

Thunder Bay Hydro has made substantial changes to its Conditions of Service for 2007, including a complete rewrite of Section 3 to align with our Rate Classes. The changes below identify the major highlights of this version of our Conditions.

<b>CONDITION OF SERVICE – 2007 REVISION SUMMARY</b>		
<b>Section</b>	<b>Section Title</b>	<b>Summary of Changes</b>
1.1.1	Distribution System Overview	Limitation of connections on the 4 kV system as this system will ultimately be phased out
1.6	Customer Rights	Expanded description of Customer’s rights
1.6.2	Generator’s Rights	Addition of section to describe a generator’s rights
1.6.3	Embedded Distributor’s Rights	Addition of section to describe an embedded distributor’s rights
1.7.2	Safety of Equipment	Added wording that a Customer shall not access or interfere with TBH distribution facilities except in accordance with a written agreement. Also, specify how interference with TBH system shall be removed.
1.7.3	Operating Control	Added wording that TBH may operate customer equipment in emergency situations
1.7.4	Repairs of Defective Customer Electrical Equipment	Changed wording from ‘within a reasonable time’ to ‘within 72 hours or a mutually agreeable time period upon written notice by TBH to the Customer’
1.7.5	Customer’s Physical Structures	Added wording to the effect that it is the Customer’s responsibility to relocate physical structures if they impede the repair or replacement of electrical facilities. TBH may do so in emergency situations
1.7.6	Tree and Vegetation Management	Added a new section to define TBH and the Customer’s responsibilities for tree and vegetation management on private and public property.
1.7.7	Force Majeure	Added new section to relieve TBH or the Customer from its obligations for a Force Majeure event. Also, define the process to notify the other party when it is unable to meet its obligation..
1.8.1	Disputes - Customer	Added wording to include a generator in the dispute process
2.1	Requests for Service	Added timeframes that TBH shall respond to requests for service from a Customer, Generator, or another Distributor. Also, a statement is included that a Customer, Generator or another Distributor may need to enter into a Connection Agreement.
2.1.1	Buildings that “Lie Along”	Added description of Connection Assets. Added statement that all new underground electrical servicing must be installed in ducts.
2.1.1.1	Connection Charges	Added new section to explain what constitutes the Basic Connection Credit and how it is to be applied towards a Customer’s service. Added wording to describe additional costs the Customer is responsible for.
2.1.2	Expansions and Enhancements	Added wording to explain what Expansion Facilities are and where they are required. Defined where Economic Evaluations are performed and how the affect a Customer’s capital contribution.
2.1.2.1	Transfer Price for Contestable Work	Added new section to describe contestable work and the transfer cost for this contestable work.
2.1.2.2	Final Economic Evaluation and Capital Contribution Settlement	Added new section to explain when a final economic evaluation is done and terms for the Customer’s to settle when required
2.1.2.3	Expansion Deposit	Added new section in compliance with the DSC
2.1.2.4	Capital Contributions from Unforecasted Customers and Rebates to Previous Capital Contributors	This wording was moved from 2.1.2 to this new subsection explain the financial settlement with Customers who have contributed to a system expansion.
2.1.3	Offer to Connect	Wording relocated to new subsection. Added wording to describe what is included in a Offer to Connect, and includes the results from the economic evaluation. The Offer to Connect, which is initially an

