile, location, accessibility, duration of the Connection, and municipal agreement.

The nominal service voltage will be 120/240 V, Single Phase.

The method and location of the supply will vary and will be established for each application through consultation with Remotes.

Charges for part time or decorative seasonal lighting include an energy charge calculated at dollars/kWh/month. Minimum billing will be for one month (dollars per kWh × number of fixtures × kWh).

F. Other Small Services

Telephone booths, small power supplies, communication amplifiers and antennas, road and utility cathodic protection, railway signals, flasher beacons, and similar small unmetered Customer loads within the public road right-of-way may qualify for treatment as an Unmetered Load.

3.9.3 Unmetered Load Connection Requirements

See Appendix D of these Conditions of Service for a complete overview of the Connection requirements for Unmetered Loads.

4.0 GLOSSARY OF TERMS

“Acquired Customer” means a Customer formerly supplied by facilities that were owned and operated by a person other than Remotes and that are now owned and operated by Remotes.

“Acquired Distributor” means a Distributor whose Distribution System or portion of their Distribution System was acquired by and is now owned and operated by Remotes.

“Acquired Facilities and Equipment” means Meter Installation(s), wires, poles, cables, transformers, any other structures, equipment, all other appliances and equipment or other things used for distributing electricity, that were formerly owned by another person who previously distributed electricity in the community that that are now owned by Remotes.

“Actual Cost” means Remotes’ charge for equipment, labour and materials at Remotes’ standard rates plus Remotes’ standard overheads and interest thereon;

“Applicable Laws” means any and all applicable laws, including environmental laws, statutes, codes, licensing requirements, treaties, directives, rules, regulations, protocols, policies, by-laws, orders, injunctions, rulings, awards, judgments, or decree or any requirements or decision or agreement with or by any government or government department, commission, board, court authority or agency;

“Basic Connection” means a Connection consisting of the components of Remotes’ Basic Connection that are listed in section 2.1.1 of these Conditions of Service.

“Billing Cycle Factor” means a factor applied to a bill amount in order to normalize to the length of the bill period plus 45 days for the purposes of calculating security deposit requirements, i.e., a monthly bill is adjusted by a Billing Cycle Factor of 2.5 and a quarterly bill is adjusted by a Billing Cycle Factor of 1.50;

“Building that Lies Along” means a Customer property or parcel of land that is directly adjacent to or abuts onto the public road allowance where Remotes has Remotes' Facilities and Equipment of the appropriate voltage and capacity;

“Central Metered Service” means an electricity supply configuration in which electricity is delivered to multiple customers, units, buildings, or facilities and is measured through a single utility Meter, with the account holder responsible for the overall consumption associated with that Meter.

"Combination Meter/Breaker Unit" means a meter box that contains both a Meter and a breaker unit;

“Common Line” means that portion of a line on Private Property that is owned by Remotes and is used to serve more than one Customer;

“Complex Metering Installation” means a Metering Installation where instrument transformers, test blocks, recorders, pulse duplicators and multiple Meters may be employed;

“Connection” means the process of installing and activating Connection Assets in order to distribute electricity to a Customer;

“Connection Agreement” means the agreement entered into between Remotes and a person whose facilities are connected, or are to be connected, to the Distribution System including any agreement prescribed by the Distribution System Code;

“Connection Applicant” means the person or entity applying for a connection either on the person or entity’s own behalf or on behalf of another person;

“Connection Assets” means that portion of the Distribution System used to connect a Customer to the existing main Distribution System, and consists of the assets between the point of Connection on the main Distribution System and the Ownership Demarcation Point with that Customer;

“Connection Cost Agreement” means an agreement respecting the cost and the conditions of connecting or modifying a DER Facility, as required by the DERCP or the Distribution System Code;

“Customer” means a person that has contracted for or intends to contract for connection of a building or a DER Facility to the Distribution System and includes a person receiving Distribution Services from Remotes;

