Updates to Conditions of Service

Hydro One Remotes' Conditions of Service describes how the company conducts business with its Customers and the terms and conditions under which service is provided. The Conditions of Service has been updated to improve clarity, reflect current business practices, incorporate new initiatives, and address regulatory requirements. The Conditions of Service has also been reorganized to improve usability and readability.

This summary highlights the key changes to the Conditions of Service. Customers should refer to the full Conditions of Service for complete details and requirements.

The following table summarizes the key changes included in the updated Conditions of Service and identifies where the changes can be found within the document.

Old Section	New Section	Section Title	Key Changes
–	Preface	PREFACE	A new section added outlining the purpose, structure, and regulatory framework associated with Remotes' Conditions of Service.
–	References	REFERENCES	A new section added identifying the legislation, regulatory codes, licences, and industry guidelines supporting the Remotes' Conditions of Service.
1.0	1.0	INTRODUCTION	This section has been updated to clarify the scope of Distribution Services, modernize legislative references, and add guidance on defined terms.
1.1	1.1	Identification of Distributor and Service Area	This section has been substantially revised to update Remotes' corporate and licensing information and replace the detailed community listing with references to Remotes' licences and online service territory information.
1.2	1.2	Related Codes and Governing Laws	This section has been significantly expanded to incorporate additional legislative, licensing, regulatory, safety, and compliance requirements, while clarifying document precedence, regulatory exemptions, and Customer obligations for approvals and safe work practices.
1.3	1.3	Interpretation	The section title has been renamed from "Interpretations" to "Interpretation" as identified in the Distribution System Code. This section has been expanded to provide additional interpretation rules, definitions, and document administration requirements.
1.4	1.4	Amendments and Changes	This section has been expanded to include Customer notification, comment and access requirements relating to updates to Remotes' Conditions of Service, including a formal customer comment period following public notice.
1.5	1.5	Contact Information	This section has been expanded to include website-based outage reporting information, dedicated billing and account inquiry contact information, and enhanced Customer contact options.

Old Section	New Section	Section Title	Key Changes
1.6	1.6	Customer Rights	The former Section 1.6 (Customer Rights) has been substantially reorganized and expanded into dedicated subsections addressing Customer responsibilities, access requirements, equipment obligations, temporary Disconnects, damage to Remotes' Equipment, corrective actions, vegetation management, and other Customer-related rights and obligations. The former liability provisions have been removed from this section and are now addressed in Section 1.9 (Liability).
–	1.6.1	Accuracy of Information	A new section added establishing Customer information requirements, including identity verification, credit-related information, and the information that may be requested to establish and administer service.
1.7.1, 1.7.2	1.6.2	Space and Access	The former Sections 1.7.1 (Space and Access) and 1.7.2 (Powers of Entry) have been consolidated into Section 1.6.2 (Space and Access). This section has been expanded by adding provisions for key access, Meter relocation, switching operations, inaccessible Meter Installations, and service Disconnection, while converting lettered provisions into a numbered format.
1.7.4	1.6.3	Customer Equipment and Civil Works	The former Section 1.7.4 (Customer's Equipment) has been renumbered as Section 1.6.3 and renamed "Customer Equipment and Civil Works". This section has been expanded to add the definition of "Customer Equipment" and clarify requirements for equipment ownership, maintenance, safety compliance, inspections, electrical disturbances, and notification of load changes.
2.0.1	1.6.4	Temporary Disconnect	The temporary Disconnect and reconnection provisions formerly contained in Section 2.0.1 (Customer Supply) have been relocated to Section 1.6.4 and renamed "Temporary Disconnect". This section has been expanded to establish timelines, Customer responsibilities, ESA permit requirements, and billing provisions associated with temporary Disconnect and reconnection visits.
1.7.3	1.6.5	Responsibility for Damage to Remotes' Equipment	The former Section 1.7.3 (Liability for Damage to Remotes Equipment) has been renumbered as Section 1.6.5 and renamed "Responsibility for Damage to Remotes' Equipment". This section has been expanded to clarify Customer responsibilities for protecting and providing access to Remotes' Facilities and Equipment, including enhanced enforcement, cost recovery, and Disconnection provisions for non-compliance.
–	1.6.6	Direction to Make Corrective or Preventive Action	A new section added establishing Remotes' authority to require Customers to take corrective or preventive action where public safety or Distribution System reliability may be adversely affected.
1.7.5	1.6.7	Testing Customer's Load	The former Section 1.7.5 (Testing Customer's Load) has been renumbered as Section 1.6.7. This section has been updated for readability and clarity, with no substantive changes to the requirements.

Old Section	New Section	Section Title	Key Changes
1.7.6	1.6.8	Automatic Reclosing Facilities	The former Section 1.7.6 (Automatic Reclosing Facilities) has been renumbered as Section 1.6.8. This section has been updated to modernize language and clarity, while converting lettered provisions into a numbered format.
–	1.6.9	Accounts in More Than One Name	A new section added establishing joint and several responsibility and liability for Customers with accounts in more than one name.
–	1.6.10	Remotes' Acquired Facilities and Equipment	A new section added establishing Remotes' authority to require Acquired Facilities and Equipment and Customer Equipment to be brought into compliance with the current Conditions of Service due to safety, reliability, capacity, regulatory, or lifecycle requirements.
2.1.1.10	1.6.11	Tree and Vegetation Management	The former Section 2.1.1.10 (Tree and Vegetation Management) has been renumbered as Section 1.6.11. This section has been expanded to clarify Customer vegetation management responsibilities, required clearances, distribution line standards, and recommended tree-trimming practices.
1.7	1.7	Distributor Rights	The section title has been renamed from "Remotes' Distributor Rights" to "Distributor Rights". This section has been reorganized to separate Customer obligations from Distributor rights. The section now includes dedicated subsections addressing access to Customer property, vegetation management, and transfer of Customer account arrears between accounts. Certain provisions formerly contained within this section have been relocated to Section 1.6 (Customer Rights), separating Customer obligations from Distributor rights.
1.7.1	1.7.1	Access to Customer Property	The former Section 1.7.1 (Space and Access) has been relocated to Section 1.6.2 (Space and Access), and Section 1.7.1 now addresses "Access to Customer Property". This section clarifies Remotes' statutory right of access to Customer property under the *Electricity Act*.
1.7.2	1.7.2	Tree and Vegetation Management	The former Section 1.7.2 (Powers of Entry) has been relocated to Section 1.6.2 (Space and Access), and Section 1.7.2 now addresses "Tree and Vegetation Management". This section outlines Remotes' vegetation management practices, notification requirements, and authority to remove vegetation as necessary to maintain the safe and reliable operation of the Distribution System.
1.7.3	1.7.3	Ability to Transfer Arrears from One Account to Another	The former Section 1.7.3 (Liability for Damage to Remotes Equipment) has been relocated to Section 1.6.5 (Responsibility for Damage to Remotes' Equipment), and Section 1.7.3 now addresses "Ability to Transfer Arrears from One Account to Another". This section establishes Remotes' authority to transfer outstanding arrears between accounts held by the same Customer.

