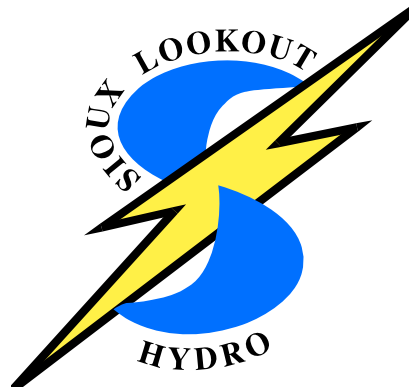




SIOUX LOOKOUT HYDRO INC.



CONDITIONS OF SERVICE



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CONDITIONS OF SERVICE



SECTION 1 INTRODUCTION

These Conditions of Service describe Sioux Lookout Hydro Inc. (SLHI) operating practices and connection policies and set out the terms and conditions upon which SLHI offers and the Customer accepts Distribution Services.

Your safety and the safety of others are of primary concern to Sioux Lookout Hydro Inc.. As such, these Conditions of Service do not authorize or encourage any person or entity including, but not limited to, a Customer, a Customer's officers, directors, agents and/or employees and successors and assigns to engage in any activity that may cause personal injury or damage to property including, but not limited to, property belonging to Sioux Lookout Hydro Inc., a Customer or any other party. Sioux Lookout Hydro Inc., its officers, directors, agents and/or employees and successors and assigns are not responsible for any damages, claims, liabilities, costs, demands, actions, expenses or compensation that may arise from these Conditions of Service. If you have any questions regarding these Conditions of Service, please contact SLHI's Customer Service.

Terms contained in these Conditions of Service or in any contract for the supply of electricity by SLHI shall not prejudice or affect any rights, privileges, or powers vested in SLHI by law under any Act of Legislature of Ontario or the Parliament of Canada, or any Regulations there under. Public Works on a highway is a higher hierarchy.

The definitions of terms used in these Conditions of Service appear in section 4.0. GLOSSARY OF TERMS.

1.1 Identification of Distributor and Service Area

SLHI is an electricity distributor licensed by the Ontario Energy Board to distribute electricity pursuant to Part V of the *Ontario Energy Board Act, 1998*. In accordance with its electricity distribution license, SLHI owns and operates its Distribution System in the service area described therein. Schedule 1 of SLHI's Distribution License, ED-2002-0514, describes SLHI's service area as "The Municipality of Sioux Lookout as at January 1, 1998.

1.2 Related Codes and Governing Laws

The supply of electricity or related services by SLHI to any Customer shall be subject to various laws, Regulations, and Codes, including the provisions of the latest editions of the following documents:

1. Electricity Act, 1998
2. Ontario Energy Board Act,
3. Distribution License
4. Affiliate Relationships Code
5. Transmission System Code
6. Distribution System Code;
7. Retail Settlement Code;
8. Standard Service Supply Code; and
9. Ontario Electrical Safety Code.

In the event of a conflict between this document and the Distribution License or regulatory Codes issued by the Ontario Energy Board, the Electricity Act, 1998 (the "Act"), the provisions of the Act, the Distribution License and associated regulatory Codes shall prevail in the order of priority indicated above. If there is a conflict between a Connection Agreement with a Customer and this Conditions of Service, this Conditions of



Service shall govern.

When planning and designing for electricity service, Customers and their agents must refer to all applicable provincial and Canadian Electrical Codes, and all other applicable federal, provincial, and municipal laws, Regulations, Codes and By-Laws to also ensure compliance with their requirements. Without limiting to the foregoing, the work shall be conducted in accordance with the latest edition of the Ontario Occupational Health and Safety Act (OHSA), the Regulations for Construction Projects and the harmonized Electric Utility Safety Association (EUSA) rulebook.

1.3 Interpretations

In these Conditions of Service:

- (a) Headings are for reference only and shall not affect the interpretation of this document.
- (b) Works importing the singular include the plural and vice versa.
- (c) a reference to a person includes a reference to the persons, executors, administrators, successors, substitutes (including, but not limited to, persons taking by novation), and assigns;
- (d) an agreement, representation or warranty on the part of, or in favor of, two or more persons binds or is for the benefit of them jointly and severally;
- (e) specified periods of time refer to business day, and dates from a given day or the day of an act or event is to be calculated exclusive of that day;
- (f) a reference to a day to be interpreted as the period of time commencing at midnight and ending 24 hours later and does not include weekends and SLHI recognized holidays.

- (g) Recognized holidays means the days designated by SLHI from time to time. Until otherwise designated these holidays are:

New Year's Day	Thanksgiving Day
Good Friday	Remembrance Day
Victoria Day	Christmas Day
Canada (Dominion) Day	Boxing Day
August Civic Holiday	
Labour Day	

- (h) A reference to a document or a provision of a document includes any amendment or supplement to, or a replacement of, that document or that provision of that document.
- (i) A request for clarification shall be submitted in writing, and the final arbitrator between Customer and distributor shall be the Ontario Energy Board.

1.4 Amendments of Changes

The provisions of these Conditions of Service and any amendments made from time to time form part of any contract between SLHI and any Customer, retailer, and these Conditions of Service supersede all previous Conditions of Service oral or written.

This document may be amended only in accordance with the procedures set out by the Ontario Energy Board in the Code. In addition to the amendment procedures as set out in the Code, SLHI's senior management must give approval of any proposed amendments.



1.5 Contact Information

For general inquiries SLHI can be reached as follows:

Main Office:

Sioux Lookout Hydro Inc.
25 Fifth Avenue, PO Box 908
Sioux Lookout, ON P8T 1B3

Phone: 807-737-3800
Fax: 807-737-2832
email: slhydro@tbaytel.net
Website: www.siouxlookouthydro.com

Operations Centre:

Operations Manager
842 Hwy 516
Sioux Lookout, ON P8T 1B3

Phone: 807-737-1080
Fax: 807-737-1149

Hours

Office:

Regular Business Hours:
8:00 am – 4:30 pm (CST)

Operations Centre:

Regular Business Hours:
8:00 am – 4:00 pm (CST)

Emergency Contacts

After Hours Emergency Calls: 807-737-3806



1.6 Customer Rights

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

- (a) of SLHI in providing Distribution Services to the Customer
- (b) of the Customer in being connected to SLHI's Distribution System; or
- (c) SLHI or the Customer in meeting their respective obligations or exercising their respective rights under these Conditions of Service, their licenses and any other Applicable Laws.

Notwithstanding the above, neither SLHI 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 but not limited to punitive or exemplary damages, whether any of the said liability, loss or damages arise in contract, tort or otherwise.

The Customer shall indemnify and hold harmless SLHI, its directors, officers, employees and authorized agents from any claims made by any third parties related to the construction, installation, or connection of a Generation Facility by or on behalf of the Customer.

The Customer has the right to choose to purchase electricity from any licensed retailer.

SLHI agrees to use diligence in providing a regular and uninterrupted supply of electricity, but does not guarantee a constant supply of electricity and will not be liable to the Customer for damages for failure to supply electricity to the said premises.

1.7 Distributor Rights

1.7.1 Space and Access

The Customer shall provide SLHI, free of charge or rent, with a convenient and safe place for SLHI Facilities and Equipment on the Customer's premises or approaches thereto. SLHI assumes no risk and under no circumstances will SLHI be liable for any damages resulting from, arising out of, or related to the presence of SLHI Facilities and Equipment.

The Customer shall not allow anyone other than an employee, or authorized agent of SLHI, or person lawfully entitled to do so, to repair, remove, replace, alter, inspect and tamper with SLHI Facilities and Equipment on the Customer's premises.

The Customer hereby grants Sioux Lookout Hydro Inc. (SLHI), its successors and assigns, the unrestricted right, privilege and easement, free of charge or rent, to use so much of the service location and to enter on, in, upon, along and over the service location at any time as SLHI may, in its sole discretion, deem it necessary or desirable for purposes of performing the work and for its employees, servants, agents, contractors and subcontractors to pass and re-pass with or without vehicles, supplies, machinery and equipment, on, in, upon, along and over the service location at any time to perform the work and for all purposes necessary or convenient to the exercise and enjoyment of the right, privilege and easement hereby granted.



1.7.2 Liability for Damage to SLHI Equipment

SLHI facilities and equipment located on the Customer's premises are in the care of and at the risk of the Customer. If any of SLHI facilities and equipment are damaged or destroyed by willful misconduct or negligence of the Customer including fire or any other cause other than ordinary wear and tear, the Customer shall pay SLHI the value of said SLHI facilities and equipment or the cost of repairing or replacing same.

1.7.3 Safety of Equipment

The Customer shall not build, or cause to be built, plant or maintain any structure, tree, shrub or landscaping that would obstruct or endanger any SLHI Facilities and Equipment, interfere with the proper and safe operation of the Distribution System or any part thereof or affect SLHI compliance with any Applicable Laws.

The Customer shall comply with all Applicable Laws, including, but not limited to the Ontario Electrical Safety Code. The Customer shall ensure that the Customer equipment is properly identified and connected for metering and operation purposes and will take whatever steps necessary to correct any deficiencies in a timely fashion.

Where applicable, Customer equipment shall be subject to the reasonable acceptance of SLHI and the approval of the Electrical Safety Authority. SLHI approval of any Customer equipment is solely for the purposes of SLHI protecting its Distribution System and the Customer is solely responsible for protecting its own property.

1.7.4 Testing Customer's Load

The Customer shall allow SLHI to install and use meters and other equipment to conduct tests to determine the electrical characteristics of the Customer's load.

1.7.5 Repairs of Customer's Physical Structures

The physical location on a Customer's premises at which a Distributor's responsibility for operational control of distribution equipment ends is defined by the OEB's Distribution System Code as the "Operational Demarcation Point".

Depending on the Operational Demarcation Point, construction and maintenance of all civil works on private property owned by the Customer, including such items as transformer vaults, transformer rooms, transformer pads, cable chambers, cable pull rooms and underground conduit, will be the responsibility of the Customer. All civil work on private property must be inspected and accepted by SLHI and the Electrical Safety Authority. The Customer is responsible for the maintenance and safe keeping conditions of its electrical, structural and mechanical facilities located on private property.

1.7.6 SLHI Automatic Re-closing Facilities

In order to safeguard and protect the Distribution System, SLHI installs facilities for automatic re-closing of circuit breakers, re-closing facilities, and from time to time may change the re-closing time of any such re-closing facilities. The Customer shall be responsible for protecting at his own expense:

- 1.7.1.1 adequate protective equipment for any electrical apparatus which might be adversely affected by re-closing facilities; and
- 1.7.1.2 such equipment as may be required for the proper reconnection of any apparatus or equipment



of the Customer, without adversely affecting the proper functioning of the re-closing facilities.