“Customer Equipment” means all electrical and mechanical equipment owned by the Customer which is used by the Customer to supply the Customer’s home or business and does not include any Remotes’ Facilities and Equipment. Customer Equipment includes the base of the Meter and Primary Service and Secondary Service supports and civil works located on the Customer’s property. Customer Equipment also includes any Customer-owned transformers and conductor;

“DER Facility” means (a) a Generation Facility; and/or (b) a Storage Facility and for greater certainty, includes a Net Metered Generation Facility, a Load Displacement Facility and an Embedded Generation Facility but does not include an Emergency Backup Generation Facility;

“DER Facility Owner” means: (a) a Generator; (b) an Energy Storage Provider; or (c) a Customer with a DER Facility that is connected behind the Customer’s Meter, including cases where the DER Facility is owned by a third party;

“Demand Meter” means a Meter that measures a Customer’s peak usage during a specified period of time;

“Demarcation Point” means the physical location at which Remotes’ responsibility for operational control and ownership of Distribution equipment including Connection Assets ends at the Customer;

“Disconnect” or “Disconnection” means a deactivation of Connection Assets that results in cessation of Distribution Services to a Customer;

"Disconnect/Collect Trip" is a visit to a Customer's premises by an employee or agent of Remotes to demand payment of an outstanding amount or to shut off or limit distribution of electricity to the Customer failing payment;

"Distribute" or "Distribution" with respect to electricity, means to convey electricity at voltages of 50 kV or less;

"Distributed Energy Resources Connection Procedures" or "**DERCP**" means the Ontario Energy Board's Distributed Energy Resources Connection Procedures, as amended, replaced or supplemented from time to time. The DERCP is available on the OEB"s website at: www.oeb.ca.

"Distribution Services" means services related to the distribution of electricity and the services the OEB has required Distributors to carry out, for which a charge or Rate has been approved by the OEB under Section 78 of the *Ontario Energy Board Act*;

"Distribution Standards" means Remotes' distribution standards;

"Distribution System" means Remotes' system for distributing electricity, and includes any structures, equipment or other things used for that purpose. The Distribution System comprises of the main system capable of distributing electricity to many Customers and the Connection Assets used to connect a Customer to the main Distribution System;

"Distribution System Code" or "DSC" means the code, issued by the OEB, and in effect at the relevant time, which, among other things, establishes the obligations of a Distributor with respect to the services and terms of service to be offered to Customers and provides minimum technical operating standards of a Distribution System. The DSC is available online at https://www.oeb.ca/;

"Distributor" means a person who owns or operates a Distribution System;

"Electric Vehicle Supply Equipment" or **"EVSE"** means electrical supply equipment that is dedicated to supplying a source of electricity for the sole purpose of charging electric vehicles;

"Electricity Act" means the *Electricity Act, 1998*, being Schedule A to the *Energy Competition Act*, S.O. 1998, c. 15, as amended;

"Electricity Distribution Rate Handbook" means the document issued by the OEB that outlines the regulatory mechanisms that will be applied in the setting of Distributor's Rates;

"Electrical Safety Authority" or "ESA" means the person or body designated under the regulations as the Electrical Safety Authority;

"Electrical Safety Code" means the code referred to in O. Reg 164/99, as amended;

"Electricity System" means the integrated power system and all facilities Connected to that system;

“Eligible Low-Income Customer” means, effective October 1, 2011:

A. a Residential Customer who has a pre-tax household income at or below the pre-tax Low Income Cut-Off, according to Statistics Canada, plus 15%, taking into account family size and community size, as qualified by a social service agency or government agency; or

B. a Customer who has been qualified for any OEB-approved Emergency financial assistance program made available by Remotes for Eligible Low-Income Customer,

and said Customer shall remain an Eligible Low-Income Customer for a period of two years from the date on which the Customer first qualified as an Eligible Low-Income Customer.