Old Section	New Section	Section Title	Key Changes
1.7.7	–	Coming Into Force	This section has been deleted, as the effective date of Remotes' Conditions of Service is now identified on the document cover page. The section number has not been reused.
1.8	1.8	Disputes	This section has been expanded and formalized to establish a four-step Customer complaint and dispute resolution process, including escalation through supervisors, management, the Ombudsman, and ultimately the OEB.
1.6	1.9	Liability	The liability provisions formerly contained in Section 1.6 (Customer Rights) have been reorganized and relocated to Section 1.9 (Liability). The liability provisions have been updated to modernize the language and convert lettered provisions into a numbered format, with no substantive changes to the requirements.
1.7.8	1.10	Force Majeure	The former Section 1.7.8 (Force Majeure) has been renumbered as Section 1.10. This section has been updated to clarify Force Majeure obligations, expand labour disruption provisions, limit liability for service interruptions, and convert lettered provisions into a numbered format.
2.0.1	2.0 A.	Customer Supply	The former Section 2.0.1 (Customer Supply) has been divided between Section 2.0.A. (Customer Supply) and Section 1.6.4 (Temporary Disconnect). This section now focuses on power outage reporting and restoration response services, including enhanced reporting options, 24/7 Emergency contact information, and website-based reporting.
2.0.2	2.0 B.	Underground Locates	The former Section 2.0.2 (Cable Locates) has been divided between Sections 2.0 B. (Underground Locates) and 2.0 C. (Fault Locates and Repairs). The section title has been renamed from "Cable Locates" to "Underground Locates". This section has been expanded to establish underground cable locate processes, timelines, Customer request procedures, cost recovery provisions, and responsibilities for locating non-Remotes-owned infrastructure.
2.0.2	2.0 C.	Fault Locates and Repairs	This section has been created to separately address fault location and repair requirements formerly included in Section 2.0.2 (Cable Locates). This section has been updated to clarify fault repair responsibilities and cost recovery for damaged underground cables.

Old Section	New Section	Section Title	Key Changes
2.1	2.1	Connections	This section has been substantially reorganized and expanded to reflect current Connection practices, Distribution System Code requirements, and DER Facility connection requirements. Connection-related requirements formerly located throughout the Conditions of Service have been consolidated into dedicated subsections addressing early consultation, temporary Connections, delivery point capacity, transformer ownership options, EVSE installations, account administration, Connection agreements, and other Connection-related requirements.
–	2.1 A.	Early Consultation	A new section added establishing early consultation requirements for large or significant projects, including Customer information submissions and advance planning expectations.
2.1.1.1	2.1 B.	Common Service Taps	The former Section 2.1.1.1 (Common Service Taps) has been renumbered as Section 2.1 B. This section has been expanded to define “Common Service Tap”, add access road requirements and Customer-owned line-sharing provisions, while converting lettered provisions into a numbered format.
–	2.1 C.	Temporary Connections	A new section added directing Customers to the requirements and procedures applicable to temporary service Connections.
2.1.1.2	2.1 D.	Service and Supply Locations	The former Section 2.1.1.2 (Service and Supply Locations) has been renumbered as Section 2.1 D. This section has been expanded to introduce Customer responsibility for service layout and estimate costs, including costs associated with revisions resulting from Connection changes or additional requests.
2.1.1.3	2.1 E.	Number of Delivery Points	The former Section 2.1.1.3 (Number of Service Entrances) has been renumbered as Section 2.1 E. and renamed “Number of Delivery Points”. This section has been expanded to clarify conditions for multiple delivery points, including capacity requirements, Customer cost responsibilities, metering, and billing provisions.
–	2.1 F.	Delivery Point Capacity	A new section added establishing maximum delivery point capacities for Single Phase and Three Phase services, including review and approval requirements and additional considerations for off-grid communities.
2.1.1.9	2.1 G.	Transformation – Overhead Transformers	The former Section 2.1.1.9 (Transformation) has been renumbered as Section 2.1 G. and renamed “Transformation – Overhead Transformers”. This section has been updated to add transformer sizing and energy efficiency requirements for Customer-owned transformers, while converting lettered provisions into a numbered format.
–	2.1 H.	Transformation – Pad-Mounted Transformers (underground type)	A new section added establishing ownership options, capacity limits, and technical requirements for pad-mounted transformers, including standards for Customer-owned equipment.

Old Section	New Section	Section Title	Key Changes
–	2.1 I.	Winter Weather	A new section added establishing winter connection and construction considerations, including installation limitations, scheduling risks, project delays, and Customer responsibility for additional winter-related costs.
–	2.1 J.	Non-Residential EVSE Installations	A new section establishing Connection requirements, timelines, and consultation requirements for non-residential EVSE installations in accordance with OEB and Distribution System Code requirements.
2.1.1, 2.4.1	2.1.1	Connection / Building that Lies Along	The former Section 2.1.1 (Building that Lies Along) has been expanded and renamed “Connection / Building that Lies Along”. This section has been expanded to include a definition of Basic Connection, including transformation, metering, and conductor requirements, clarified application to both Customer and DER Facility connections, and established cost recovery provisions where a Connection is subsequently used to serve a DER Facility, while converting lettered provisions into a numbered format. The section now incorporates connection-related provisions formerly addressed in Section 2.4.1 (Service Connection).
2.1.2	2.1.2	Expansions / Offer to Connect	The former Section 2.1.2 (Offer to Connect) has been expanded and reorganized into dedicated subsections under Section 2.1.2 (Expansions / Offer to Connect). The section title has been renamed from “Offer to Connect” to “Expansions / Offer to Connect”.
2.1.2	2.1.2.1	Offer to Connect	The former Section 2.1.2 (Offer to Connect) has been renumbered as Section 2.1.2.1 and reorganized under Section 2.1.2 (Expansions / Offer to Connect). This section has been significantly expanded to incorporate DER Facility Connections, capital contribution requirements, detailed offer-to-connect content, and enhanced Customer cost and Connection obligations, while converting lettered and Roman numeral provisions into a numbered format.
2.1.2.1	2.1.2.2	Alternative Bids	The former Section 2.1.2.1 (Alternative Bids) has been renumbered as Section 2.1.2.2 and reorganized into dedicated subsections. This section has been substantially expanded to clarify alternative bidding eligibility, identify work that is not eligible for alternative bids, establish Customer and Remotes’ responsibilities for alternative bid projects, and provide Customers with resources for locating Qualified Contractors.
2.1.2.2	2.1.2.2 D.	Ownership of Alternative Bid Construction	The former Section 2.1.2.2 (Private Ownership of Alternate Bid Construction) has been renumbered as Section 2.1.2.2 D., renamed “Ownership of Alternative Bid Construction”, and expanded into dedicated ownership subsections. This section has been substantially expanded to address ownership requirements for alternative bid construction on road allowances, Private Property, Crown Land, unopened road allowances, and submarine cable installations, as well as transfer requirements for assets being conveyed to Remotes.