1.7.7 Registration as a Wholesale Market Participant

In order for SLHI to make the necessary changes to its billing systems, Customers who wish to register or de-register with the Independent Electricity System Operator (IESO) as Wholesale Market Participant shall notify SLHI in writing at least 60 days in advance. The Customer must ensure that sufficient time is provided for IESO registration or de-registration.

1.7.8 Force Majeure

Other than for any amounts due and payable by the Customer to SLHI or by SLHI to the Customer, neither SLHI nor the Customer shall be held 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.

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

- 1.7.8.1 notify the other party, as soon as commercially reasonable, of the Force Majeure event and its assessment in good faith of the effect that the event will have on its 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;
- 1.7.8.2 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;
- 1.7.8.3 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;
- 1.7.8.4 keep the other party continually informed of its efforts;
- 1.7.8.5 provide written notice to the other party, as soon as commercially reasonable, when it resumes performance of any obligations affected by the Force Majeure event; and
- 1.7.8.6 if the Force Majeure event is a strike or a lock out of SLHI employees or authorized agents, SLHI shall be entitled to discharge its obligations to notify its Customers in writing by means of placing an ad in the local newspaper.

1.8 Disputes

Any Dispute between a Customer or retailer and SLHI shall be settled according to the dispute resolution process specified in Section 23 of the Distribution License. A copy of this resolution process shall be provided at the request of any member of the public.

Customer complaints that cannot be resolved by calling SLHI's Customer Service Department will be escalated to SLHI's Customer Service Supervisor (the 'CSS'), which will serve as the primary point of contact with SLHI. The CSS will make contact with the Customer, coordinate internal complaint activities, research, investigate, and follow up (when necessary) on the complaint to ensure resolution and closure.

In the event that issues cannot be resolved between SLHI and the Customer, complaints can be escalated to a third party complaints resolution agency, which has been approved by the Board. Until such time as the Board approves an independent third party dispute resolution agency, the Board will assume this role.



SECTION 2 DISTRIBUTION ACTIVITIES (GENERAL)

2.0.1 Standard Customer Supply

SLHI will provide the following standard Distribution Services to all new Standard Customers;

- (a) overhead transformation up to a maximum service size on distribution voltage lines only;
- (b) standard metering;
- (c) up to 30 metres of applicable overhead secondary conductor or an equivalent credit towards underground conductor or larger overhead conductor on new installations;
- (d) one layout or estimate for a service connection;
- (e) one trip to the site to connect a service; and
- (f) 24-hour emergency response service.

2.0.2 Cable Locates

Upon request, SLHI will locate, if able, all secondary and primary underground cables without charge one time per year. If SLHI is unable to locate an underground cable, SLHI will provide a service disconnection and reconnection during normal working hours with charge. SLHI will charge for underground cable locates outside normal business hours, other than in an emergency situation.

2.0.3 Fault Locates and Repairs

SLHI will normally locate and repair faults on all SLHI owned underground cables without charge. In the event that the Customer or third party causes a fault and/or damage, the costs of repair will be charged to the party responsible.

In the event that structures, pavement, or landscaping make the cable inaccessible for repair, the Customer shall provide all civil work, supports, vegetation and landscaping associated with any repair/replacement of the cable that has failed.

2.1 Connections

Under the terms of the Distribution System Code, SLHI has the obligation to either connect or make an “Offer to Connect” any Customers that lie in its service area.

2.1.0.1 Types of Connections

The standard service connections to the Distribution System include:

- (a) basic connection, and may include
- (b) a system expansion

2.1.0.2 Other Types of Connections

Service Upgrades

The terms and conditions applicable to a Standard Customer supply connection (described in section 2.0.1 except Item C) and to an expansion (described in Section 2.1.2) also apply to a Customer with an existing



connection requesting a service capacity increase.

Subdivisions and Developments

The terms and conditions applicable to a Customer connection (described in section 2.0.1) and to an expansion (described in section 2.1.2) also apply to subdivisions and developments.

Common Service Taps

Up to a maximum of two separately metered Standard Customer services will only be supplied by a privately owned single tap (Common Service Tap) when:

- (c) the Standard Customers and SLHI agree on the location;
- (d) the Common Service Tap is located on property owned by one or both of the neighboring Standard Customers;
- (e) the common service line will be built in compliance with the Ontario Electrical Safety Code;
- (f) each Standard Customer will have signed a Pole Sharing Arrangement (see Appendix A);
- (g) ownership of the Common Service Tap shall remain with one or more of the Standard Customer(s).

If all the above conditions cannot be met, each Standard Customer will be required to supply, install, and own a separate line on its own property in accordance with the provisions of these Conditions of Service.

The Customers supplied by a given Common Service Tap shall be jointly and severally liable for the maintenance and repair of any common facilities.

Temporary Connections

If a Customer requires temporary service, the two types and applicable charges are as follows:

- (a) for a service that at a later date will become a permanent service site: a standard service fee is charged;
- (b) for a service that has a finite connection and cancellation time period (for example, service to construction sites): the material cost of the transformation and metering will be provided by SLHI without charge. All other labour and material costs to install and remove the service will be charged to the Customer based on actual costs.

2.1.0.3 Metered Services

Central Metered Services (CMS)

At the request of a Standard Customer, SLHI may, at its discretion, supply a single-phase Standard Customer with a central metering service to two or more buildings. The Standard Customer shall:

- Pay the difference between the cost of the standard meter SLHI would have provided to the Standard Customer under the Standard Supply Code and the transformer rated meter required for CMS.
- comply strictly with the Ontario Electrical Safety Code and SLHI's distribution standards;
- have an appropriately sized main disconnect and equipment for each service connected to the central metering service; and
- supply and install, at its own expense, all conductor, poles, and underground



conductor, as required on their Private Property.

At the discretion of SLHI, the maximum number of services to be connected at the central metering point may be four. Additional services must be connected downstream of the central metering point.

Primary Metered Services

When a Customer requests a Primary Metered Service (connected at the primary voltage level), the Customer shall install own and maintain, at its own expense, the entire Distribution System required downstream from the metering point, which includes conductors, poles, and transformation. At Sioux Lookout Hydro Inc.'s discretion, when secondary metering is not practical to meter the new Customer's load, SLHI will provide the primary metering at the Customer's expense.

Existing Parks – Non Primary Metered

For an existing park, where SLHI owns as of October 1, 2003, the transformers on the Standard Customer's distribution line and the secondary metering within the park boundary, SLHI will continue to own these facilities provided that no new services are added.

When the park owner requests additional services within the park or such additional services are required, the following conditions shall apply;

- (a) The park owner will, subject to Board approval, purchase the existing distribution facilities owned by SLHI within the park boundary ("existing park facilities"). If the park owner does not purchase the existing park facilities, the park owner may choose to replace the existing park facilities at its' own expense and will own the new facilities.
- (b) The park owner shall supply and install new distribution facilities including transformers, etc. as required for the addition.
- (c) SLHI shall remove existing secondary metering, install a primary metering unit at or near the Standard Customer's property limit without charge, and consolidate existing contracts into one General Service account.
- (d) Park owners, shall meet all the requirements of the Electric Safety Authority.

2.1.0.4 Service and Supply Locations

SLHI reserves the right to determine the service supply and connection locations. The Customer shall obtain SLHI's approval prior to the construction of electrical facilities.

One service layout or estimate is normally provided without charge. The Customer shall pay SLHI a fee if the Customer changes any of its connection requirements after the initial free layout or estimate is provided or the Customer requests further estimates or layouts for the same connection.

Service Demarcation Points

Connections to the Distribution System are either Secondary Service Connections, or Primary Service Connections. See Appendix A, Demarcation Points.



Secondary Service Connections

Secondary Service Connections can be supplied when the Standard Customers can be served directly from the Distribution System via a connection to the low-voltage side of the distribution transformation.

For Secondary Service Owned and Maintained by the Customer, the Operational Demarcation Point is at:

- the top of the Customer's service entrance stack and the meter for overhead connections;
- the line side of the Customer's meter base for underground connections; and
- the source side metering point for a central metered service.

For Secondary Services wholly owned and maintained by the Customer, the Demarcation Point is the secondary connection at the transformer or the service bus.

Number of Service Entrances

Normally SLHI permits only one service entrance per property. Where it is not technically or financially feasible to have one service entrance, SLHI will connect one additional service entrance, to a maximum of 2 on the same property.

SLHI will provide Customers with the option of having a central metered service or a Primary Metered Service to combine the multiple service entrances.

Customer Supplied Secondary Wire

The Standard Customer shall install, own, and maintain the secondary conductor under any of the following conditions:

- (a) conductor termination are inside the Standard Customer's building;
- (b) conductor is installed beyond the service entrance;
- (c) conductor is connected to a Primary Service; or
- (d) conductor is non-standard installation

Primary Service Connections

For Primary Service, the Ownership Demarcation Point is the primary hot line clamp or line switch installed at SLHI's distribution line or pole near the Customer's property line.

Maximum Service Capacity

The maximum capacity of Primary Service or Secondary Service will be determined by SLHI based on system configuration.

2.1.0.5 Transformations

The maximum overhead transformer sizes for standard secondary voltages installed by SLHI without charge are:



- For a Single Phase overhead Standard Customer connection: 167 k VA.
- For a Three Phase Standard Customer connection: 300 k VA.

Customers requiring non-standard secondary voltages will be responsible for installing, owning, maintaining and operating their own transformer.

Padmounted Transformers (Underground Type)

Maximum transformer sizes supplied by SLHI are:

- (a) for a Single Phase Standard Customer connection: 150kVA
- (b) for a Three Phase Standard Customer connection: 1000 kVA (Y-Y)

Standard Customers requesting underground pad-mounted type transformers will pay the difference in material costs between the overhead and the underground transformation, and supply and install at the Standard Customer's expense an appropriate transformer pad, appropriate grounding, etc.

Transformers rated above 500 kVA shall be supplied and owned by the Customer. The Customer shall remain responsible for the maintenance and replacement of such transformers. The Customer will receive a Transformer Allowance credited to their monthly bill at a rate approved by the Ontario Energy Board.

Transformers supplied by the Customer are subject to approval by the SLHI Operations Manager and must meet SLHI standards. The Customer may request to have SLHI purchase the transformer, in which case the Customer would be required to pay the actual cost of the transformer plus all shipping and handling fees.

Customers requiring non-standard secondary voltages will be responsible for installing, owning, maintaining and operating their own transformer.

Station Transformers

SLHI does not supply station type transformers for new connections.

The high voltage protection of a Customer supplied and owned transformer(s) shall meet and co-ordinate with SLHI's Distribution System protection. An appropriate transformation ownership allowance shall be applied.