“Embedded Generation Facility” means a Generation Facility which is not directly connected to the IESO-controlled grid but instead is connected to a Distribution System and has the extended meaning given to it in Section 1.9 of the Distribution System Code;

“Emergency” means any abnormal system condition that requires remedial action to prevent or limit loss of a Distribution System or supply of electricity that could adversely affect the reliability of the Electricity System;

“Emergency Backup Generation Facility” means a standby power system that is installed on a Customer site for the sole purpose of providing electrical power if the primary or system power has been interrupted or is unavailable;

“End of Life” means the state where:

1. (a) the original in-service capabilities of equipment have been (or are expected to be) substantially diminished, and

   (b) the cost of restoring or purchasing equipment to achieve the original in-service capabilities exceeds the cost of other viable alternatives, or

2. new physical requirements exceed the original in-service capabilities of the equipment;

“Event of Default” means a Financial Default or a Non-financial Default;

“Expansion” is a situation in which Remotes needs to construct new facilities to its main Distribution System or increase the capacity of existing Remotes' Facilities and Equipment of its main Distribution System in order to be able to connect or accommodate the increased capacity requirement(s) of one or more specific Customers;

“Financial Default” means a failure by a party to pay an amount to the other party to the Connection Agreement when due, including failure to pay compensation or indemnification for loss or damage as agreed by the parties or for amounts determined to be owed to a party as a result of the settlement or resolution of a dispute arising under a Connection Agreement;

“Force Majeure Event” In a situation reasonably beyond the control of the party whose inability to perform results from events including, without limitation to, strike, damage or destruction by the elements, accident to the works of that party, fire explosion, war, legal act of the public authorities, insurrection, Act of God or inability to obtain essential services or to transport materials, products or equipment because of the effect of similar causes on that party’s suppliers or carriers;

“Generate” or “Generating” with respect to electricity, means to produce electricity or provide ancillary services, other than ancillary services provided by a transmitter or Distributor through the operation of a transmission or Distribution System;

“Generation Facility” means a facility for Generating electricity or providing ancillary services, other than ancillary services provided by a transmitter or Distributor through the operation of a transmission or Distribution System, and includes any structures, equipment or other things used for that purpose;

“Generator” means a person who owns or operates a Generation Facility;

“Good Utility Practice” means any of the practices, methods and acts engaged in or approved by a significant portion of the electric utility industry in North America during the relevant time period, or any of the practices, methods and acts which in the exercise of reasonable judgment in light of the facts known at the time the decision was made, could have been expected to accomplish the desired result at a reasonable cost consistent with good practices, reliability, safety, and expedition. Good Utility Practice is not intended to be limited to the optimum practice, method, or act to the exclusion of all others, but rather to be acceptable practices, methods, or acts generally accepted in North America;

“IESO” means the Independent Electricity System Operator established under the *Electricity Act*;

“Interval Meter” means a meter that measures and records electricity use on an hourly or sub-hourly basis;

“kVA” refers to **Kilovolt amps**;

"kW" refers to **Kilowatt**;

"kWh" refers to **Kilowatt-hour;**

“Lies Along” means a Customer property or parcel of land that is directly adjacent to or abuts onto the public road allowance where Remotes has Remotes’ Facilities and Equipment of the appropriate voltage and capacity;

“Load Displacement” means in relation to a DER Facility that is connected on the Customer side of the Ownership Demarcation Point, that the output of the DER Facility is used or intended to be used exclusively for the Customer’s own consumption;

“Measurement Canada” means the Special Operating Agency established in August 1996 under the *Electricity and Gas Inspection Act* (Canada);

"Meter" means a meter that is part of an advanced metering infrastructure that meets the functional specification referenced in the Criteria and Requirements for Meters and Metering Equipment, Systems and Technology Regulation, O. Reg. 425/06;

“Meter Installation” means the meter and, if so equipped, the instrument transformers, wiring, test links, fuses, lamps, loss of potential alarms, meters, data recorders, telecommunication equipment and spin-off data facilities installed to measure power past a meter point, provide remote access to the metered data and monitor the condition of the installed equipment, whether or not such equipment is located in the immediate vicinity of the meter and includes, where applicable, a Socket-Mounted Collector or a Pole-Mounted Collector, and including all other equipment required for the Meter Installation;