Old Section	New Section	Section Title	Key Changes
2.1.3	2.1.3	Connection Denial	This section has been expanded to clarify Connection denial criteria and Customer notification requirements, while converting lettered provisions into a numbered format.
2.1.4	2.1.4	Inspections Before Connections	This section has been significantly expanded to establish inspection, approval, verification, and reinspection requirements before and after Connection to Remotes' Distribution System.
2.1.5	2.1.5	Relocation of Plant and Equipment	The section title has been renamed from "Relocation of Plant" to "Relocation of Plant and Equipment". This section has been updated to clarify Customer responsibility for relocation costs and easement requirements related to Remotes-owned assets.
2.1.6.1	2.1.6.1	Unregistered Rights	This section has been updated to simplify the wording regarding the continued validity of pre-April 1, 1999 unregistered rights, with no substantive changes to the requirements.
2.1.6.2	2.1.6.2	Permits, Registered Easements and Owner Agreements	This section has been expanded to clarify land tenure, easement, permit, and property rights requirements, including provisions relating to Crown land, Reserve land, and Private Property, while converting lettered provisions into a numbered format.
–	2.1.6.3	Easement Corridor Width – Overhead Lines	A new section added defining standard easement corridor width requirements for overhead lines on Private Property and road allowances.
2.1.7	2.1.7	Contracts	This section has been substantially reorganized and expanded into dedicated subsections addressing Customer account administration, landlord and tenant arrangements, Connection Agreements, Connection Cost Agreements, DER Facility agreement requirements, and other contract-related provisions.
2.1.7.1	2.1.7.1	Opening and Closing of Accounts	The former Section 2.1.7.1 (Implied Contracts) has been relocated to Section 2.1.7.2 (Implied Contracts), and Section 2.1.7.1 now addresses "Opening and Closing of Accounts". This section establishes requirements for opening, closing, and administering Customer accounts.
2.1.7.1	2.1.7.2	Implied Contracts	The former Section 2.1.7.1 (Implied Contracts) has been renumbered as Section 2.1.7.2 following the introduction of Section 2.1.7.1 (Opening and Closing of Accounts). This section has been updated to modernize the language and clarify the terms and obligations associated with implied contracts for electricity service.
2.1.7.3	2.1.7.3	Landlord and Tenant Agreements	The former Section 2.1.7.3 (Cancellation) has been removed from the Conditions of Service, and Section 2.1.7.3 now addresses "Landlord and Tenant Agreements". This section establishes landlord and tenant account responsibilities, including account transfers, vacancy billing arrangements, and service Disconnection provisions, in accordance with Distribution System Code requirements.

Old Section	New Section	Section Title	Key Changes
2.1.7.2	2.1.7.4	Agreement for Electrical Services (Construction Agreement and Invoice)	The former Section 2.1.7.2 (Service Agreements for New Connections (Agreement for Service)) has been renumbered as Section 2.1.7.4 and renamed “Agreement for Electrical Services (Construction Agreement and Invoice)”. This section has been updated to clarify agreement execution and payment requirements for Connection and Expansion work.
–	2.1.7.5	Multi-Service Developments	A new section added establishing requirements for Customers undertaking subdivisions, condominium conversions, or other multi-service developments to enter into a Multi-Service Connection Cost Agreement prior to Connection, in accordance with the Distribution System Code.
–	2.1.7.6	Connection Cost Agreement	A new section added establishing Connection Cost Agreement requirements for specified DER Facility Connections and capacity Expansions.
–	2.1.7.7	Connection Agreements	A new section added establishing Connection Agreement requirements, including agreements for DER Facilities, execution timing requirements, and special service arrangements.
2.1.7.4	2.1.7.7.3	Special Contracts	The former Section 2.1.7.4 (Special Contracts) has been renumbered as Section 2.1.7.7.3. This section has been updated to improve clarity, refine examples of special contract arrangements, and convert lettered provisions into a numbered format.
2.2	2.2	Disconnection	This section has been significantly expanded to reflect Distribution System Code amendments, clarify Disconnection and load control authority, establish additional Customer compliance and account administration requirements, and introduce new Disconnection triggers, while converting lettered provisions into a numbered format.
2.2.1	2.2.1	Disconnection/Load Control Process for Reasons of Non-payment	This section has been expanded to enhance the non-payment Disconnection process, including Customer notification, assistance, final contact, and multi-unit building requirements, while converting Roman numeral and lettered provisions into a numbered format.
2.2.2	2.2.2	Restricted Access to Meter Located in Residential Property	The former Section 2.2.2 (Immediate Disconnection without Notice) has been relocated to Section 2.2.4 (Immediate Disconnection without Notice), and Section 2.2.2 now addresses “Restricted Access to Meter Located in Residential Property”. This section establishes Remotes’ rights and cost recovery measures when access to a Residential Meter is restricted, including court-assisted entry for non-payment Disconnections.
2.2.3	2.2.3	Disconnection Process for Reasons Other than Non-Payment	The former Section 2.2.3 (Liability for Disconnection) has been relocated to Section 2.2.5 (Liability for Disconnection), and Section 2.2.3 now addresses “Disconnection Process for Reasons Other than Non-Payment”. This section outlines the Disconnection process and notice requirements for reasons other than non-payment.

Old Section	New Section	Section Title	Key Changes
2.2.2	2.2.4	Immediate Disconnection without Notice	The former Section 2.2.2 (Immediate Disconnection without Notice) has been renumbered as Section 2.2.4. This section has been updated to clarify circumstances permitting immediate service interruption without notice, while converting the criteria into a numbered format.
2.2.3	2.2.5	Liability for Disconnection	The former Section 2.2.3 (Liability for Disconnection) has been renumbered as Section 2.2.5. This section has been updated to clarify Customer responsibility for arrears, Disconnection costs, and liability limitations.
2.2.4, 2.2.5a)	2.2.6	Reconnection	The former Section 2.2.4 (Reconnection) has been renumbered as Section 2.2.6 and expanded to incorporate reconnection provisions formerly addressed in Section 2.2.5a) (Disconnection for Non Payment). This section has also been updated to clarify reconnection requirements and Customer responsibilities, while converting lettered provisions into a numbered format.
2.2.5b)	2.2.7	Unauthorized Energy Use	The former Section 2.2.5b) (Unauthorized Energy Use) has been renumbered as Section 2.2.7. This section has been expanded to strengthen provisions for unauthorized energy use, including meter tampering, cost recovery, service Disconnection, and notification to regulatory and law enforcement authorities.
–	2.2.8	Fraudulent Account Setup	A new section added establishing requirements relating to fraudulent account setup practices, including identity verification requirements and service refusal or Disconnection provisions.
2.2.5c)	2.2.9	Service Cancellation	The former Section 2.2.5c) (Service Cancellation) has been renumbered as Section 2.2.9. This section has been expanded to clarify service cancellation and reconnection requirements, including Customer cost responsibilities and special trip charges.
2.3	2.3	Conveyance of Electricity	This section has been substantially reorganized and expanded to reflect current industry standards, Distribution System Code requirements, and Remotes' operational practices. Existing provisions relating to power quality, voltage standards, electrical disturbances, metering, and Emergency Backup Generation Facilities have been reorganized into dedicated subsections to improve clarity, usability, and alignment with regulatory requirements.
2.3.1	2.3.1	Limitations on the Guarantee of Supply	This section has been expanded to clarify supply limitations, Customer backup power requirements, service interruption provisions, and Customer responsibilities for maintaining continuity of supply where enhanced reliability is required.

