

## Conditions of Service (Proposed Version 8) – Summary of Changes

September 13, 2021

The following list is a summary of the significant changes that are being proposed for the Conditions of Service, Version 8.

The list does not include grammatical corrections nor the renaming of “Energy Resource Facilities” to “Distributed Energy Resources”.

These changes have been applied and **highlighted** in the [proposed version](#).

Section	Section Title	Details of change
1.1	Identification Of Distributor, Service Area And Servicing Obligations	Revised language to clarify expectations on lead times.
1.1	Identification Of Distributor, Service Area And Servicing Obligations	Removed reference to "system Cost impact", as the term is not used elsewhere in the document
1.1	Identification Of Distributor, Service Area And Servicing Obligations	Aligned the definitions of Customer and Consumer with those provided in the Distribution System Code (DSC).
1.2	Related Acts, Licenses And Codes	Revised language to be clear that the Customer and/or Consumer is subject to laws that change from time to time.
1.2	Related Acts, Licenses And Codes	Cleaned and updated the list of Acts, Licenses and Codes,
1.4	Amendments And Changes	Language updated to provide clarity that when agreements do not comply with Applicable Laws, the Applicable Law shall govern.
1.4	Amendments And Changes	Per Section 2.4.8 of the DSC, a paragraph was added to clarify the process used for revising the Conditions of Service.
1.4	Amendments And Changes	Moved the reference to the website to be listed before provisions of hard copies. Clarified that the document shall be offered in both official languages.
1.5	Contact Information	Updated contact information to remove the former Hydro Ottawa head office.
Section	Section Title	Details of change

1.7	Distributor Rights And Responsibilities	Added clarification that Hydro Ottawa is responsible to provide access to valid meter information as required by the Retail Settlement Code.
1.6	Customer Rights And Responsibilities	Added a paragraph describing the customer's responsibilities when seeking to be designated as a Critical Care customer.
1.7.2	System Planning Information	Moved the final sentence as it was deemed to be a better fit within Section 2.6.
1.8	Disputes Or Complaints	This section was updated to include reference to the Consumer Complaint Response Process defined within Section 10 of the DSC.
2.1	Connection	A reference was added to the Glossary in Section 4.
2.1.1	Supply Point	Added clarity that coach houses will not be provided with a second supply point.
2.1.3	Expansions and Offer to Connect	Aligned language with that provided within the DSC.
2.1.4	Upgrades	Reference to ECG0006 was added to item (j) to clarify that the DER installation will be required to meet Hydro Ottawa's protection standards for generators.
2.1.6	Easements	Added specificity on Hydro Ottawa's position for properties with existing Hydro Ottawa properties or structures.
2.1.6	Easements	Added language qualifying why easements are to be granted to Hydro Ottawa at no cost.
2.1.7.2	Implied Contract	Updated the hyperlink to Hydro Ottawa's Rates and Conditions.
2.1.7.5	Opening and Closing of Accounts	Removed sentence stating that reconnection charges may apply.
2.2.3	Disconnection for Non-Payment of Overdue Amounts	Disconnection notices are now to be deemed to be received by the fifth calendar day, rather than the third.
2.2.3	Disconnection for Non-Payment of Overdue Amounts	Per the changes to the customer service rules, the notice period changed from 10 to 14 days and notice is deemed to have been received on the fifth day instead of the third.
2.2.3	Disconnection for Non-Payment of Overdue Amounts	Updated to reflect that the disconnection ban has been moved from the distribution license into the DSC.
2.2.3	Disconnection for Non-Payment of Overdue Amounts	Per updated OEB requirements, previously disconnected customers will not be charged a connection fee.
<b>Section</b>	<b>Section Title</b>	<b>Details of change</b>