The Customer shall supply the station site, pad, transformers, fencing, structure, and distribution line on private property in accordance with the Ontario Electrical Safety Code.

Existing SLHI owned station type transformers serving a Customer would be maintained to the end of their useful life. At the sole discretion of Sioux Lookout Hydro Inc., at the end of the useful life, the Customer will supply, install, own, and maintain the replacement unit.

2.1.0.6 Switching – Customer Stations

Operations of Customer owned switches on the high-voltage side of a Customer's station shall be performed by a Customer's staff or its agent.



2.1.0.7 Tree and Vegetation Management

Customers are responsible for all initial and continuing tree trimming, tree and bush removal for all new and existing services on a Customer's property. Clearances will conform to the Ontario Electrical Safety Code.

For distribution lines built by the Customer, and where ownership is to be transferred to SLHI upon connection, the clearances will conform to SLHI's distribution standards.

2.1.0.8 Staking and Engineering Fees

SLHI will provide staking and design of the power line that will become owned and maintained by Sioux Lookout Hydro Inc. at the Customer's expense (expenses could include costs associated with property issues, necessary permits, surveying, etc.).

2.1.1 Building That Lies Along

A basic connection is *the connection of a building that lies along SLHI's Distribution System and requires no system expansion work* in order to connect. SLHI provides basic connection without direct charges to all Standard Customers.

The basic connection consists of:

- (a) supply and installation of standard overhead transformation which includes secondary bus extensions or installation complete with conductor and anchoring;
- (b) supply and installation of standard metering;
- (c) an estimate and layout for the new service;
- (d) connection of the secondary or primary service at described demarcation points;
- (e) an equivalent credit of up to 30m (100') of 1/0 (maximum size) triplex overhead or underground secondary conductor.

Note: If the supply requires multiple runs of a smaller conductor overhead or underground, then the maximum credit allotment will be for a 30 meter (100') single run (on new installations only).

All Standard Customers will be responsible for any shortfall between the Net Present Value of the Revenue horizon and the total costs of connection. The discounted cash flow model uses average costs of connection by Standard Customer class.

Where applicable, Standard Customers will also be responsible for:

- (a) the supply of tree and vegetation management on customer's property;
- (b) any easements or property agreements as required by SLHI;
- (c) a service upgrade charge, if incremental revenue from additional load is not sufficient to recover the cost within the revenue horizon of upgrading the service;
- (d) the costs of any fees, permits, or other permissions required to connect the service.

2.1.2 Expansion/Offer to Connect

Under the terms of the Code, SLHI is required to make an "offer to connect" to any new Customer that is in SLHI's service territory. When SLHI is required to add new SLHI Facilities and Equipment, alter existing SLHI



Facilities and Equipment, or increase the capacity of the Distribution System to connect a new Customer or to accommodate an existing Customer, SLHI will perform an economic evaluation. An economic evaluation will determine the Customer's share, if any, of the equipment, labour, material and on-going maintenance costs of the expansion (the "expansion costs"). If the Present Value of the future revenue is not sufficient to recover the expansion costs, the Customer will be required to pay a capital contribution determined in accordance with the Code.

SLHI performs the economic evaluation using a Discounted Cash Flow Model as specified in the Code.

2.1.2.1 Offer to Connect

SLHI will respond to requests for connection within the following time frames:

- (a) From Standard Customers by no later than 15 calendar days from receipt of the request. At this time, SLHI will specify any information that must be provided, and any obligations that must be met, by the Standard Customer in order for SLHI to process the request. An offer to connect will be made by no later than 60 calendar days following SLHI receipt of all necessary information and the Standard Customer meeting of all its obligations; and
- (b) From Embedded Generators and Embedded Distributors will follow the terms outlined in the related appendices of the Code. At this time, SLHI will specify any information that must be provided and any obligations that must be met, by the Customer in order for SLHI to process the request. An offer to connect will be made within the time frame specified in the Code.

Further to the requirements of the Code, at a minimum, the "offer to connect" will contain:

- (a) a statement as to whether the offer is a firm offer or an estimate;
- (b) a description of material and labour required to build the expansion to connect the Customer if a capital contribution is required from the Customer;
- (c) an estimated cost of expansion that would be revised based upon the actual costs incurred;
- (d) An estimate of the capital contribution to be charged to the Customer to construct the expansion. The estimate will delineate costs attributed to engineering design, materials, labour, equipment, and administrative activities;
- (e) An estimate of the amounts to be paid by the Customer to SLHI if the Customer is being added to a Single- or Three-Phase line.
- (f) a description and estimate of the connection charges that would apply;
- (g) identifications of work for which the Customer may seek alternative bids;
- (h) terms and conditions for payments and deposits required;
- (i) any additional information pertinent to the offer; and
- (j) description of, and costs for the contestable work and the uncontestable work broken down into labour, materials, equipment, overhead.

2.1.2.2 Alternative Bids

Customers may seek alternative bids for the connection and expansion facilities from any of the Electrical Safety Authority list of qualified contractors if the offer meets the following conditions:

- (a) the project requires a capital contribution from the Customer; and
- (b) the construction work will not involve work on existing circuits.



The Customer shall be responsible for:

- (a) selecting, hiring, and paying the qualified contractor all the costs for the work eligible for the alternative bid;
- (b) assuming full responsibility for the construction of that aspect of the expansion project;
- (c) Administering the contract. Administering the contract includes acquisition of all required permissions, permits, and property rights as required;
- (d) constructing the System Expansion (line extension) to meet SLHI's design requirements;
- (e) paying an inspection fee to SLHI for inspection of the construction;
- (f) paying the cost of any easements or property agreements as required by SLHI;
- (g) paying costs for all design engineering;
- (h) paying all applicable Electrical Safety Authority inspection fees; and
- (i) the line to be constructed is located on private property.

SLHI shall be responsible for:

- (a) providing the design specifications for the construction; and
- (b) inspecting and authorizing the line for connection.

Private Ownership of Alternative Bid Construction

The Customer will construct and own the expansion if it is located on private property.

2.1.2.3 Rebates for Capital Contribution Customers

In the event that a Customer is added to an expansion that was constructed and paid for by another Customer, and within 5 years of the original construction, SLHI will use the economic evaluation to recalculate the capital contribution of both the original and the new Customer(s), based on the forecasted load and revenue of the new Customer.

Note: If the original economic evaluation had included additional Customers within the five-year connection horizon, no rebate will be given.

The new Customer(s) will contribute their fair share of the original expansion costs prior to the connection for the shared portion of the line, and the original contributor will be entitled to a rebate without interest based on the apportioned benefit for the remaining period. The apportioned benefit shall be determined by considering such factors as the relative load level and the relative line length (in proportion to the line length being shared by both parties). No rebates will occur after the 5 years connection horizon has expired.

Rebates for Refund Administration Service

Rebates will normally be made to the original contributor. It is the original contributor's obligation to inform SLHI of any change of address.

2.1.3 Connection Denial

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

- a) refusal by the Customer to sign any agreements required under these Conditions of Service;
- b) the connection will represent a contravention of the laws of Canada or the Province of Ontario or



- of SLHI's distribution licence;
- c) the connection will have a material adverse effect on the reliability or the safety of the Distribution System;
 - d) the connection will cause a material decrease in the efficiency of the Distribution System;
 - e) the connections will have a material adverse effect on the quality of the distribution service received by an existing Customer. Such effect on quality could be among other things, voltage flicker, harmonics or power outages;
 - f) the connection will result in the discriminatory access to Distribution Services by other Customers;
 - g) the person requesting the connection is currently in arrears for Distribution Services, electricity supplies, or other invoices owed to SLHI;
 - h) the connection is not in compliance with these Conditions of Service;
 - i) the connection does not meet SLHI's design requirements;
 - j) the connection will impose unsafe conditions to workers or the public beyond the normal risks inherent in the operation of the Distribution System;
 - k) the connection will result in the inability of SLHI to perform planned inspections or maintenance;
 - l) by order of the Electrical Safety Authority;
 - m) the Customer does not have the requisite approval of the Electrical Safety Authority for the connection;
 - n) the premises being connected are the subject of a stop work order under the Building Code Act ("Ontario"); or
 - o) the Customer is within another distributor's service area.

SLHI shall notify the Customer of the connection denial with reasons in writing. Remedies will be suggested to the Customer, and where SLHI is able after implementing such a remedy, SLHI will make an offer to connect. If it is not possible for SLHI to resolve the issue, it is the responsibility of the Customer to do so before a connection will be made.

2.1.4 Inspections Before Connections

SLHI will not connect a Customer until the Customer has obtained and produces to SLHI an approval of the Electrical Safety Authority for all Customer owned electrical facilities. All Customer owned facilities must also meet SLHI design standards and requirements. Where these requirements for inspection are not complied with, the Customer is responsible for any and all damage to SLHI's Distribution System and any associated costs incurred by SLHI in order to address the Customer's non-compliance. The Customer's service shall be disconnected immediately until these inspection obligations are satisfied.

2.1.5 Relocation of Plant

To a mutually agreeable location where an easement already exists:

A Customer requesting plant relocation is required to pay SLHI all associated costs incurred by SLHI in relocating the plant.

To a mutually agreeable location where there is no easement:

In the absence of existing arrangements, SLHI is not obligated to relocate the plant. However, SLHI shall resolve the issue in a fair and reasonable manner. Resolution in a fair and reasonable manner shall include a response to the requesting party that explains the feasibility or infeasibility of the relocation and a fair and reasonable charge for relocation based on cost recovery principles.



2.1.6 Easements

Registered Easements and Owner Agreement

For new or modified connections, the Customer shall, at no cost to SLHI, grant where required an easement to permit installation and maintenance with respect to SLHI Facilities and Equipment located on the property of the Customer or the property of a third party. The width and extent of this easement shall be determined by SLHI. The easement must be granted prior to energization of the service.

SLHI requires registered easements for facilities under any of the following conditions:

- a) any single or multi-phase line, underground or sub-marine cables, poles, anchors, or aerial occupation where the line crosses private property, including any Common Service Taps;
- b) anchors on private property supporting sub-transmission lines, Three-Phase feeders, and any (single or multi-phase) structures supporting re-closers, voltage regulators or capacitor banks where the poles are located on road allowance;
- c) any new plant being added to SLHI facilities and equipment, which is the subject of an existing, unregistered easement that does not include replacement/maintenance of the existing SLHI facilities and equipment.

Owner agreements are required for SLHI facilities and equipment where SLHI does not require registered easements.

2.1.7 Contracts

Implied Contracts

In all cases, including in the absence of a written contract, SLHI has an implied contract with any Customer that is connected to the SLHI Distribution System and receives Distribution Services from SLHI. The terms of the implied contract are embedded in these Conditions of Service (including the standard Connection Agreement), the Rate Handbook, SLHI's Rates schedules, SLHI's distribution license, the Standard Supply Service Code and the Retail Settlement Code, all as amended from time to time.