Old Section	New Section	Section Title	Key Changes
2.3.2	2.3.2.1	Standards and Guidelines for Power Quality	The former Section 2.3.2 (Power Quality) has been reorganized into dedicated subsections under Section 2.3.2 (Power Quality), with the original Power Quality requirements relocated to Section 2.3.2.1 (Standards and Guidelines for Power Quality). This section has been updated to improve readability, with no substantive changes to the requirements.
2.3.3.2	2.3.2.2	Voltage and Current Harmonics	The former Section 2.3.3.2 (Voltage and Current Harmonics) has been renumbered as Section 2.3.2.2 (Voltage and Current Harmonics). This section has been updated for readability and clarity, with no substantive changes to the requirements.
2.3.3.5	2.3.2.3	Over-Voltages	The former Section 2.3.3.5 (Over-Voltages) has been renumbered as Section 2.3.2.3. No substantive changes were made to this section.
–	2.3.2.4	Voltage Imbalance	A new section added establishing voltage imbalance thresholds, corrective action requirements, and response timelines.
2.3.3.3	2.3.2.5	Voltage Fluctuations	The former Section 2.3.3.3 (Voltage Fluctuations and Flicker) has been renumbered as Section 2.3.2.5 and renamed “Voltage Fluctuations”. This section has been updated to reflect current voltage fluctuation practices.
2.3.3.4	2.3.2.6	Frequency Fluctuations	The former Section 2.3.3.4 (Frequency Fluctuations) has been renumbered as Section 2.3.2.6. This section has been updated to distinguish frequency requirements for on-grid and off-grid communities, clarify generation capacity considerations, and reflect current motor connection requirements.
2.3.2.1	2.3.2.7	Power Quality Inquiries	The former Section 2.3.2.1 (Power Quality Inquiries) has been renumbered as Section 2.3.2.7. This section has been expanded to clarify power quality investigation, mitigation, and Customer cost recovery processes.
2.3.2.1	2.3.2.8	Customer Notification of Planned Outages	The former provision titled “Interruption of Supply”, which was inadvertently numbered as Section 2.3.2.1 in the 2012 Conditions of Service, has been renumbered as Section 2.3.2.8 and renamed “Customer Notification of Planned Outages”. This section has been updated to enhance outage notification methods and clarify requirements for planned and Emergency interruptions.
2.3.3.1	2.3.3	Electrical Disturbances – Customer Responsibilities	The former Section 2.3.3.1 (Customer Responsibilities) has been incorporated into Section 2.3.3 (Electrical Disturbances), which no longer contains dedicated numbered subsections. This section has been significantly expanded to introduce detailed Customer power quality requirements, including compliance standards, power factor and phase balancing obligations, electrical disturbance mitigation, and backup power responsibilities.

Old Section	New Section	Section Title	Key Changes
2.3.4	2.3.4	Standard Voltage Offerings	This section has been reorganized into dedicated subsections addressing standard secondary voltages, standard primary voltages, and voltage conversions. A new introductory paragraph has been added clarifying standard voltage requirements and Customer responsibility for non-standard voltage transformation.
2.3.4	2.3.4.1	Standard Secondary Voltages	The former Section 2.3.4 (Standard Voltage Offerings) has been reorganized into dedicated subsections, with the former secondary voltage requirements relocated to Section 2.3.4.1 (Standard Secondary Voltages). This section has been updated to improve clarity while converting the lettered provisions into a bullet-point format.
2.3.4.1	2.3.4.2	Standard Primary Voltages	The former Section 2.3.4.1 (Primary Voltages) has been renumbered as Section 2.3.4.2 and renamed “Standard Primary Voltages”. This section has been updated to reflect current practices, provide a list of typical primary voltages, and improve clarity.
–	2.3.4.3	Voltage Conversions	A new section added establishing Customer and Remotes’ responsibilities during Distribution System voltage conversions, including cost allocation and upgrade requirements.
2.3.5	2.3.5	Voltage Guidelines	This section has been substantially updated to adopt CSA Standard C235-19 voltage limits, revise the voltage guideline table, clarify corrective action requirements for normal and extreme operating conditions, and define Remotes’ responsibilities for voltage management.
2.3.6	2.3.6	Emergency Backup Generation Facility	The section title has been renamed from “Back-up Generators” to “Emergency Backup Generation Facility”. This section has been updated for readability and clarity, with no substantive changes to the requirements.
2.3.7, 2.3.7.7	2.3.7.1	General	The content formerly contained in Sections 2.3.7 (Metering) and 2.3.7.7 (General) has been consolidated into Section 2.3.7.1 (General). The former Section 2.3.7 (Metering) has also been reorganized into multiple specialized metering subsections to improve clarity and readability. This section has been significantly expanded to clarify metering ownership, Customer responsibilities for meter-mounting devices and related equipment, access rights, and compatibility requirements for Customer-owned devices.
2.3.7.6	2.3.7.1 A.	Location of Meter Installations	The former Section 2.3.7.6 (Location of Metering) has been renumbered as Section 2.3.7.1 A. and renamed “Location of Meter Installations”. This section has been updated to clarify Meter location requirements, while converting lettered provisions into a numbered format.