“Micro-DER Facility” means a DER Facility with the name-plate rated capacity set out in the Distribution System Code for a Micro-Embedded Generation Facility and for greater certainty, includes a Micro-Embedded Generation Facility;

“Micro-Embedded Generation Facility” has the meaning given to that term in the Distribution System Code;

“Multi-Residential Properties” means a property, which provides separate living accommodation for two or more families. It does not include properties used for short-term occupancy such as hotels, motels, etc.;

“Net Metered Generation Facility” means an Embedded Generation Facility that meets the requirements of O. Reg. 541/05 “Net Metering” made under the *Ontario Energy Board Act*;

“Neutral Ground Resistor (NGR)” means a resistor that has been installed between the transformer neutral and ground;

“Non-financial Default” means in respect of a party: (a) any breach of a Connection Agreement by that party, other than a breach that constitutes a Financial Default; (b) the licence (if any) of the party is suspended, withdrawn or revoked or expires without being replaced; or (c) an Insolvency/Dissolution Event occurs in relation to the party;

“Non Standard A General Service” means the Rate classification applicable to any Non Standard A service that does not fit the description of the Residential classes. Generally, it is comprised of commercial, administrative, auxiliary, and recreational-type services. It also includes combination-type services where the property owner makes a variety of uses of the service, and all multiple services, other than those classified as Residential;

"OEB" means the Ontario Energy Board;

“Ontario Energy Board Act” means the *Ontario Energy Board Act, 1998*, being Schedule B to the *Energy Competition Act* S.O. 1998 C.15, as amended;

“Operational Demarcation Point” means the physical location at which Remotes' responsibility for operational control of distribution equipment, including Connection Assets ends at the Customer;

“Ownership Demarcation Point” means the physical location at which Remotes' ownership of distribution equipment, including Connection Assets ends at the Customer;

“Personal Information” means any factual or subjective information, recorded or not, about an identifiable individual and this includes information in any form such as: age, name, ID numbers, income, ethnic origin, or blood type, opinions, evaluations, comments, social status, or disciplinary actions. Personal Information does not include the name, title, business address or telephone number of an employee of an organization when that information is used for its intended purpose;

“Primary Metered Service” means a Connection which is metered at the Remotes' primary distribution voltage;

“Primary Service” means a Connection directly to Remotes’ Primary Facilities. Customer owns all conductors, supports and civil works located on its property;

“Private Property” means any property owned or used by a Customer or a third party and does not include any public street or highway;

“Public Holidays” mean the days designated by Remotes from time to time. Until otherwise designated, including: New Year’s Day, Family Day, Labour Day, Good Friday, Thanksgiving Day, Easter Monday, Christmas Day, Victoria Day, Boxing Day, Canada (Dominion) Day, and the Civic Holiday (as celebrated in Toronto and various other places in Ontario);

“Qualified Contractor” means a contractor qualified to deal with electrical hazards in accordance with the requirements of the *Occupational Health & Safety Act* (Ontario), as amended and all applicable regulations thereunder including, O. Reg. 213/91 – Construction Projects;

“Rate” means any rate, charge or other consideration, and includes a penalty for late payment;

“Regulations” means the regulations made under the *Ontario Energy Board Act* or the *Electricity Act*;

“Remotes’ Facilities and Equipment” means Remotes’ Meter installation(s), wires, poles, cables, transformers, any other structures, equipment, all other appliances and equipment or other things used for distributing electricity;

“Residential Customer” means a residential service that is either the Customer's main place of abode, or seasonal residence. This may include additional buildings served through the same Meter, provided they are not rental income units.