Any person or persons who take or use electricity delivered and/or supplied by SLHI shall be liable for payment for such electricity. Any implied contract for the supply of electricity by SLHI will be binding upon the heirs, administrators, executors, successors or legal assigns of the person or persons who took the electricity supplied by SLHI.

The Customer hereby grants SLHI, its successors and assigns, the unrestricted right, privilege and easement, free of charge or rent, to use so much of the service location and to enter on, in, upon, along and over the service location at any time as SLHI may deem it necessary or desirable for purposes of performing any work and for its employees, servants, agents, contractors and subcontractors to pass and re-pass with or without vehicles, supplies, machinery and equipment, on, in upon, along and over the service location at any time to perform any work and for all purposes necessary or convenient to the exercise and enjoyment of the right, privilege and easement hereby granted.

2.1.8 Connection and Cost Recovery Agreements

Where SLHI is entitled under the Code to recover all or a portion of a connection or expansion, and/or that the Customer provides a revenue guarantee, SLHI requires that the Customer execute a connection and a capital cost recovery agreement (the "CCRA") prior to SLHI commencing any construction activities in



respect of the connections and/or expansion. The CCRA will describe the work to be performed by SLHI in respect of the connection or expansion and any other conditions set forth in SLHI's offer to connect together with the applicable payment terms (including revenue guarantees and/or capital contribution where applicable).

2.1.9 Connection Agreements

SLHI requires all Embedded Generators, Embedded Distributors, large load Standard Customers, and Customers wishing to connect a sub-division or development to execute a Connection Agreement.

The Connection Agreement with an Embedded Generator who is not a Market Participant will also contain the terms under which SLHI purchases power from that Embedded Generator.

Where an Embedded Generator, Embedded Distributor, or large load Standard Customer is connected to SLHI's Distribution System but has not executed a Connection Agreement, provision of Distribution Services to such customer by SLHI shall imply acceptance of all the terms contained in the Connection Agreement as appended to the Code until such time as SLHI and the customer execute a new Connection Agreement.

2.1.10 Standard Contract

General and Residential

The standard contract is attached hereto.

Special Contracts

Special contracts that are customized in accordance with the service requested by the Customer normally include, but are not necessarily limited to, the following examples:

- a) construction sites
- b) mobile facilities
- c) non-permanent structures
- d) special occasions, etc.
- e) embedded generation

2.2 Disconnection

SLHI shall not be liable for any damages or claims as a result of disconnection of service. SLHI reserves the right to disconnect a Customer's service, for causes such as:

- (a) Adverse effect on the reliability and safety of the SLHI Distribution System;
- (b) Imposition of an unsafe worker situation beyond normal risks inherent in the operation of the SLHI Distribution System;
- (c) A material decrease in the efficiency of SLHI's Distribution System;
- (d) A materially adverse effect on the quality of distribution services received by an existing connection;
- (e) Inability of SLHI to perform planned inspections and maintenance;
- (f) Failure of the Customer to comply with a directive of SLHI that SLHI makes for purposes of meeting its license obligations; and
- (g) The Customer owes SLHI money for distribution services, or for a security deposit. SLHI shall give the Customer a reasonable opportunity to provide the security deposit consistent with the Code.

SLHI will, where possible, provide the Customer with at least 10 calendar 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 SLHI amounts payable by the Customer including electricity arrears. The Customer will be responsible for the distribution service charge and if applicable, the Standard Supply Service administrative fee until such time as SLHI removes the SLHI Facilities and Equipment associated with the distribution of electricity to the Customer.

SLHI may interrupt a Customer without notice in accordance with a court order, or for emergency, safety or system reliability reasons or in order to inspect, maintain, repair, alter, remove, replace or disconnect wires or other facilities used to distribute electricity or where there is energy diversion, fraud or abuse on the part of the Customer. Under no circumstances will SLHI be liable for any damage resulting from, associated with or related to the disconnection or the limitation of consumption of electricity.

Should the Customer no longer require service at the property, or if the Facilities and Equipment require maintenance, SLHI agrees to disconnect service on the date requested or within a reasonable amount of time, when authorized in writing by the Customer. SLHI will determine at its sole discretion what a reasonable amount of time is, but will make efforts to disconnect on the date requested by the Customer.

The Customer hereby expressly authorizes and empowers SLHI, at the Customer's option and expense, to remove the meters and other materials and appliances and cut off the supply of electricity, and terminate distribution service whenever bills for said service are in arrears (approximately one month past the due date for the billing for which charges were accrued), or upon violation by the Customer of any terms or conditions of these Conditions of Service or any contract, whether written or implied, between SLHI and the Customer. The Customer acknowledges that a reconnection fee will be added to the Customer's outstanding bill for any reconnection due to nonpayment. SLHI reserves the right to refuse to supply the Customer with electric service at any time and place until all monies owing by the Customer to SLHI are paid in full.

2.2.1 Reconnection

Where a Customer wishes to be reconnected after a disconnection, SLHI will reconnect as soon as possible according to crew availability and cannot guarantee same day. The Customer must first pay all arrears (or the arrears management payment if an arrears management program is in place) a reconnection fee, and a security deposit (or at least 1/6th of the full security deposit). For safety reasons, the Customer must either be at the service site when SLHI reconnects power or guarantee the main switch is open. If SLHI attends the site to reconnect and finds the main switch is closed, a charge will be applied for additional trips.

Under any of the following circumstances, SLHI requires that the Customer obtain and provide to SLHI an approval of the Electrical Safety Authority prior to SLHI reconnecting the service:

- (a) where SLHI has reason to believe that the wiring may have been damaged or altered;
- (b) where service was disconnected for modification of Customer wiring;
- (c) where service has been disconnected for a period of six months or longer;
- (d) where the service was disconnected as a result of an adverse effect on the reliability and safety of the Distribution System, or
- (e) where it is a requirement of the Ontario Electrical Safety Code.

A standard fee for reconnection is charged for the following applications:

- (a) public safety
- (b) service interruption – reconnects
- (c) upgrades and relocates of services (service layout application is required)



Other Customer requests will be billed according to the average cost of a reconnection.

2.2.2 Disconnection and Reconnection Related Charges

A collection charge shall apply in cases where it is necessary for SLHI to make a trip to the Customer's premises to deliver a hand delivered final notice for the purpose of collecting arrears amounts.

2.2.3 Unauthorized Energy Use

SLHI reserves the right to disconnect the distribution of electricity to a Customer, without notice, for causes not limited to energy diversion, fraud or abuse on the part of the Customer. Such service shall not be reconnected until the Customer rectifies the condition to the satisfaction of SLHI, acting reasonably, and provides full payment to SLHI of all uncollected charges and costs incurred by SLHI arising from unauthorized energy use, including inspections and repair costs, and the cost of disconnection and reconnection.



2.3 Conveyance of Electricity

2.3.1 Limitations on the Guarantee of Supply

The conditions under which the supply may be unreliable, intermittent, or interrupted are (without limitation):

- severe weather
- flood
- fire
- acts of animals
- sabotage
- civil disturbance
- lightning
- other forces of nature

SLHI will endeavour to use reasonable diligence in providing a regular and uninterrupted supply of electricity, but does not guarantee a constant supply or the maintenance of unvaried voltage and will not be liable for damages to the Customer by reason of any failure in respect thereof.

SLHI may interrupt supply to a Customer in response to emergencies, a shortage of supply, to effect repairs or to perform necessary maintenance on the Distribution System, or while repairs are being made to Customer-owned equipment. When the interruption is planned, reasonable attempts to notify affected Customers will occur.

Customers requiring a higher degree of security than that of normal supply are responsible to provide their own backup or standby facilities and/or pay all associated incremental costs. Customers may require special protective equipment, which is subject to the approval of SLHI and ESA at their premises to minimize the effect of momentary power interruptions.

Power of Entry

In addition to SLHI rights under Section 40 of the *Electricity Act, 1998*, SLHI or its authorized agents may enter the Customer's property at any time for any of the following purposes:

- (a) to install, inspect, read, calibrate, maintain, repair, alter, remove, or replace a meter;
- (b) to inspect, maintain, repair, alter, remove, replace, or disconnect wires or other facilities used to transmit or distribute electricity;
- (c) to inspect, maintain, repair, alter, remove, and replace SLHI Facilities and Equipment.

SLHI will use reasonable efforts to exercise this power of entry during normal business hours. The SLHI employee or authorized agent exercising this power of entry will identify themselves with proper identification upon request.

2.3.2 Power Quality

SLHI shall follow Good Utility Practices in terms of its guidelines and standards where applicable but will not guarantee an unvaried voltage or frequency.



Power Quality Inquiries

SLHI maintains a 24-hour call-answer service for the purpose of receiving inquiries from Customers regarding power interruptions, power quality incidents, and incidents related to the integrity or safety of its Distribution System.

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, SLHI shall advise the Customer of an intended course of action. If through an initial assessment, or subsequent detailed investigation, it is determined that the source of a power quality complaint is the Customer's own equipment, SLHI may charge the Customer all of the cost of carrying out the investigation.

Planned Interruption

Although it is SLHI's policy to minimize inconvenience to Customers, it is necessary to occasionally interrupt a Customer's supply to allow work on the electrical system. Customers will be provided with reasonable notice of planned power interruptions and, whenever practical, arrangements will be made to minimize any inconvenience to the Customer. Notice may not be given where work is of an emergency nature involving the possibility of injury to persons or damage to equipment.

Where there is a possibility that unsafe conditions may be created by a planned power interruption, or there would be significant financial loss, SLHI may cooperate with the Customer to resolve that condition.

2.3.3 Electrical Disturbances

There are levels of voltage fluctuation and other disturbances which can cause flickering lights and more serious difficulties for Customers connected to the SLHI Distribution System. A Customer shall connect no electrical equipment which produces an undesirable system disturbance.

Examples of equipment which may cause disturbances are large motors, welders and variable speed drives. In planning the installation of such equipment, the Customer is required to consult with SLHI. If the Customer connects such equipment without consulting with SLHI, the Customer will be responsible for any and all damages and repair work associated with, and arising from the use of, such equipment.

If it is determined that unacceptable conditions are being caused by any Customer's equipment, the Customer shall take appropriate remedial action to correct the condition. Depending on the severity of the power quality, SLHI may require that such equipment be disconnected from the Distribution System until corrective measures are taken.

SLHI standards and guidelines for power quality are as described below:

Voltage and Current Harmonics

Large rectifiers, inverters, arc furnaces, static VAR systems and other non-linear loads generate harmonic voltages and currents. These harmonics may interfere with the operation of the power system by conductive interference and/or may interfere with communication systems by inductive interference.