Old Section	New Section	Section Title	Key Changes
2.3.7.1, 2.3.7.2	2.3.7.1 B.	Secondary Metered	The content formerly contained in Sections 2.3.7.1 (Single Phase – Secondary Metered) and 2.3.7.2 (Three Phase – Secondary Metered) has been consolidated into Section 2.3.7.1 B. and renamed “Secondary Metered”. This section has been significantly revised to eliminate the distinction between energy and demand metering for Secondary Metered Single Phase and Three Phase Customers and to establish energy-based (kWh) metering for these services.
2.3.7.4	2.3.7.1 C.	Primary Metered	The former Section 2.3.7.4 (Primary Metered Services) has been renumbered as Section 2.3.7.1 C. and renamed “Primary Metered”. This section has been updated to clarify primary metering requirements and Customer responsibilities.
–	2.3.7.1 D.	Secondary Metering – Neutral Ground Resistor	A new section added establishing approval, metering, and cost requirements for the installation or removal of Neutral Ground Resistors (NGRs).
–	2.3.7.1 E.	Totalized Metering	A new section added establishing eligibility criteria and requirements for totalized metering across multiple delivery points.
2.3.7.3	2.3.7.1 F.	Central Metering	The former Section 2.3.7.3 (Central Metered Services) has been renumbered as Section 2.3.7.1 F. and renamed “Central Metering”. This section has been updated to clarify central metering requirements and Customer responsibilities, while converting lettered provisions into a numbered format.
–	2.3.7.1 G.	Multi-Residential Properties	A new section added establishing metering, ownership, and cost responsibilities for converting bulk-metered Multi-Residential properties to individually metered units.
2.3.7.8	2.3.7.2	Instrument Transformer Enclosure	The former Section 2.3.7.8 (Current Transformer Boxes) has been renumbered as Section 2.3.7.2 and renamed “Instrument Transformer Enclosure”. This section has been updated to clarify instrument transformer enclosure requirements, while converting lettered provisions into a numbered format.
2.3.7.3	2.3.7.3	Interval Metering	The former Section 2.3.7.3 (Central Metered Services) has been renumbered as Section 2.3.7.1.F. (Central Metering), and Section 2.3.7.3 now addresses “Interval Metering”. This section clarifies that interval metering is not currently applicable to Remotes.
2.3.7.9	2.3.7.4	Meter Reading	The former Section 2.3.7.9 (Meter Reading) has been renumbered as Section 2.3.7.4. This section has been updated to clarify meter reading, access, inspection, relocation, and estimated billing requirements.
2.3.7.10	2.3.7.5	Final Meter Reading	The former Section 2.3.7.10 (Final Meter Reading) has been renumbered as Section 2.3.7.5. This section has been updated to improve readability and clarity, with no substantive changes to the process.

Old Section	New Section	Section Title	Key Changes
2.3.7.11	2.3.7.6	Faulty Registration of Meters	The former Section 2.3.7.11 (Faulty Registration of Meters) has been renumbered as Section 2.3.7.6. This section has been updated to clarify Meter accuracy requirements, Customer notification obligations, and billing adjustments related to faulty Meter registration.
2.3.7.14	2.3.7.7	Meter Dispute Testing	The former Section 2.3.7.14 (Meter Dispute Testing) has been renumbered as Section 2.3.7.7. This section has been expanded to clarify meter dispute testing and resolution procedures.
2.3.7.5	2.3.7.8	Travel Trailer, Public and Private Campgrounds ("Parks")	The former Section 2.3.7.5 (Travel Trailer, Public and Private Camping Parks) has been renumbered as Section 2.3.7.8 and renamed “Travel Trailer, Public and Private Campgrounds ("Parks")”. This section has been updated to clarify metering, billing, and Customer-owned Distribution equipment requirements for travel trailers and public or private campgrounds.
2.4	2.4	Tariffs and Charges	The section title has been renamed from “Rates and Charges” to “Tariffs and Charges”. The former Rate-related provisions have been relocated to Sections 2.4.1.1 (Rate Classifications) and 2.4.1.2 (Rate Schedules and Notice of Rate Changes). This section has been reorganized into dedicated subsections addressing rates, billing, deposits, payment requirements, arrears management, and Customer information, and has been expanded to improve clarity, usability, and alignment with current regulatory requirements.
2.4.1	2.4.1	Service Connections	The former content in Section 2.4.1 (Service Connection) has been relocated and incorporated into Section 2.1.1 (Connection / Building that Lies Along), integrating service connection requirements into the broader Connection framework. The section title has been renamed from “Service Connection” to “Service Connections” to align with the Distribution System Code.
2.4	2.4.1.1	Rate Classifications	The former rate classification provisions contained in Section 2.4 (Rates and Charges) have been relocated to Section 2.4.1.1 (Rate Classifications). This section has been expanded to clarify Rate classifications, add the Grid Connected Service class, and provide additional information on bundled rates, RRRP-based pricing, and Rate structure.
2.4	2.4.1.2	Rate Schedules and Notice of Rate Changes	The former rate schedule and notification provisions contained in Section 2.4 (Rates and Charges) have been relocated to Section 2.4.1.2 (Rate Schedules and Notice of Rate Changes). This section has been updated to provide online access to current rate schedules and charges, while maintaining Customer notification requirements for rate changes.

Old Section	New Section	Section Title	Key Changes
2.4.2	2.4.2	Energy (Electricity) Supply	The section title has been renamed from “Energy Supply” to “Energy (Electricity) Supply”. This section has been expanded to note Remotes’ exemptions from the Retail Settlement Code and the Standard Service Supply Code.
2.4.3	2.4.3	Deposits	The former Section 2.4.3 (Deposits) has been reorganized into dedicated subsections to improve readability and align with current Distribution System Code requirements. Residential and Non-Residential Customer categories have been introduced for the purposes of administering deposit requirements under Remotes' Conditions of Service. The Deposits section now includes dedicated subsections addressing security deposit requirements, acceptable forms of security, calculation methodologies, limits on security deposits, review and updating requirements, interest, waivers and returns, and enforcement provisions.
2.4.3	2.4.3.1	Requirements for Security Deposit	The former deposit requirements contained in Section 2.4.3 (Deposits) have been reorganized into Section 2.4.3.1 (Requirements for Security Deposit). This section has been significantly expanded to clarify security deposit requirements, good payment history criteria, deposit administration, and refund processes for Residential and General Service Customers in accordance with the Distribution System Code.
2.4.3	2.4.3.2	Acceptable Forms of Security	The former acceptable forms of security provisions contained in Section 2.4.3 (Deposits) have been reorganized into Section 2.4.3.2 (Acceptable Forms of Security). This section has been updated to clarify acceptable forms of security deposits and payment options, while converting provisions into a numbered format.
2.4.3	2.4.3.3	Calculation of Security Deposit Amounts	The former security deposit calculation provisions contained in Section 2.4.3 (Deposits) have been reorganized into Section 2.4.3.3 (Calculation of Security Deposit Amounts). This section has been updated to clarify security deposit calculation requirements and convert billing cycle factors to a bullet-point format.
–	2.4.3.4	Limits on Amount of Security Required	A new section added establishing limits on security deposit amounts based on Customer credit ratings and recognized credit agency assessments, in accordance with the Distribution System Code.
2.4.3	2.4.3.5	Review and Updating of Security Deposits	The former security deposit review provisions contained in Section 2.4.3 (Deposits) have been reorganized into Section 2.4.3.5 (Review and Updating of Security Deposits). This section has been updated to clarify the annual security deposit review process and present the review outcomes in a bullet-point format.