“RRRP” or “Rural or Remote Electricity Rate Protection” means the rate protection provided for under section 79 of the *Ontario Energy Board Act* and the RRRP Regulation;

“RRRP Regulation” means O. Reg 442/01 (Rural or Remote Electricity Rate Protection), as amended;

“Secondary Metered Service” means a Connection whose meter point is located on the secondary side of a distribution transformer;

“Secondary Service” means a connection to the low voltage side of Remotes’ transformer located on the Distribution System. Remotes may own the conductor, and the Customer always owns all supports and civil works on the Customer’s property;

“Single Phase” means a system that supplies a single alternating current electricity supply;

“Standard Supply Service” means the service approved by the OEB and in effect at the relevant time, which, among other things, establishes the minimum conditions that a Distributor must meet in carrying out its obligations to sell electricity under Section 29 of the *Electricity Act*;

“Storage Facility” means, for the purpose of Connections, a facility that uses electrical energy (i.e., charges), and then stores such energy for a period of time, and then provides electrical energy as an output, minus any losses (i.e., discharges);

“Three Phase” means a system having three distinct alternating currents 120 degrees between each phase;

“Unmetered Loads” or “Unmetered Service Loads” means electricity consumption that is not metered and is billed based on estimated usage;

“Utilization Voltage” means the highest voltage at which a Customer uses or distributes power on the Customer’s property; and

“V” refers to Volts.

5.0 APPENDICES

Appendix A – Information Relevant to Conditions of Service

The following Remotes' appendices provide additional information on Remotes' processes.

Appendix A.1. Service Area and Information About Remotes

Please refer to Remotes' website for more information about Remotes:

Hydro One Remote Communities Inc. - Hydro One Remotes

Specific information about Remotes' service territory can be found here:

Hydro One Remote Communities Inc. - Learn about Remotes (HydroOneRemotes.ca)

Appendix A.2. New Connections

For information related to New Connections, please follow the connection worksheet at:

Hydro One Remote Communities Inc. - New Connections and Upgrades (HydroOneRemotes.ca)

Appendix A.3. Schedule of Rates and Charges

Please refer to Remotes' website for the table of the most recent version of electricity Rates:

Hydro One Remote Communities Inc. - Electricity Rates (HydroOneRemotes.ca)

Appendix A.4. Contact Information

General Inquiries,

Customers can contact Remotes at 1-888-825-8707, Monday to Friday from 8:00 A.M. to 3:30 P.M. Eastern Standard Time (EST) and by email at service.remotescustomer@hydroone.com or by writing to:

Hydro One Remote Communities Inc.
680 Beaverhall Place
Thunder Bay, ON P7E 6G9

Power Outages or Emergencies,

To report a power outage or an Emergency, Customers can contact Remotes at 1-888-825-8707, or the number shown on the Customer's bill, or by visiting Remotes' website: Hydro One Remote Communities Inc. - Reporting a Power Outage (HydroOneRemotes.ca). Power outage telephone calls are answered 24 hours a day, 7 days a week.

Billing or Account Inquiries,

For billing or account inquiries, Customers can contact Remotes at 1-800-465-5085, Monday to Friday from 8:00 A.M. to 4:00 P.M. EST and by email at remotesbilling@hydroone.com.

Appendix B – Electric Vehicle Charging Connection Guidelines

This Appendix outlines the process and requirements for connecting non-residential Level 2 and 3 Electric Vehicle Supply Equipment (EVSE) requiring a 240 Volt or higher electrical supply. Examples include publicly accessible direct current fast charging stations, workplace charging, charging stations used for commercial EV fleets and charging installations for multi-unit residential or commercial buildings, where the EV chargers are owned or operated by the building owner or a third-party charging provider. The primary purpose of the new or expanded Connection must be specific to EVSE.

1. **Connection Request**

   EVSE Customers may request connection or a service upgrade to Remotes' through its website.

2. **Basic Connection for Non-Residential Customers**

   Please refer to section 2.1.1 of these Conditions of Service for further details regarding the Basic Connection provided by Remotes.

3. **Offer to Connect: Estimate or Firm Offer**

   If an Expansion is not required to facilitate the connection, Remotes will provide the Customer with a firm (fixed price) offer to connect within 60 days of receiving a complete connection application. This offer to connect may be conditional on Remotes obtaining all necessary permits, easements and approvals from third parties.