SLHI will follow Good Utility Practice for establishing limits on harmonic current emissions and voltage distortions. The Customer shall ensure that Customer owned equipment does not generate harmonic currents that exceed acceptable industry practices.

Voltage Fluctuations and Flicker

Voltage fluctuations will normally be within the limits of the SLHI voltage flicker curve as appended to these Conditions of Service, which is based on the General Electric borderline of irritability for incandescent lighting.

Frequency Fluctuation

In general, the frequency of AC power of the SLHI Distribution System is dictated by the supply frequency of the transmission system to which the Distribution System is connected.

Over-voltages

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

Voltage Flicker Limits

Maximum permissible voltage flicker from sources such as motor starting or load cycling, resistance welders, is defined by the General Electric borderline of irritation curve. General Electric flicker limits are set out in Appendix B attached hereto.

Voltage Unbalanced Limits

The Customer will be required to correct, at the Customer's expense, a phase unbalance in its load that causes an increase of more than 1% in the voltage unbalance of the system at the point of high voltage supply.

Neutral-to-Earth Voltage

In a properly functioning electrical Distribution System, some voltage will always exist between the system neutral and the earth ("NEV"). The level of NEV may change on a daily basis, depending on changes in electrical loading on the system, climatic conditions or other factors. The Distribution System is designed and maintained to result in less than 10 volts of NEV voltage. Typically, readings are much lower. A Customer can also experience NEV that is caused by the Customer's own electrical facilities, such as poor or faulty wiring, improper grounding, defective equipment or ground currents from telephone lines or pipelines. SLHI provides up to 4 hours of NEV testing at the Customer's premise on Customer owned facilities without charge. An hourly charge is applicable for additional testing after the first 4 hours.

2.3.4 Standard Voltage Offerings

SLHI will supply standard voltages only. These voltages will conform to Canadian Standards Association ("CSA") standards. The Customer will supply transformation for all other voltages required.

Standard Secondary Voltages

- (a) Single Phase - 120 volt 3 wire;
- (b) Single Phase - 120/240 volt 3 wire;
- (c) Three Phase - 120/208 volt 4 wire or 347/600 volt 4 wire.



Primary Voltages

SLHI has a variety of primary distribution voltages across their service territory, but in general has only one primary voltage in each vicinity. SLHI shall provide only the nominal primary voltage present in the vicinity to service a Connection or development, unless the development cannot be effectively fed from the existing supply. Customers requesting a primary service should contact SLHI to determine the primary voltage available at their location.

While SLHI can provide the above voltages, they are not always available from the portion of the Distribution System that the building lies along. The Customer must check with SLHI to find out whether or not a particular voltage is available at any particular site. It may be necessary to expand or enhance the Distribution System in order to provide the requested voltage.

2.3.5 Voltage Guidelines

SLHI maintains service voltage at the Customer's service entrance within the guidelines of CSA, Standard CAN3- C235 that allows variations from nominal voltage of:

- (a) 5% for normal operating conditions.
- (b) 8% for extreme operating conditions.

Definitions of these conditions are as follows:

- (a) **Normal Operating Conditions.** Where voltages lie within the indicated limits under this heading no improvement or corrective actions is required. It is recognized that special situations may call for closer voltage control, but such cases are considered to be outside the application scope of this standard.
- (b) **Extreme Operating Conditions.** Where voltages lie outside the indicated limits for normal operating conditions but within the indicated limits for extreme operating conditions, improvement or corrective action should 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 should be taken on an emergency basis. The urgency for such action will depend on many factors such as location and nature of load or circuit involved and the extent to which limits are exceeded with respect to voltage levels and duration, etc.
- (c) **Abnormal Operating Conditions.** SLHI does not guarantee on its Three Phase supply systems three phase protection; therefore, Customers are responsible to provide protection for all equipment against one phase.

SLHI shall practice reasonable diligence in maintaining voltage levels, but is not responsible for variations in voltage from external forces such as operating contingencies, exceptionally high loads and low voltage supply from the transmitter or SLHI. SLHI shall not be liable for any delay or failure in the performance of any of its obligations under this Condition of Service due to any events or causes beyond the reasonable control of SLHI, including, without limitation, severe weather, flood, fire, lightning, other forces of nature, acts of animals, epidemic, quarantine, restriction, war, sabotage, act of a public enemy, earthquake, insurrection, riot, civil disturbance, strike, restraint by court order or public authority, or action or non-action by or inability to obtain authorization or approval from any governmental authority, or any combination of these causes ("Force Majeure").



Acceptable variations in voltages are set out in Appendix B, attached hereto.

2.3.6 Back-up Generators

Customers with portable or permanently connected emergency generation capability shall comply with all the applicable criteria of the Ontario Electrical Safety Code and in particular, shall ensure that the Customer emergency generation does not back feed on the Distribution System.

Customers with permanently connected emergency generation equipment shall notify SLHI regarding the presence of such equipment. The Customer shall be responsible for any and all damages to or repair work on SLHI's Distribution System that is associated with the Customer's emergency generation equipment.

2.3.7 Metering

For Retail settlement and billing purposes, SLHI shall provide, install, own and maintain a Meter Installation for all Customers except where the Customer or Embedded Distributor elects to be a Wholesale Market Participant or is an Embedded Generator connecting into the Distribution System. A Wholesale Market Participant Embedded Distributor or Embedded Generator shall obtain a written approval from SLHI with respect to technical details of the meter installation.

The type of metering will be based on the Customer's rate class, energy consumption and peak load. The security and accuracy of metering will be maintained pursuant to all Regulations and standards established by Measurement Canada and SLHI.

When a Customer's power factor is known to be less than 90%, a kVA meter, or other equivalent electronic meter shall be used for measuring and billing.

If deemed appropriate by SLHI, the Customer shall permit SLHI to connect a revenue meter through the Customer's telephone line for data transfer. SLHI will make reasonable efforts to minimize the adverse impacts of the revenue meter connection on the Customer's use of the telephone line.

Single Phase - Secondary Metered

For a new secondary metered service, metering shall be based on estimated load. Standard Customers who are estimated to have an average monthly peak load under 50 kW shall be metered on kilowatt hours ("kWh") only. Standard Customers estimated to have an average monthly peak load over 50 kW shall be metered on monthly kW as well as kWh. For existing Standard Customers, metering shall be based on the actual average monthly peak load for the previous year. Standard Customers with an average monthly peak load, in the previous year of over 50 kW shall be metered and billed on monthly kW demand as well as kWh.

Demand is verified at a minimum of one time per annum.

Three Phase - Secondary Metered

For a new Three Phase-secondary metered service, metering shall be based on estimated load. Standard Customers who are estimated to have an average monthly peak load under 50 kW shall be metered on kilowatt hours ("kWh") only. Standard Customers estimated to have an average monthly peak load over 50 kW demand and/or monthly peak kVA depending on the peak load and power factor shall be metered on monthly kW/kVA as well as kWh.



For existing Three Phase Standard Customers, metering shall be based on the actual average monthly peak load for the previous year. Standard Customers with an average monthly peak load in the previous year of over 50 kW demand and/or monthly peak kVA depending on the peak load and power factor shall be metered on monthly kW/kVA as well as kWh.

Demand is verified at a minimum of one time per annum.

Primary Metered

Where a Primary Metered Service is used, the Customer shall own and maintain the entire Distribution System beyond the metering point, which will include poles, conductors and transformers.

Totalized Metering

When a Customer requests totalizing in order to consolidate two or more services or points of delivery at separate locations on one property, the following conditions shall apply:

- (a) The Customer shall own the distribution facilities, including transformation beyond the effective metering point. The effective metering point is defined as the location where primary metering is installed;
- (b) Totalizing will be accomplished by either primary or secondary metering, through the use of remote interrogation metering or other similar units;
- (c) The Customer shall be required to pay the incremental costs of providing totalizing metering.

Central Metering (CM)

SLHI may, at its discretion, allow a Standard Customer with two or more buildings to be metered by means of a central metering service. The Standard Customer shall be required to pay SLHI the following labour and material charges:

- (a) for new service – if the total labour and material is supplied and installed by SLHI;
- (b) for new service – if the total labour and material is supplied and installed by a contractor;
- (c) for a service upgrade – if the total labour and material is supplied and installed by SLHI;
- (d) for a service upgrade – if the total labour and material is supplied and installed by a contractor, and
- (e) should the work involve a relocation of existing CM equipment it will be treated as an individual work order on a cost recovery basis for all labour and material.

Metering Pulses

When a Customer requests metering pulses or signals for load management purposes, two options exist:

- (a) The Customer can provide its own instrument transformers and signal control equipment in a separate cabinet on the load side of SLHI's metering; or
- (b) SLHI will supply the pulses or signals on these terms:

The Customer will pay for all costs to provide pulses and signals. The control for pulse or signal will be brought to SLHI terminal block remote from the revenue metering. Consequently, the Customer will not have access to SLHI's metering equipment.

Multiple Residential Properties

Where the owner of an existing bulk metered multiple Residential property chooses to convert to individual



metered dwelling units, the costs of conversion will be the owner's responsibility. In such cases, the common facilities such as elevators, hall lights, exterior lighting, laundry equipment central electric water heating, etc., shall be combined on a separate service and billed at the General Service Rate with Demand Metering as appropriate.

As a requirement of the Ontario Electrical Safety Code, the Ontario Building Code, and SLHI, the meter(s) will be located on the exterior of the building:

- (a) on the front side of the building facing the street or roadway on driveway side; or
- (b) on the side of the building, not more than 3 metres from the front facing the street within 3 metres of the driveway or roadway.

For metering installed on poles, the pole will be owned and installed by the Customer. Location must be within 3 metres of driveway.

2.3.7.1 General

SLHI shall, 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 shopping centres, apartment and condominium buildings, or other large General Service class services, meters may be placed in dedicated metering rooms provided that keyed access is provided to SLHI.

The location for SLHI metering shall provide direct access for SLHI staff and shall be subject to the Customer maintaining satisfactory environmental conditions, some of which include:

- safe and adequate working space in front of equipment, at the sole discretion of SLHI
- unobstructed working space in front of the equipment, free from, or protected against, the adverse effects of moving machinery, vibration, dust, moisture or fumes.

2.3.7.2 Metering Boxes

Customers are responsible for supplying, owning, and maintaining meter bases, including Three Phase services with Complex Metering Installations where SLHI requires a specific enclosure. For services requiring additional metering components such as instrument transformers, the Customer is required to supply and install the necessary enclosure which is to be approved by the Electrical Safety Authority and SLHI.

Note: Metering boxes must be in accordance to SLHI standards. It is important to discuss with a SLHI representative, what is required, prior to purchasing.