2.2.3	Disconnection for Non-Payment of Overdue Amounts	Section has been relocated from 2.4.2.2 and broadened to specify documentation requirements and validity.
2.3	Relocation Of Plant And Overhead To Underground Conversion	Added language to specify that it is not always a customer that requests relocation of plant.
2.4.2.4	Outage Reporting	Updated to reflect that outages can also be reported through MyAccount, and specifies that Hydro Ottawa does not always tweet power outage information after hours.
2.5.3	Security Deposits	Added 'or expected loading for new constructions' for additional clarity on security deposit requirements.
2.5.3.1	Non-Residential Customers Security Deposit Calculation	Language updated to align with DSC.
2.5.3.3	Non-Residential Customer Satisfactory Payment History	Commercial less than 50kW demand changed from five to three years to reflect updated Customer Service Rules.
2.5.3.8	Security Deposit Requirement	Added wording for residential customers that have not been serviced in 24 months, per DSC clause 2.4.9A.
2.5.4.2	Security Deposit Management and Refund	Updated to align with DSC wording.
2.5.6.1	Methods of Payment	Payment methods updated to reflect current practices.
2.5.6.2	Billing Options	EMPP eligibility as defined in DSC amendments for Customer Service Rules. Equal Billing Plan and Equal Monthly Payment Plan have been merged. Also added instruction to contact Customer Service to obtain applications.
2.5.6.3	Payments and Late Payment Charges	Per DSC section 2.6.6.3 amendment, minimum payment period shall be 20 days from the date on which the bill is issued to the customer. Hydro Ottawa has changed its requirement to 23 days.
2.5.6.3	Payments and Late Payment Charges	Allocation of payments updated to align with DSC 2.6.6.2b amendment.
2.5.6.4	Arrears Payment Agreement	Added clarification on Hydro Ottawa's offering for arrears payment agreements.
2.5.6.4	Arrears Payment Agreement	Added Small Commercial customers as qualifying for APAs
2.5.6.5	Collection of Account Charge	Section removed as per removal of Collection of Account charge in CS rules
<b>Section</b>	<b>Section Title</b>	<b>Details of change</b>

2.5.6.7	Reconnection Charge	Language updated to reflect that not all customers are required to pay a reconnection fee, and specified that any reconnection fee would be charged upon completion of service reconnection.
2.5.6.9	Energy Resource Facility Payments	Language updated to clarify requirements around assigning a FIT/MicroFIT contract.
2.5.6.9	Energy Resource Facility Payments	Added that a Customer shall notify Hydro Ottawa when they are no longer required to collect HST.
2.5.7.1	Assistance Available to Eligible Low-Income Customers	Under the new Customer Service rules, the equalized billing options and disconnection grace period are no longer available. Bullet for 'equalized billing options' has been removed.
2.7.1	New Customer Rate Classification and Designation	Net-metering and FIT were added to the table for consistency.
3.0.6.1	Customer Owned Electrical Equipment	Language clarified for ease of understanding and to provide a quick reference for readers on how to schedule an outage.
3.1	Residential	Maximum residential service is 600A.
3.1.2.1	Servicing Requirements	Overhead trunk is supplied to the boundary of the subdivision, but not through.
3.1.2.2	Site Information	Added a completed Load Summary to the list of required site information, as determined in Appendix A.
3.1.3.1	Service Requirements	Added clarity on limitations for single family homes in keeping with current Hydro Ottawa standards.
3.1.4.1	Service Information	Added clarity on limitations for ganged meter troughs in keeping with current Hydro Ottawa standards.
4	Glossary of Terms	"Good Utility Practice" definition has been aligned with the DSC.
4	Glossary of Terms	"IESO" definition has been aligned to that of the DSC.
4	Glossary of Terms	"Renewable Energy" definition has been broadened beyond the IESO MicroFIT definition.
4	Glossary of Terms	"Board" was removed as there are no references to it throughout the document.
4	Glossary of Terms	Clarified that CIA is conducted on potential DERs
4	Glossary of Terms	Removed reference to IHSA website.
4	Glossary of Terms	"Eligible Low-Income Customer" has been updated to include the actual definition.
4	Glossary of Terms	Realigned definition of 'Enhancement' with that contained in the DSC.
4	Glossary of Terms	Definition of the "Ontario Electrical Safety Code" has been broadened.

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4	Glossary of Terms	"Residential Subdivision" added.
4	Glossary of Terms	Definition of "Residential Underground Subdivision" now points to the definition of "Residential Subdivision"
4	Glossary of Terms	The term 'manhole' has been re-designated as 'maintenance hole'
G-1.5	Minor Upgrades	Specified that socket-mounted transfer switches are considered to be a minor update.
G-3.2	Vault Access Fees	Added a paragraph to indicate the process for scheduling a field visit.
G-3.9	Inspection and Testing Support	Section added to provide clarity on request responses on medium voltage equipment.