Old Section	New Section	Section Title	Key Changes
2.4.3	2.4.3.6	Interest on Security Deposits	The former interest provisions contained in Section 2.4.3 (Deposits) have been reorganized into Section 2.4.3.6 (Interest on Security Deposits). This section has been updated to clarify interest accrual, payment timing, and applicable deposit types for security deposits.
2.4.3	2.4.3.7	Waiver/Return of Security Deposit	The former security deposit waiver and refund provisions contained in Section 2.4.3 (Deposits) have been reorganized into Section 2.4.3.7 (Waiver/Return of Security Deposit). This section has been expanded to clarify security deposit waiver and refund requirements, including payment history, credit checks, and Eligible Low-Income Customer provisions, in accordance with the Distribution System Code.
–	2.4.3.8	Enforcement Where Security Deposit Not Paid	A new section added establishing enforcement measures for unpaid security deposits, including potential service interruption for non-payment.
2.4.4	2.4.4	Billing	This section has been updated to modernize the language, with no substantive changes to the requirements.
2.4.4.1	2.4.4.1	Billing Frequency	This section has been revised to establish monthly billing as the standard billing frequency for all Customers, with quarterly billing applicable only to Seasonal Residential Customers.
2.4.4.2	2.4.4.2	Meter Read Frequency	This section has been updated to improve readability and clarity, with no substantive changes to the requirements.
2.4.4.3	2.4.4.3	Use of Estimates	This section has been updated to clarify the use of estimated billing when meter readings or meter data are unavailable.
2.4.4.4	2.4.4.4	Closing of Account	The former Section 2.4.4.4 (Budget Billing Plan) has been relocated to Section 2.4.4.6 (Budget Billing Plan), and Section 2.4.4.4 now addresses “Closing of Account”. This section establishes account closure requirements, including notice periods and limits on account closure backdating.
–	2.4.4.5	Pro-ration of Accounts	A new section added establishing account prorating requirements when billing periods differ from standard billing cycles or when rate changes occur between meter reading dates.
2.4.4.4	2.4.4.6	Budget Billing Plan	The former Section 2.4.4.4 (Budget Billing Plan) has been relocated to Section 2.4.4.6 (Budget Billing Plan). This section has been updated to clarify Budget Billing Plan calculations and periodic adjustment provisions, with no substantive changes to the program.
2.3.7.12, 2.3.7.13	2.4.4.7	Billing Errors: Over and Under Billing	The former Sections 2.3.7.12 (Overbilling) and 2.3.7.13 (Underbilling) have been consolidated into Section 2.4.4.7 and renamed “Billing Errors: Over and Under Billing”. This section has been expanded to clarify billing error correction processes, Customer responsibilities for under-billing, interest payments on over-billing, and cost recovery for unauthorized energy use.
–	2.4.4.8	Annual Monitoring of Electricity Usage	A new section added establishing annual monitoring and review of non-residential Customer electricity usage and demand to support Rate reclassification and metering assessments.

Old Section	New Section	Section Title	Key Changes
2.4.5.1	2.4.5.1	Payment Options	This section has been expanded to include additional payment methods, including credit card and MoneyGram options, and to clarify electronic payment arrangements.
2.4.5.2	2.4.5.2	Late Payment Charges	This section has been updated to clarify billing due dates, late payment charge calculations, payment processing timelines, and pre-authorized payment provisions, in accordance with the Distribution System Code.
2.4.5.3	2.4.5.3	Allocation of Payments	This section has been updated to improve clarity, with no substantive changes to the requirements.
–	2.4.6	Arrears Management Program	A new section added establishing arrears management and payment agreement requirements in accordance with the Distribution System Code.
–	2.4.6.1	Residential Customer	A new section added establishing payment agreement requirements and options for Residential Customers with outstanding account balances, including security deposit and down payment requirements.
–	2.4.6.2	Eligible Low-Income Customer	A new section added establishing arrears management provisions for Eligible Low-Income Customers, including payment agreements, security deposit repayment requirements, and eligibility for fee and late payment charge waivers.
2.5	2.5	Customer Information	The former Section 2.5 (Customer Information) has been reorganized into dedicated privacy and Customer information subsections. Existing provisions have been expanded to reflect current privacy, information management, and Customer communication requirements, and to align with current legislative and regulatory requirements.
2.5	2.5.1	Protection of Individual Privacy and Customer Information	The former Section 2.5 (Customer Information) has been reorganized into Section 2.5.1 (Protection of Individual Privacy and Customer Information) and its associated subsections. This section has been significantly expanded to establish comprehensive privacy, collection, use, disclosure, retention, security, and access requirements relating to Customer information.
2.5	2.5.1.1	Privacy Legislation and the Distribution Licence	The former privacy and disclosure provisions contained in Section 2.5 (Customer Information) have been reorganized into Section 2.5.1.1 (Privacy Legislation and the Distribution Licence). This section has been expanded to clarify Customer privacy obligations, permitted information disclosures, and regulatory requirements, while converting lettered provisions into a numbered format.
–	2.5.1.2	Remotes' Collection, Use and Disclosure of Customer Information	A new section added establishing requirements relating to Remotes' collection, use, disclosure, sharing, and protection of Customer information, including privacy safeguards and permitted third-party disclosure.

Old Section	New Section	Section Title	Key Changes
–	2.5.1.3	Access to Personal Information	A new section added establishing Customer rights to access, review, and request corrections to personal information, together with requirements relating to Remotes' personal information retention and privacy practices.
2.5.1	2.5.2	Provision of Current Usage Data to Customers	The former Section 2.5.1 (Provision of Current Usage Data to Customers) has been renumbered as Section 2.5.2. No substantive changes were made to this section.
3.0	3.0	CUSTOMER SPECIFIC	This section has been substantially reorganized to establish dedicated Residential, General Service, DER Facility, and Unmetered Connection requirements. Customer-specific provisions relating to service configurations, ownership responsibilities, operational requirements, and metering requirements have been reorganized into dedicated subsections to improve clarity, usability, and alignment with current regulatory and operating requirements.
3.1	3.1	Non Standard A Service	The section title has been renamed from "Non Standard 'A'" to "Non Standard A Service". This section has been updated to clarify RRRP eligibility and terminology.
3.1.1	3.1.1	Year Round Residential Service Classification – R2	The section title has been renamed from "Year Round Residential - R2" to "Year Round Residential Service Classification – R2". This section has been significantly expanded to clarify Year-Round Residential classification criteria, RRRP eligibility requirements, Customer verification obligations, and classification requirements for multi-unit, mixed-use, and seasonal Residential properties, while converting lettered provisions into a numbered format.
3.1.1	3.1.2	Seasonal Residential Service Classification – R4	The former Seasonal Residential classification has been renumbered as Section 3.1.2 and renamed "Seasonal Residential Service Classification – R4". No substantive changes were made to this section.
3.2	3.2	Non Standard A General Service Classification	The section title has been renamed from "Non Standard 'A' General Service" to "Non Standard A General Service Classification". No substantive changes were made to this section.
3.2.1	3.2.1	General Service, Single Phase Service Classification – G1	The section title has been renamed from "General Service, Single Phase G1" to "General Service, Single Phase Service Classification – G1". No substantive changes were made to this section.
3.2.2	3.2.2	General Service, Three Phase Service Classification – G3	The section title has been renamed from "General Service, Three Phase G3" to "General Service, Three Phase Service Classification – G3". No substantive changes were made to this section.