2.3.7.3 Interval Metering

Interval meters will be installed for all new or upgraded services where the peak demand is forecast of be 500 kW or greater. Prior to installation of an interval meter, the Customer must provide a 30mm conduit from its telephone room to the meter cabinet. SLHI will arrange for the installation of a telephone line, terminated in the meter cabinet for exclusive use of SLHI to retrieve interval meter data. The Customer will be responsible for the installation of the telephone infrastructure and ongoing monthly costs of operating the phone line. The phone line will be SLHI owned, direct dial, voice quality, active 24 hours a day, and energized prior to meter installation.



Other Customers wishing to participate in the spot market pass-through pricing or that request interval metering shall compensate SLHI for all incremental costs associated with that meter, including the capital cost of the interval meter, installation costs associated with the interval meter, ongoing maintenance (including allowance for meter failure), verification and re-verification of the meter, installation and ongoing provision of communication line or communication link with the Customer's meter, and cost of metering made redundant by the Customer requesting interval metering. All installations will be subject to the Distribution System Code and Retail Settlement Code.

2.3.7.4 Meter Reading

SLHI shall, at all reasonable hours, have the right to read, inspect, repair, replace and remove any part of the metering installation and have free access to the Customer's premises for that purpose.

SLHI will provide, install and maintain necessary revenue meter(s). The Customer must provide a meter location that is safe, convenient, accessible and approved by SLHI. If said meter(s) are destroyed or damaged by any cause within the direct or indirect control of the Customer, other than ordinary wear and tear, the Customer shall pay to SLHI the value of the meter(s) as determined by SLHI or the cost of repair or replacement.

Requirements:

The Customer must adhere to the following requirements:

- (a) meters must be outside, within 3 metres of the driveway;
- (b) meters must be read by SLHI at least one time per year;
- (c) if the meters are inside, or there is a locked gate on the driveway, locked box around the meter, or some other point locked between the meter and the SLHI representative, the Customer shall provide a key to SLHI. The key will be returned to the Customer when he/she moves;
- (d) dogs or other animals must be tied or confined where they cannot reach the meter or the path the SLHI representative uses to reach the meter while a SLHI representative is reading, repairing or replacing a meter;
- (e) driveways must be plowed in the winter;
- (f) the meter must not be blocked – including by ice or snow (i.e. meter must be accessible);
- (g) if an addition is built around an existing outside meter, the meter must be moved outside again;
- (h) if a building is raised, the meter must be lowered to the height required by Regulations.

In order to ensure accurate billing and proper operation, SLHI needs to read and visually inspect the meter annually. In the event that SLHI cannot access the meter for this purpose, SLHI reserves the right to demand a relocation of the meter at the Customer's expense. If the situation is not rectified, SLHI may ultimately disconnect the Customer.

2.3.7.5 Final Meter Reading

When a final meter reading is required for billing purposes, the Customer shall provide SLHI with at least five business days notice of the date the billing is to be discontinued so that SLHI can obtain a final meter reading as close as possible to the required date. SLHI shall pay the cost of the final reading. The Customer shall provide access to SLHI for this purpose. If access is not provided, and a final meter reading is not possible, the Customer shall pay a sum based on estimated electricity used since the last meter reading as determined by SLHI in its sole discretion.



2.3.7.6 Faulty Registration of Meters

Metering electricity usage for the purpose of billing is governed by the federal Electricity and Gas Inspection Act and associated Regulations, under the jurisdiction of Measurement Canada, Industry Canada. SLHI's revenue meters are required to comply with the accuracy specifications established by the Regulations under the above Act.

In the event of incorrect electricity usage registration, SLHI will determine the correction factors based on the specific cause of the metering error and the Customer's electricity usage history. The Customer shall pay for all the energy supplied a reasonable sum based on the reading of any meter formerly or subsequently installed on the premises by SLHI, due regard being given to any change in the characteristics of the installation and/or demand. If Measurement Canada, Industry Canada determines the Customer was overcharged, SLHI will reimburse the Customer for the amount incorrectly billed.

If the incorrect measurement is due to reasons other than the accuracy of the meter, such as incorrect meter connection, incorrect connection of auxiliary metering equipment, or incorrect meter multiplier used in the bill calculation, the billing correction will apply for the duration of the error. SLHI will correct the bills for the period in accordance with Regulations under the Electricity and Gas Inspection Act.

2.3.7.7 Meter Dispute Testing

In a dispute between SLHI and the Customer where the condition or registration of a meter or metering installation is in question and the issue cannot be resolved between the Customer and SLHI, assistance may be provided by Measurement Canada in dispute investigations. Either SLHI or the Customer may request the help of Measurement Canada.

If the services of Measurement Canada are requested by the Customer or retailer to resolve the issue, SLHI will charge the Customer for the costs of removing and transporting the meter to a testing location. If the dispute is substantiated by Measurement Canada and the resolution is in the favor of the Customer, the costs will not be recovered from the Customer.

Customers purchasing power in bulk (i.e. trailer parks) will be required to contact Measurement Canada themselves to arrange for testing.

2.4 Tariffs and Charges

To assign a Customer to the appropriate Rate classification, SLHI considers the nature and use of the Customer's electricity service. The distribution service Rate for each classification is based on the cost of delivering electricity to that class of Customers and meeting their electricity supply needs.

The main rate classifications are Residential, General Service, and Street Lights. The Ontario Energy Board approves all Rates charged for each rate classification by SLHI distribution services, including, charges for services provided to specific Customers where the costs are not recovered through the distribution service rates ("Miscellaneous Distribution Charges") and pass-through charges. In addition, SLHI is required to pass through the Ontario Energy Board, approved charges for wholesale market services, retail, and transmission services.

SLHI distribution service Rates include a monthly service charge component and a volume-based component.



For a demand billed Customer, the volume Rate is a per kW charge. For an energy only Customer, the volume rate is per kWh charge. The monthly service charge component is designed to recover common costs of Distribution Services that are independent of electricity use. All other distribution service costs are recovered through the volume Rate.

The Ontario Energy Board approved rates and charges for distribution services are as set out in a schedule of rates available from SLHI upon request. Notice of rate changes shall be mailed to all affected Customers with the first bills issued using the revised rates.

2.4.1 Service Connection

The rates established for providing the Customer with a connection to the Distribution System and all services provided by SLHI are set out in a schedule of Rates available from SLHI upon request. Notice of rate revisions may be published in major local newspapers. Information about changes will be mailed to all Customers.

2.4.2 Energy Supply

Standard Supply Service

All existing SLHI Customers are Standard Supply Service (SSS) Customers until SLHI is informed of their switch to a competitive electricity supplier. The Service Transfer Request (STR) must be submitted by the Customer's authorized retailer or must be requested, in writing, by the Customer. The STR shall contain the information set out in Section 10.3 of the Retail Settlement Code.

There are no physical service connection differences between Standard Supply Service (SSS) Customers and 'third party retailers' Customers. Both Customer energy supplies are delivered through SLHI with the same distribution requirements. Therefore, all service connection requirements applicable to the SSS Customers are applicable to third party retailers' Customers.

SLHI may, at its discretion, refuse to process a service transfer request for a Customer to switch to a retailer if that Customer owes money to SLHI for distribution services and/or Standard Supply Service.

Where a service transfer request is made, a "switch bill" will be issued to the Customer. This bill will be based on an actual meter read unless the Customer, SLHI and retailer agree in writing to an alternative. The effective date of the service transfer shall be the next scheduled meter reading date unless a request is made for a special meter reading and SLHI can accommodate the request. The Ontario Energy Board approved special meter read charge will apply.

All service transfers, except a return to Standard Supply Service, must be supported by the Customer's written authorization, a copy of which must be retained by the respective competitive retailer.

Price of Standard Supply Service

Pricing of Standard Supply Service is dependent on Customer's electricity usage and meter type as follows:

- (a) an Interval Metered Customer shall be billed for hourly electrical energy consumed based on the respective hourly Ontario electricity price (HOEP);
- (b) all other Customers will be billed for electrical energy based on the weighted average hourly spot market price (WAHSP) for electricity for the period over which the Customer is being billed. The weighting will be according to the hourly consumption of the Customers as estimated by SLHI's Net



- System Load Shape (NSLS), or SLHI streetlight-specific load shape in the case of streetlight Customers. The load shapes will be calculated according to the methodology prescribed in the Ontario Energy Board's Retail Settlement Code; and
- (c) the Regulated Price Plan (RPP).

Competitive Retailer Supplied Electricity

SLHI does not provide Standard Supply Service to a Customer connected to the Distribution System that has contracted with a retailer for electricity supply and provided a copy of the STR to SLHI. SLHI remains obligated to provide distribution services to such Customer who will either be billed by SLHI under distributor consolidated billing, or by their designated retailer under retailer consolidated billing as prescribed in the Ontario Energy Board's Retail Settlement Code.

2.4.3 Deposits

Background

SLHI is a licensed distributor and is regulated by the Ontario Energy Board (OEB). In addition to charging approved distribution rates, SLHI must, in accordance with regulation, purchase and pass through charges from the Independent Electricity System Operator (IESO). In order to manage the non-payment risk costs, SLHI, as permitted by law, assesses, charges, and manages deposits to new and existing Customers.

SLHI will not discriminate against Customers with similar risk profiles when assessing security deposits, except where expressly permitted in the Code.

Types and Forms

The form of payment of a security deposit for a SLHI Customer shall be money order or cheque, or an automatically renewing, irrevocable letter of credit from a bank as defined in the *Bank Act, 1991, c.46* at the discretion of the Customer. SLHI, at its discretion, may also accept other forms of security, such as surety bonds and third party guarantees. SLHI shall permit the Customer to provide a security deposit in equal installments paid over at least six (6) months. A Customer may, at its discretion, choose to pay the security deposit over a shorter time period.

If a security deposit is to be paid on behalf of the Customer by a third party, both the third party and the Customer must complete the Third Party Acknowledgement Form attached hereto.

Requirement to Pay

SLHI requires all deposits for new Customers to be paid in full prior to connection of the services, or at least seventeen percent (17%) of the deposit or 1/6th when paid through installments. Should a deposit remain unpaid, the normal collection process outlined in SLHI's Conditions of Service Manual will proceed. Unpaid amounts may result in service interruption and/or disconnection for non-payment. SLHI's Collections/Disconnections for Non-Payment Policy fully describes timelines and processes following up to and including service interruption. The previously mentioned documents can be found at www.siouxlookouthydro.com or at SLHI's office located at 25 Fifth Avenue, Sioux Lookout, Ontario.