   If an Expansion is required to facilitate an EVSE connection, Remotes will provide the EVSE Connection Applicant with an initial offer to connect based on estimated costs. If the applicant elects to proceed based on the initial offer to connect, the applicant will be required to pay staking fees or design costs associated with the connection. Once the design is completed, Remotes will provide the applicant with a firm (fixed price) offer to connect.

   Please refer to sections 2.1.1 and 2.1.2 of these Conditions of Service for further details regarding Remotes' process for issuing an offer to connect for a Building that Lies Along Remotes' Distribution System and for premises that require an Expansion, respectively.

4. **Capital Contribution**

   Please refer to section 2.1.2 of these Conditions of Service for details regarding Remotes' capital contribution requirements where an Expansion is required.

5. **Work Under the Alternative Bid Option**

   Please refer to section 2.1.2.2 of these Conditions of Service for connection work identified by Remotes in its initial offer to connect as work eligible for alternative bid.

6. Connection Agreement or Other Agreement

Remotes will require an EVSE Connection Applicant to enter into a Connection Agreement if the applicant intends to be a wholesale market participant. Remotes may require a Connection Agreement in other situations including special operating arrangements or limitations.

7. Applicable Service Conditions for Connecting New Service

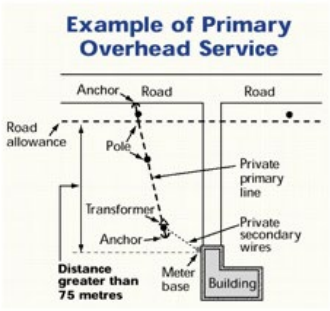
Remotes' Customer Service Contract establishes the service conditions and obligations that must be met by the Customer and Remotes before the new or upgraded service may be connected.

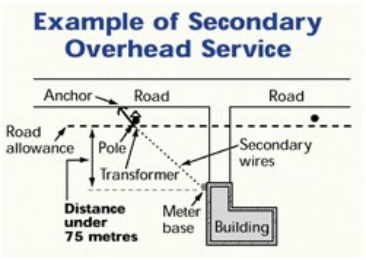
Appendix C – Tree and Vegetation Management

The Customer is responsible for all tree trimming and tree and brush removal for the overhead power lines on the Customer's property that serve only the Customer's home or business. According to the Ontario Electrical Safety Code, clearances between trees and power lines must be one metre for secondary lines and four metres for primary lines.

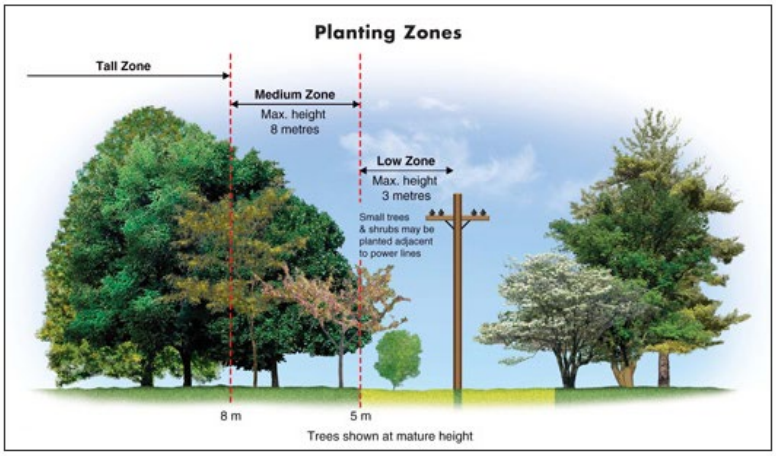
These diagrams show the difference between primary and secondary lines.

These diagrams show the difference between primary and secondary lines.





We strongly recommend that you hire a certified utility arborist or a qualified electrical contractor to do this work.



A copy of the Ontario Electrical Safety Code may be obtained from the Electrical Safety Authority.