Old Section	New Section	Section Title	Key Changes
3.3	3.3	General Service (Above 50 kW)	The section title has been renamed from “General Service over 50 kW” to “General Service (Above 50 kW)”. This section has been expanded to clarify the General Service (Above 50 kW) classification, associated metering requirements, and the treatment of unmetered connections within General Service and Street Lighting classifications.
3.4	3.4	Street Lighting Service Classification	The section title has been renamed from “Street Lighting” to “Street Lighting Service Classification”. This section has been updated to improve clarity, while converting lettered provisions to a bullet-point format. Due to a numbering duplication in the 2012 Conditions of Service, the former Section 3.4 (Street Lighting) has been retained as Section 3.4 and updated as “Street Lighting Service Classification”.
3.5	3.5	Standard A Service Classification	The section title has been renamed from “Standard ‘A’ Service” to “Standard A Service Classification”. This section has been updated to clarify eligibility requirements, add Customer verification requirements, and convert the exemption list into a bullet-point format.
3.5.1	3.5.1	Standard A Residential Road/Rail Access Service Classification	The section title has been renamed from “Standard ‘A’ Residential Road/Rail” to “Standard A Residential Road/Rail Access Service Classification”. No substantive changes were made to this section.
3.5.2	3.5.2	Standard A Residential Air Access Service Classification	The section title has been renamed from “Standard ‘A’ Residential Air Access” to “Standard A Residential Air Access Service Classification”. No substantive changes were made to this section.
3.5.3	3.5.3	Standard A General Service Road/Rail Access Service Classification	The section title has been renamed from “Standard ‘A’ General Service Road Rail” to “Standard A General Service Road/Rail Access Service Classification”. No substantive changes were made to this section.
3.5.4	3.5.4	Standard A General Service Air Access Service Classification	The section title has been renamed from “Standard ‘A’ General Service Air Access” to “Standard A General Service Air Access Service Classification”. No substantive changes were made to this section.
–	3.5.5	microFIT Generator Service Classification	A new section added establishing the microFIT Generator Service classification for Micro-Embedded Generation Facilities participating in the IESO microFIT Program.
–	3.5.6	Standard A Grid Connected Service Classification	A new section added establishing the Standard A Grid Connected Service classification for eligible government-funded Customers located in remote communities connected to the provincial electricity grid.
–	3.6	Residential	A new section added establishing requirements and provisions applicable to Residential Customers.

Old Section	New Section	Section Title	Key Changes
–	3.6.1	Connection and Upgrade Charges	A new section added establishing Connection and upgrade charge responsibilities for Residential Customers, including costs for Connection requests, service upgrades, and Distribution System Expansions.
2.1.1.4	3.6.2	Ownership Demarcation Point and Operational Demarcation Point	The former Section 2.1.1.4 (Service Demarcation Points) has been reorganized and divided between Sections 3.6.2 (Ownership Demarcation Point and Operational Demarcation Point) and 3.7.2 (Ownership Demarcation Point and Operational Demarcation Point). The section title has been renamed from “Service Demarcation Points” to “Ownership Demarcation Point and Operational Demarcation Point”. This section establishes Residential-specific Ownership Demarcation Point and Operational Demarcation Point requirements.
2.1.1.5, 2.1.1.8	3.6.2.1	Secondary Services	The former Sections 2.1.1.5 (Secondary Service) and 2.1.1.8 (Service Size) have been consolidated into Section 3.6.2.1 (Secondary Services). The section title has been renamed from “Secondary Service” to “Secondary Services”. This section has been significantly expanded to clarify ownership, maintenance, service size restrictions, and demarcation point requirements for Secondary Services, while converting lettered provisions into a numbered format.
2.1.1.7	3.6.2.2	Primary Services	The former Section 2.1.1.7 (Primary Service) has been relocated to Section 3.6.2.2 and renamed “Primary Services”. This section has been updated to clarify Residential Primary Service ownership and Operational Demarcation Point requirements, and to add Customer responsibilities for transformer grounding systems.
2.1.1.6	3.6.3	Customer-Supplied Secondary Wire	The former Section 2.1.1.6 (Customer-Supplied Secondary Wire) has been relocated to Section 3.6.3 and renamed “Customer-Supplied Secondary Wire”. This section has been updated to clarify when Residential Customers are responsible for installing, owning, and maintaining secondary conductors, add additional ownership scenarios, and convert lettered provisions into a numbered format.
–	3.6.4	Voltage	A new section added establishing the standard Residential supply voltage of 120/240 V Single Phase, unless otherwise approved by Remotes.
–	3.6.5	Metering	A new section added establishing Residential metering requirements and Customer responsibilities for metering equipment installations.
–	3.7	General Service	A new section added establishing Customer-specific Connection, service, and metering requirements for General Service Customers.
–	3.7.1	Connection and Upgrade Charges	A new section added establishing Connection and upgrade charge responsibilities for General Service Customers.