Maximum Deposit Calculation

The maximum amount of a security deposit, which SLHI will require a Standard Customer to pay, shall be calculated in the following manner:



Billing Cycle Factor x Estimated Bill

Estimated Bill Calculation

The estimated bill will be based on the location’s average billing amount with the distributor, during the most recent 12 consecutive months, within the past two years. Where relevant usage information is not available for the location for 12 consecutive months, within the past two years, or where SLHI does not have the past information for making the above calculation, the Standard Customer’s average billing amount shall be based on a reasonable estimate made by SLHI. Where a Standard Customer has a payment history which discloses more than one disconnection notice in a relevant 12 month period, SLHI will use that Standard Customer’s highest actual or estimated billing amount for the most recent 12 consecutive months, within the past two years, for the purposes of making the calculation of the maximum amount of security deposit.

Billing Cycle Factors	
Monthly Cycle Billing	2.5
Bi-Monthly Cycle Billing	1.75
Quarterly Cycle Billing	1.5
Annual Cycle Billing	1.125

Standard Customers may not deduct the amount of the deposit from their power bills; deposits are not prepayment for power billing.

Allowable Deposit Reductions

Deposit requirements may be waived if the Standard Customer has a good payment history of one (1) year, in the case of a residential or seasonal customer, five (5) years in the case of a non-residential customer in a <50 kW demand rate class, or seven (7) years in the case GS>50 kW, Large User B rate classes. The time period that makes up the good payment history must be the most recent period of time and some of the time period must have occurred in the previous 24 months.

For greater certainty, the following Standard Customers shall be deemed to be residential customers for the purposes of these security deposit provisions:

- (d) seasonal customers;
- (e) farms with a dwelling that is occupied at least eight (8) months per year where the customer has a <50 kW demand; and
- (f) a multi-unit residential condominium that is comprised of units predominantly used for residential purposes, relates to more than one unit in the property and has filed with SLHI a declaration in a form approved by the Board attesting to the customer’s status as a corporation within the meaning of the *Condominium Act, 1998*.

For newly connected customers, or customers with no established SLHI payment history:

- a) SLHI will accept a letter from another distributor or gas distributor confirming the period of time the customer has had a good payment history as described below.
- OR
- b) 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.

A customer is deemed to have a good payment history **unless**, during the relevant time period set out in the first paragraph of this section, the customer has received more than one disconnection notice from the distributor, more than one cheque given to the distributor by the customer has been returned for insufficient



funds, more than one pre-authorized payment to the distributor has been returned for insufficient funds, or a disconnect/collect trip has occurred. If any of the preceding events occur due to an error by SLHI, the customer’s good payment history shall not be affected.

Where a GS >50 kW or Large User B customer rate class has a credit rating from a recognized credit rating agency (provided by the customer), the maximum amount of a security deposit which the distributor may require the non-residential customer to pay shall be reduced in accordance with the following table:

Credit Rating <i>(Using Standard and Poor’s Rating Terminology)</i>	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%

SLHI may at its own discretion reduce the amount of security deposit required for any reason.

Deposit Interest Rates, Calculation and Payment

Interest shall accrue monthly on security deposits made by way of cheque commencing on receipt of the total deposit required by SLHI. The interest rate shall be at the prime Business Rate as published on the Bank of Canada website less 2 percent (2%), updated quarterly. The interest accrued shall be paid out at least once every 12 months or on return or application of the security deposit or closure of the account, whichever comes first, and will be paid by crediting the account of the customer or otherwise as instructed by the customer.

Deposit Review Process

SLHI will review every customer’s security deposit at least once in a calendar year. This will determine a) whether the entire amount of the security deposit is to be returned to the customer, if the customer has progressed to a position that it would be exempt from paying a security deposit, or b) whether the amount of the security deposit is to be adjusted based on a re-calculation of the maximum amount of the security deposit. Where SLHI determines, during the process of conducting a deposit review, that the maximum amount of the security deposit is to be adjusted upward, SLHI may require the customer to pay this additional amount at the same time as that customer’s next regular bill comes due.

A customer may, no earlier than 12 months after the payment of a security deposit or the making of a prior demand for a review, demand in writing that SLHI undertake a review to determine a) whether the entire amount of the security deposit is to be returned to the customer, as the customer is now in a position where he/she would be exempt from paying a security deposit, b) whether the amount of the security deposit is to be adjusted based on a recalculation of the maximum amount of the security deposit.

Deposit Refunds

Where SLHI determines in conducting a deposit review that some or all of the security deposit is to be returned to the customer, SLHI shall promptly return this amount to the customer by crediting the customer’s account or otherwise. In the case of a customer in a >5000 kW demand rate class, where the customer is now in a position that it would be exempt from paying a security deposit had it not already paid



a security deposit, SLHI is only required to return 50% of the security deposit held by SLHI. SLHI shall promptly return any security deposit received from the customer upon closure of the customer’s account, subject to SLHI’s right to use the security deposit to offset other amounts owing by the customer to the distributor. The security deposit shall be returned within six weeks of the closure of an account.

Customers who are signed up with a retailer that bills retailer consolidated, the deposit will be applied against the final bill with any additional amount returned to the customer.

Customers who are signed up with a retailer with the split-billing option; the deposit will be adjusted to the highest distribution charge and noncompetitive bill amount of the last year.

2.4.3.1 Deposits for Service and Work Orders

Deposits Required

Where work, other than connection and expansion work, is to be completed for a Customer on work orders for which they will be required to pay an amount exceeding \$200.00 for all or part of the cost of work, Customers must pay deposits in advance of the work being performed.

Amount

The amount of deposit is the full estimate of the cost of the work as made by SLHI’s Customer Service Department. The amount billable to the Customer for work performed may be adjusted to reflect actual costs, less the deposit paid, after the work is complete.

2.4.4 Billing

In this section 2.4.4, references to monthly, bi-monthly, or annually, are notional and approximate time periods only. They are not to be construed as calendar-based time periods.

In preparing billing for Standard Supply Service, SLHI includes in its billing a number of charges mandated by third parties, such as:

- Independent Electricity System Operator;
- Transmission connection and network charges;
- Provincial Government’s debt retirement charge and wholesale market service charge; and
- Retailers under distributor consolidated billing.

SLHI facilitates the operation of the electrical energy market by billing and collecting these amounts on behalf of these third parties. These charges may change from time to time.

Billing Frequency

Customers are billed on the following frequencies:

- | | |
|-------------------|---------|
| ➤ Residential | monthly |
| ➤ General <50kW | monthly |
| ➤ General >50kW | monthly |
| ➤ Street Lighting | monthly |

Meter Read and Frequency

SLHI obtains meter readings and usage data monthly, as described above. Where SLHI is unable to obtain a meter reading, for any reason, the Customer may be requested to provide a meter reading.



Use of Estimates

In months where a bill is issued, but no reading is obtained, SLHI estimates usage in order to determine billing quantities. The estimate is based on historical usage for the premise, or a pre-determined quantity if there is no historical usage information available.

2.4.5 Payments and Overdue Account Interest Charges

Payment Options

Customers may pay their electricity bills using any of the following methods: cheque or money order mailed with the remittance stub portion of the bill to SLHI address on the stub; through automated banking machines, telephone banking or internet bill payment services as offered through their financial institution. All payments should be in Canadian dollars cheque or money order. Payments of debit cards, cash, cheque or money orders (Canadian dollars) may be paid in person at SLHI office. Credit card payments are also accepted for Visa, MasterCard and AMEX.

As a courtesy to our Customers, SLHI will make best effort to refrain from processing post-dated cheques until the post-date. However, if a post-dated cheque is processed, SLHI assumes no responsibility for any related charges or damages, including but not limited to non-sufficient fund charges to the Customer.

SLHI offers pre-authorized payment option.

An equal billing plan is available to all Standard Supply Service Customers except general service customers. To reduce volatility in electricity costs over the year, the plan bills an equal portion of the previous year's charges per bill period, then reconciles the balance owing, in the anniversary month. Adjustments may be made to the regular equal bill amount due to Rate or usage changes.

Late Payment Charges

Customers are given a minimum of 16 days from the billing date on their billing statement to make payment to SLHI. A late payment charge may be charged on overdue accounts whether the bill is based on a meter reading or by SLHI's estimate where meter reading has not occurred. The Ontario Energy Board approved late payment charge will be applied to overdue accounts. Where a partial payment has been made on or before the due date, the late payment charge will apply only to the amount of the bill outstanding at the due date.

2.5 Customer Information

SLHI shall not disclose specific information about a Customer unless that particular Customer has authorized the release of information in writing or unless necessary for compliance with the Independent Electricity System Operator's Market Rules, any Ontario Energy Board approved Code or Standard, or any law or court order. SLHI shall not disclose Customer information to a third party without the consent of the Customer in writing, except where the Customer information is required to be disclosed, as follows:

- (a) for billing or market operation purposes;
- (b) for law enforcement purposes;
- (c) for the purpose of complying with a legal requirement; or
- (d) for the processing of past due accounts.

Customers have the obligation to provide SLHI 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. SLHI may verify the accuracy of all information provided and may obtain additional credit information from a credit-reporting agency as required.

2.5.1 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 SLHI.

SLHI will provide access to a Customer's meter or meter information under the following conditions:

- a) SLHI will select the access windows it requires to read the meter;
- b) if SLHI's access to the meter is hindered or a Customer's access to the meter corrupts usage information, SLHI may suspend a Customer's right to access until any outstanding problems are resolved;
- c) a Customer shall pay the reasonable cost of any software, hardware or other services required for a Customer to obtain direct access to meter information - this may include installation of a secondary meter access system;
- d) a Customer shall bear any cost incurred by SLHI to correct problems caused by a Customer's direct access to the meter;
- e) if a Customer assigns his or her right to direct meter access to a retailer or third party, the Customer shall be responsible for the actions of the assigned party.

SLHI will provide a Customer with 24 billing periods, where available, of historical usage information, information about their meter configuration, and payment information ("historical information"). The historical information can be released to the Customer or any third party designated by the Customer provided that if the third party is:

- (a) a retailer, the Customer has provided written authorization to SLHI for the release; or
- (b) someone other than a retailer and the Customer has provided SLHI with written authorization for the release.

SLHI will honour requests from retailers for historical data delivered electronically through the electronic business transaction ("EBT") system at no charge. SLHI will honour requests from Customers and retailers for historical data not delivered through the EBT system twice a year for any one account at no charge. SLHI, at its discretion, may charge a fee for any additional requests for the same account in one year.



SECTION 3 CUSTOMER CLASS SPECIFIC

At SLHI's discretion, Customers may be required to demonstrate that a reclassification of their account is warranted. This could require a period of up to one year and the reclassification would only be effective at the end of this period.

The Customer, regardless of class, will provide unimpeded and safe access to SLHI at all times for the purpose of installing, removing, inspecting, reading, operating or changing metering equipment.