Appendix D – Unmetered Connection Requirements Overview

A. General Responsibilities

A.1 Unmetered Connected Load Service Customer Responsibilities

Unmetered Customers must:

- comply with the requirements of Remotes' standards and the Ontario Electrical Safety Code to ensure public safety;
- provide a letter on company letterhead, duly signed and stamped by a professional engineer registered with the Professional Engineers of Ontario (PEO), indicating the estimated load of the unmetered connected service;
- retain all information provided to and by Remotes as described in section C below (Remotes may choose not to retain records for each unmetered connection and is not responsible for incomplete records);
- provide timely and accurate data (see section C below);
- accept energy consumption based on either:
    - the maximum continuous calculated load
    - the results of a Remotes' accepted audit (see section C below)
- allow no external party to connect to an unmetered service and unmetered secondary bus;
- relocate, at their cost, the secondary conductors of an unmetered service to another designated supply point at Remotes' request; and
- complete, sign and submit to Remotes a Customer self-declaration form and data requirement sheet within 60 days of a request by Remotes, or by any other date specified by Remotes.

A.2 Remotes' Responsibilities

Remotes will:

- provide service layouts for each unmetered service location that identifies the supply point and prescribes any applicable Remotes' standards and conditions;
- provide reasonable notice to the Customer, if the supply point requires relocation, including:
    - planned supply point relocations – 90 days' written notice
    - Emergency supply point relocations – when possible
- assign the Unmetered Service Load an energy account for the new connected load; and
- ensure billing information accurately reflects electrical consumption by unit, quantity, load profile and demand. (Devices in the same class, by type or load, may be grouped together and assigned the same billing information.)

B. Data Requirements

B.1 New Unmetered Connected Load Services

New unmetered connected load services must meet the data quality requirements described in section C below.

Unmetered Customers shall provide Remotes with the necessary information to complete each unmetered connected service layout.

B.2 Existing Unmetered Connected Load Services

Throughout the lifecycle of the unmetered connected service, unmetered Customers are required to submit updated and accurate data to Remotes when the data becomes known by the unmetered Customer or is requested by Remotes.

The unmetered Customer shall make an annual declaration confirming data accuracy.

C. Data Quality Auditing Requirements and Records Retention

In the event that Remotes or the unmetered Customer identifies or causes a billing error, Remotes will rectify the matter consistent with section B and section D.7 below.

The unmetered Customer shall meet the following data requirements:

C.1 Data Quality Requirements

The unmetered Customer shall collect and retain accurate GPS coordinates and provide such to Remotes when requested.

Electrical profile, power quality, and usage accuracy studies are required when new unmetered equipment is introduced or when these are requested by Remotes. The unmetered Customer has two options with which to develop and provide the information to Remotes:

- an in-house test plan (covering scope, applicability, conditions, quality control, measurement devices, timing, staff competencies, control documents, error resolution process, and external references) for Remotes' approval. Final results and report shall be signed and sealed by a Professional Engineer of Ontario; or
- a signed and sealed certified test report from a Standards Council of Canada or ANSI (American National Standards Institute) compliant laboratory having competencies in electrical equipment testing.

Costs for either option will be borne by the unmetered Customer.

Where data errors are identified, the applicable cost treatment described in section D.7 shall apply.

C.2 Data Auditing Requirements

Remotes may initiate an audit at regular intervals or on notice and the Customer may be required to provide information about their assets.

C.3 Records Retention

The unmetered Customer shall retain information provided to and by Remotes for a minimum period of seven years while the unmetered connected service is in a state other than "permanently removed" see section D below for further information.

Once the unmetered connected service has been permanently removed, the retention period shall be a minimum of two years from the removal date.

The retained information shall include the information discussed in this Appendix D and any other relevant correspondence or agreements regarding the unmetered connected service, including the associated service connections and load.

If the unmetered Customer does not retain such records, Remotes may incur costs associated with research and reconstruction of the missing information as described in section D.6 and section D.7 below. Remotes reserves the right to recover all of such costs from the unmetered Customer.