Old Section	New Section	Section Title	Key Changes
2.1.1.4	3.7.2	Ownership Demarcation Point and Operational Demarcation Point	The former Section 2.1.1.4 (Service Demarcation Points) has been reorganized and divided between Sections 3.6.2 (Ownership Demarcation Point and Operational Demarcation Point) and 3.7.2 (Ownership Demarcation Point and Operational Demarcation Point). The section title has been renamed from “Service Demarcation Points” to “Ownership Demarcation Point and Operational Demarcation Point”. This section establishes General Service-specific Ownership Demarcation Point and Operational Demarcation Point requirements.
–	3.7.2.1	Secondary Services	A new section added establishing Ownership and Operational Demarcation Point requirements for Secondary Services provided to General Service Customers, incorporating certain requirements formerly contained within Section 2.1.1.4 (Service Demarcation Points).
2.1.1.7	3.7.2.2	Primary Services	A new section added establishing Ownership and Operational Demarcation Point requirements for Primary Services provided to General Service Customers, incorporating certain requirements formerly contained within Section 2.1.1.7 (Primary Service).
–	3.7.3	Voltage	A new section added establishing requirements for General Service Customers to consult with Remotes regarding available voltage options and service requirements.
–	3.7.4	Metering	A new section added establishing General Service metering requirements, equipment standards, and Customer responsibilities.
–	3.8	Connection of DER Facilities	A comprehensive new section added establishing requirements for DER Facility applications, impact and Connection assessments, Connection Agreements, protection requirements, maintenance obligations, post-connection modifications, operating requirements, and Micro-DER Facility connections in accordance with the Distribution System Code and DERCP.
3.4	3.9	Unmetered Connections	The former Section 3.4 (Unmetered Connections) has been renumbered as Section 3.9 and reorganized into dedicated subsections. This section has been significantly expanded to establish eligibility requirements, load limits, documentation requirements, energy consumption requirements, and restrictions related to DER Facilities for unmetered Connections.
–	3.9.1	General Conditions for Unmetered Connections	A new section added establishing general conditions, responsibilities, energy consumption calculation methods, and agreement requirements for unmetered Connections.
–	3.9.2	Unmetered Load Types Defined	A new section added establishing definitions and location determination requirements for Unmetered Load connection types.
–	3.9.2 A.	Street Lighting	A new section added establishing ownership, connection, cost responsibility, and energy consumption requirements for unmetered street lighting services.

Old Section	New Section	Section Title	Key Changes
–	3.9.2 B.	Sentinel Lighting	A new section added establishing eligibility limitations, service requirements, and energy consumption calculation methods for unmetered sentinel lighting services.
–	3.9.2 C.	Telecommunication Power Supplies	A new section added establishing requirements, energy consumption calculation methods, and service standards for unmetered telecommunication power supply connections.
–	3.9.2 D.	Traffic Signals	A new section added establishing requirements, responsibilities, and energy consumption calculation methods for unmetered traffic signal and crosswalk connections.
–	3.9.2 E.	Decorative Lighting	A new section added establishing requirements, service standards, and energy consumption calculation methods for decorative lighting installations.
–	3.9.2 F.	Other Small Services	A new section added establishing eligibility criteria for other small unmetered services, including telecommunications, communications, transportation, and utility infrastructure loads.
–	3.9.3	Unmetered Load Connection Requirements	A new section added directing Customers to Appendix D for the connection requirements applicable to Unmetered Loads.
4.0	4.0	GLOSSARY OF TERMS	The Glossary of Terms has been updated to improve clarity and align with current regulatory terminology. Several terms have been added, revised, consolidated, or removed. Abbreviated terms such as "Act", "Board", and "Code" have been replaced with more specific defined terms and references to applicable legislation, codes, and regulatory authorities. **New terms added to the Glossary include:** “Acquired Customer”, “Acquired Distributor”, “Acquired Facilities and Equipment”, “Basic Connection”, “Billing Cycle Factor”, “Building that Lies Along”, “Central Metered Service”, "Combination Meter/Breaker Unit", “Common Line”, “Connection Agreement”, “Connection Assets”, “Connection Cost Agreement”, “DER Facility”, “DER Facility Owner”, “Disconnect/Collect Trip”, “Distributed Energy Resources Connection Procedures (DERCP)”, “Distribution Standards”, “Electric Vehicle Supply Equipment (EVSE)”, “Electricity Distribution Rate Handbook”, “Electrical Safety Code”, “Electricity System”, “Eligible Low-Income Customer”, “Embedded Generation Facility”, “Emergency Backup Generation Facility”, “End of Life”, “Event of Default”, “Financial Default”, “Generate / Generating”, “Generation Facility”, “Generator”, “Interval Meter”, “Load Displacement”, "Meter", “Micro-DER Facility”, “Micro-Embedded Generation Facility”, “Net Metered Generation Facility”, “Neutral Ground Resistor (NGR)”, “Non-financial Default”, “Operational Demarcation Point”, “Ownership Demarcation Point”, “Personal Information”, “Primary Metered Service”, “Private Property”, “Public Holidays”, “Qualified Contractor”, “Residential Customer”, “RRRP (Rural or Remote Electricity Rate Protection)”, “RRRP Regulation”, “Secondary Metered Service”, “Standard Supply Service”, “Storage Facility”, “Unmetered Service Loads”, “Utilization Voltage”

Old Section	New Section	Section Title	Key Changes
			Terms removed from the Glossary include: “Act”, “Affiliated Relationships Code”, "Board", "Code", "Demand Billed Customer", “Distribution Losses”, “Distribution Loss Factor”, "Enhancement", “Metering Services”, “Monthly Billing”, “Property”, “Rate Handbook”, “Unaccounted for Energy” **Terms revised in the Glossary include:** “Actual Cost”, “Applicable Laws”, "Complex Metering Installation", "Connection", "Connection Applicant", "Customer", "Customer Equipment", “Demand Meter”, "Demarcation Point", "Disconnect / Disconnection", "Distribution Services", "Distribution System", "Distribution System Code (DSC)", "Electricity Act", "Electrical Safety Authority (ESA)", “Emergency”, "Expansion", "Force Majeure Event", "Measurement Canada", "Meter Installation", “Multi-Residential Properties”, "Non Standard A General Service", "Ontario Energy Board Act", "Primary Service", "Rate", “Regulations”, "Remotes' Facilities and Equipment", “Secondary Service”, "Single Phase", "Three Phase", “Unmetered Loads” **Acronyms added to the Glossary include:** Distributed Energy Resource (DER), Distributed Energy Resources Connection Procedures (DERCP), Distribution System Code (DSC), Electric Vehicle Supply Equipment (EVSE), Independent Electricity System Operator (IESO), Neutral Ground Resistor (NGR), Ontario Energy Board (OEB), Rural or Remote Electricity Rate Protection (RRRP), Kilowatt (kW), Kilowatt-hour (kWh), Kilovolt amps (kVA), Volts (V)
–	5.0	APPENDICES	A new section added containing Appendices that consolidate supporting guidance previously located throughout Remotes’ Conditions of Service and introduce new information relating to EVSE installations, vegetation management, and Unmetered Load requirements.
–	Appendix A	Appendix A – Information Relevant to Conditions of Service	A new Appendix added to provide supplementary information and Customer resources relating to Remotes' service area, new Connections, rates and charges, and contact information.
–	Appendix B	Appendix B – Electric Vehicle Charging Connection Guidelines	A new Appendix added in accordance with Distribution System Code requirements outlining Connection requirements, timelines, and procedures for non-residential EVSE installations.
–	Appendix C	Appendix C – Tree and Vegetation Management	A new Appendix added providing guidance on Customer responsibilities for tree and vegetation management, including required clearances from primary and secondary power lines in accordance with the Ontario Electrical Safety Code.
–	Appendix D	Appendix D – Unmetered Connection Requirements Overview	A new Appendix added establishing standardized requirements and processes for the Connection, administration, billing, auditing, and management of Unmetered Load Connections.