		estimate, will be revised to be actual costs.
2.1.3.1	Alternative Bids	Construction Contractor Qualification Application required to qualify contractors to perform contestable work. Customer and TBH responsibilities defined for the construction of contestable work.
2.1.5	Customer Responsibilities	New section added to define Customer responsibilities common to all rate classes.
2.1.6	Inspections Before Connection	Added requirement for temporary service to be inspected prior to connection. Added minimum timeframe as to when a Customer can expect to be connected after all approvals are in place
2.1.7	Relocation of Plant	Added that TBH not obligated to relocate plant in absence of existing agreements and act but will work in a reasonable and fair manner with the Customer. For TBH plant construction and maintenance, the Customer is responsible for incremental costs when they request TBH to do this work after normal hours.
2.1.8	Easements	Added wording that a Customer shall grant, at no cost to TBH, an easement, where required, to permit the installation and maintenance of service. Removed owner agreements do not require a registered easement
2.1.9.1	Contract for New or Modified Electricity Service	Added – TBH may require the Customer to enter into a Connection Agreement suitable to TBH.
2.1.9.4	Connection Agreements	Added in the absence of an existing Connection Agreement, the Customer shall be bound by TBH Terms of Service as attached in Appendix C.
2.1.10	Temporary Service	Section relocated (previously Section 3.9) Added required approvals prior to energization
2.1.10.1	Metering	Added new subsection to specify metering requirements for temporary service
2.1.11	Subdivisions	Added new section. Developers responsible to enter into a Subdivision Construction Agreement. Distinction is made between Expansion Facilities and Connection Assets and how the Basic Connection Credit is apportioned to the Developer and Customer.
2.2	Disconnection	Added approvals required to reconnect after disconnection.
2.3.1	Limitations on the Guaranty of Supply	Added clause that Customer's should expect to have one planned outage per year for maintenance.
2.3.7	Metering	Metering requirements for embedded generators and Market Participants addressed. Also, added wording that all new multi-unit sites, including apartment buildings, condominiums, and malls shall be individually metered.
2.3.7.1 – 2.3.7.8	Metering (Subsections)	Added technical requirements for metering installation
2.3.7.9	Instrument Transformer Compartments	Added technical requirements.
2.4.1.2	Supply Deposits and Agreements	Added Customers shall furnish a suitable deposit where TBH is required to order material for a project.
2.4.4.1	Establishment of Billing Service	New Section. Added requirements to establish an account for the Customer
2.4.4.2	Establishment of Rate Class	New Section added.
2.5.2	Historical Information to Designated Parties	Added new section to describe how TBH releases information, with authorization, to designated parties.
2.5.3	Historical Information to Third Parties	Added new section to describe how TBH releases information, with authorization, to third parties.
Section 3	(General Notes)	Section reorganized to align with TBH's rate classes
3.1.1	Definition of Class	Added new section to define the Customers falling into this rate class.

3.1.3	Information Required for Service	Added new to section to define the information required by the Customer for Servicing.
3.1.4	Point of Demarcation	Added Customer shall own all ducts on private property that are used solely to supply that Customer's servicing.
3.1.5	Metering	Added that when an existing meter is located indoors, it shall be relocated outdoors at the time of upgrade.
3.1.6.1	Minimum Requirements	Added new section to define minimum technical requirements for an overhead service.
3.1.6.2	Services Over Swimming Pools	Added new section. TBH shall not allow new services to be located over swimming pools. Where swimming pool to be installed under an existing line, it will be necessary to relocate the service at the Customer's expense. TBH will provide up to 30 m overhead conductors to relocate the service.
3.2.1	Definition of Class	Added new section to define the Customers falling into this rate class.
3.2.3	Information Required for Service	Added new to section to define the information required by the Customer for Servicing.
3.2.5	Location of Service Equipment	Added new section. Customer shall consult with TBH for the supply point and location of electrical service equipment.
3.3.1	Definition of Class	Added new section to define the Customers falling into this rate class.
3.3.3	Information Required for Service	Added new to section to define the information required by the Customer for Servicing.
3.3.8	Transformation – Utility Owned	Added new section. TBH will supply at a cost to the Customer and assume ownership of transformation up to 1000 kVA.
3.3.9	Technical Considerations	Added new section to specify minimum requirements that Customer's electrical equipment shall meet.
3.4.1	Definition of Class	Added new section to define the Customers falling into this rate class.
3.4.3	Information Required for Service	Added new to section to define the information required by the Customer for Servicing.
3.4.8	Transformation	Added new section. Customers shall supply, own and be responsible to transformation above 1000 kW. Maximum acceptable transformer losses are specified here.
3.5.2	Connection Process	Added new section to define the terms by which generators can be connected.
3.5.4	Connection of Other Generation Facilities	Added new section to explain the terms by which generators (other than micro-embedded) are connected.
3.5.5	Technical Requirements	Added new section to give an overview of the technical requirements for embedded generation.
3.5.6	Net-Metering Program for an Embedded Generation Facility	Added new section to give an overview of TBH's Net Metering Program.
3.5.7	Ontario Power Authority (OPA) Standard Offer Program for an Embedded Generation Facility	Added new section
3.7 Section	Embedded Distributor	Section expanded to explain TBH's process, roles and responsibilities to connect an Embedded Distributor
Section 4	Glossary	Added definition for "billing demand"