D. Service Costs

There are three life cycle states for an unmetered connected load service. They are as follows:

1. proposed;
2. in-service; or
3. permanently removed.

In each state, the minimum billing period remains as one month regardless of when the unmetered connected load service lifecycle state changes. Billing of the energy and fixed charges continues monthly in the "in-service' state.

D.1 Proposed

On request of a new connection, the unmetered Customer's proposal will initiate the service point as "Proposed" for a period of up to 90 days.

D.2 In-Service

An unmetered connected load service is deemed to be "in-service" when it has been energized, or it has been electrically isolated (removed from any electrical energy source) at any time between being energized or permanently removed. The two in-service lifecycle states are described as follows:

Energized – An existing unmetered connected load service that has been physically connected to the Remotes' distribution network is deemed to be "Energized".

Electrically Isolated – An existing unmetered connected load service that has been physically detached from the Remotes' distribution network is deemed to be "Electrically Isolated". Isolation of the unmetered connected load service may be initiated by Remotes for power quality, outage

events, or data issues (see section D.7 below), or by the Unmetered Load Customer through written request.

In this lifecycle state, Remotes continues to calculate the bill (energy and fixed charges) on a per month basis for not more than six consecutive months. Following the sixth month of being "electrically isolated", the unmetered connected load service must be either placed back in an energized state or "permanently removed" from service. Remotes retains the right to Disconnect the service per the terms defined in section 2.2 of these Conditions of Service.

D.3 Permanently Removed

An unmetered connected load service is deemed "permanently removed" following the sixth consecutive month in the "electrically isolated" state, or when the unmetered Customer requests that the unmetered connected load service be permanently cancelled and physically detached from the Remotes' distribution network energy source.

When an unmetered connected load service has been deemed "permanently removed", billing charges (energy and fixed charges) shall cease as of the next scheduled billing date.

Re-energization of an unmetered connected load service in this lifecycle state shall be treated as a new unmetered connected load service and be subject to the requirements contained within this document for new unmetered connected load service requests.

D.4 Work by Remotes

Remotes' Connection, isolation, and re-energization fees will apply. Note that extra work by Remotes beyond a simple, Basic Connection onto the overhead or underground Distribution System is at the Unmetered Load Customer's expense. See section 2.1 of these Conditions of Service.

D.5 Electrical Disturbances

Should Unmetered Customer loads create disturbances on Remotes' Distribution System, the unmetered connected load service may be billed for subsequent Remotes' restoration costs or may be "electrically isolated" or "permanently removed" from the Remotes' distribution network.

For more information on the conveyance of electricity and potential impact of Customer connections, including electrical disturbances, see section 2.3 of these Conditions of Service.

D.6 Audit Costs

Any costs or expenses that are incurred by the Unmetered Load Customer in supporting or responding to the requirements of a Remotes' audit shall be the responsibility of the unmetered Customer.

D.7 Error Costs

Remotes encourages voluntary data error disclosure and data quality improvement.

Recurring data errors, or data quality problems, may result in an Unmetered Load Customer being “electrically isolated” or “permanently removed” from the Remotes’ Distribution network, with the option for the Unmetered Load Customer to upgrade to a metered service from a Remotes’ designated supply point.

When an Unmetered Load Customer volunteers corrected or improved data before commencement of a joint audit, the Unmetered Load Customer will be held responsible for the corrected consumption usage.

To improve the quality of the unmetered connected load service data, Remotes encourages the Unmetered Load Customer to cooperate in a joint audit as described in section C.2 above. In this case, the Unmetered Load Customer will be responsible for the associated costs and the corrected consumption usage.

If the Unmetered Load Customer provides Remotes unmetered data that is of insufficient quality (i.e., not meeting audit standards), no data, or late data, the Unmetered Load Customer shall pay Remotes field verification and data correction costs, equivalent costs per each unmetered connected load service, and the corrected consumption usage.