All Customer-owned electrical equipment must be inspected and approved in accordance with ESA requirements as well as SLHI design requirements.

3.1 Residential

3.1.1 General

This section applies to the delivery of electrical energy to detached, semi-detached and freehold townhouse units that lie along a public road allowance.

3.1.2 Supply

Electrical energy will be supplied at 3 wire single phase, having a nominal voltage of 120/240 volts and a maximum of 200 amperes for overhead services and 400 amperes for underground services.

3.1.3 Layouts

The Customer or his agent is to consult with SLHI in advance of requiring power to ensure supply facilities are available and to obtain a "Service Layout" which will identify the meter location and any other servicing instructions. Detached, semi-detached and freehold townhouses are permitted one point of supply per unit. The service location must be approved by the SLHI Operations Manager.

3.1.4 Overhead Services

Overhead supply may be available in areas with existing overhead distribution lines, provided such connections may be made without crossing other properties. SLHI will provide the Basic Connection or an allowance equivalent as defined in Section 2.1 at no cost to the Customer for services up to 30 metres in length. Services beyond 30 metres will require the Customer to pay the actual cost for excess material and labour costs. The Customer shall also be responsible for the cost of any distribution equipment and labour necessary when the service is in excess of 30 metres on private property.

Service size options are available:

- a) 100-amperes minimum service complete with 100 ampere meter socket for a service length up to a maximum of 60 metres.
- b) 200-amperes maximum service complete with 200-ampere meter socket for a service length up to a maximum of 60 metres.

No transformer charges shall apply for this service.

The demarcation point for a Residential Class overhead service is where the Customer's conductor is connected



to the SLHI conductor and connecting devices.

3.1.5 Underground Services

Customers considering an underground service, in a location other than a subdivision, shall be responsible for the complete service installation and shall ensure to meet the Electrical Safety Authority requirements and the following SLHI specifications:

- a) The Customer must supply and allow sufficient approved secondary service conductor and conduit to reach and allow for connection to SLHI distribution system.
- b) Approved underground conductor, protective conduits, straps and fasteners shall be supplied by the Customer.
- c) Work on the pole must be done by SLHI personnel. In all cases, SLHI will complete all necessary terminations and connections to the line-side of the Customers meter base.
- d) Services up to 80 metres will require 3/0 USEI 90 conductor, if in excess of 80m up to 120 metres 250 USEI 90 conductor will be used.
- e) Underground services may not be permitted if the intended user pole carries primary conductors or if a secondary riser would unnecessarily clutter the pole or restrict climbing space.
- f) Responsibility for subsequent maintenance and repair rests with the Customer.
- g) If the Customer requires that an existing underground service be relocated, the Customer will be required to pay the full cost incurred by SLHI for such relocation.
- h) It is the Customer's responsibility to obtain all necessary permits and approvals for excavation of trenches.
- i) All work performed by the Customer is subject to inspection and approval by SLHI.

Customers requesting an underground service in an overhead area will be required to pay 100% connection costs for the underground service less the Standard Allowance for an overhead service.

No transformer charge shall apply for this service.

The demarcation point for a Residential Class underground service shall be at the LINE side of the Customer's conductor.

3.1.6 Private Pole Lines

The Customer shall contact SLHI prior to commencement of the work to obtain approval for the location and proposed construction of the line. Failure to do so may result in the pole or poles having to be relocated at the Customers' expense. SLHI will provide the Customer with the point of connection.

All private pole lines must be inspected and approved by the Electrical Safety Authority and must also meet SLHI's requirements. Any specific SLHI requirements will be identified to the Customer. The following summarizes SLHI's general requirements:

- a) Primary lines will be framed and insulated for 46kV.
- b) Overhead primary and neutral conductors will be minimum 1/0 ACSR.
- c) The pole upon which SLHI will hang a single phase polemount transformer shall be minimum 12.2 metres (40 feet), Class 4. This pole must be set a minimum of 1.8 metres (6') in the ground and include all necessary guys and anchors.
- d) All wood poles must be pressure butt treated with an approved wood preservative to approximately 300mm above ground level.
- e) Customer is to ground the transformer pole in accordance with SLHI's standards.



SLHI will supply and erect, on the Customer's pole, the transformer and associated equipment and will frame that part of the pole related to the transformer installation including the lightning arrester and fusing. All servicing work required by SLHI to connect a private pole line is subject to SLHI's Economic Evaluation Model Policy.

For replacement of an existing transformer pole, the Customer shall supply and install a new pole. SLHI will transfer all of its equipment at its expense to the new pole. The Customer is responsible for the transfer of its equipment (i.e. service conduit, boxes etc.). Any re-deadending of conductors and/or new or longer guy wires as a result of the new pole shall be the responsibility of the Customer.

A private pole line is capable of causing serious injury or death if it is not maintained adequately. Section 1.7.3 discusses important safety issues.

3.1.7 General Conditions for Residential Service

3.1.7.1 Maximum Service Size

For single phase services of 400 amperes, a primary service and padmount transformer installation may be required. In addition, it will be the responsibility of the Customer to supply a CSA approved outdoor meter base equipped with current transformer and a shorting device.

New services of 400 amperes will not be approved automatically. Contact should be made with SLHI in the initial stages of planning and the Customer will be required to pay all or part of the costs associated with this project. SLHI will assume ownership of the material associated with the transformer installation (including primary conductors).

3.1.7.2 Single Dwellings

Service for all new single dwelling will not be less than 100 amperes in capacity with distribution panel, wire and conduit sizes as governed by the Electrical Safety Authority regulations.

3.1.7.3 Multi-Units

Services for multiple occupancy units or duplexes, similar in all respects to single dwellings (wherein units are independent of each other) shall not be less than 100 amperes for each unit.

3.1.7.4 Apartment Type

Services for multiple occupancy units of the "apartment type" (wherein units are dependent on main master unit) are to have capacities as:

- a) Services for main or master unit will be 100 amperes minimum
- b) Services for each dependent unit or apartment will be 100 amperes minimum

3.1.7.5 Stack Location

For an overhead service, the Customer's wiring shall be brought outside the building to a point on the closest wall to SLHI's pole line or distribution system. The service mast must not interfere with windows, awnings or other parts of/or attachment to the building and should be so located that it will be most accessible to service wires brought from SLHI's nearest pole. Customer's trees, bushes or shrubbery, outbuildings, structures, etc.



shall not interfere with SLHI's service equipment. Before a service stack is installed, its location shall be approved by the SLHI Operations Manager.

3.1.7.6 Meter Base Location

The Customer's meter base and location must meet with the requirements set out in Section 2.3.7 and be approved by the SLHI Operations Manager.

3.1.7.7 Service Height

The height of the lowest service conductor at the point of service attachment shall be as high as practicable but in no case less than a minimum height of 5 metres above finished grade level or sidewalk (whichever is highest). The above height may be reduced to 4.5 metres when it can be obtained without using a mast or by using a mast extended 2.5 metres over the roof line.

Where height of the building is sufficient to permit the required height of service conductor an approved service mast shall be used. The top of the mast must be at least 1 metre above the finished roof measured perpendicularly to the roof, as to allow for snow conditions.

3.1.7.8 Service Attachments

The building itself, or the attached service mast, must be sufficiently strong to accommodate the SLHI service conductors. In addition to supplying the service mast, the Customer will supply and install the service dead-ending device including the insulator or insulators. This also applies in the case of any changes of points attachments, e.g. upgrading the wiring installation of siding, stucco etc.

3.1.7.9 Service Crossings

Where service conductors cross a road, private land or public place accessible to vehicles or mobile machinery, the height of the service attachments shall be approved by SLHI and be in compliance with the Ontario Electrical Safety Code. All of the construction cost to provide for increased clearance will be at the Customer's expense.

3.1.7.10 Services Over Swimming Pools

Although the Ontario Electrical Safety Code allows electrical conductors to be located at adequate height, SLHI will not allow electrical conductors to be located above swimming pools.

Where a swimming pool is to be installed it will be necessary to relocate, at the property owner's expense, any electrical conductors located directly over the proposed pool location.

Where overhead service conductors are in place over an existing swimming pool, SLHI will provide up to 30 metres of overhead service conductors, at no charge, to allow rerouting of the service. The property owner will pay any additional costs.

3.1.7.11 Expansions

In certain parts of the SLHI service area with low population density and where primary facilities must be reinforced or extended to provide service to the Customer's property, the Customer may be required to pay for all or part of the associated costs as a capital contribution as set out in Section 2.1.2. The Customer has the option to construct such primary facilities to SLHI standards. If the Customer chooses this option, SLHI must be consulted in the early stages of planning and must be inspected and approved by SLHI.



3.1.7.12 Upgrades

If additional service capacity is required in a building, this additional service capacity shall conform to the requirements as set out in these Conditions. The completed service upgrade shall be remodeled with location changed to that of the new service. The meter(s) for the remodeled service must be located outside. The Customer shall be responsible for all costs associated with this upgrade.

3.1.7.13 Freeze-up Period

Due to weather conditions in the area, SLHI will not do any excavation during the freeze-up period of November 15th to May 15th. All required underground services for which Electrical Safety Authority approvals have been completed by November 1st, will be installed by SLHI. If required, a temporary overhead service is recommended during the freeze-up period, at the Customer's cost. Permanent underground service is to be installed as soon as weather permits.

3.1.7.14 Customer Excavations

It is the Customer's responsibility for excavations and to:

- a) Contact all utilities to determine their requirements
- b) Call each utility's Locate System and/or Ontario One Call, for locates prior to digging
- c) Obtain all required permits and approvals.

The Customer will be responsible to repair and restore all areas and surfaces to original condition.

3.2 General Service – Single Phase

3.2.1 General

All service supplied to premises other than those classified as residential, seasonal, street lighting, intermediate or large use shall be classified as General Service. Generally, it is composed of commercial, industrial, educational, administrative, auxiliary and government type services. General Service may also include combination type services where a variety of uses are made of the service by the owner of one property, and all multiple services.

3.2.2 Supply

Electrical energy will be supplied at 3 wire single phase, having a nominal voltage of 120/240 volts and a minimum of 100 amperes and a maximum of 400 amperes.

3.2.3 Layouts

The customer or their agent must consult with SLHI in advance of requiring power to ensure supply facilities are available and to obtain a "Service Location" which will identify the meter location and any other servicing instructions. The service location must be approved by the SLHI Operations Manager.



3.2.4 Overhead Services

Overhead supply may be available in areas with existing overhead distribution lines, provided such connections may be made without crossing other properties. SLHI will provide the Basic Connection or allowance equivalent as defined in Section 2.1 at no cost to the Customer for services up to 30 metres in length. Services beyond 30 metres will require the Customer to pay the actual cost for excess material and labour costs. The Customer shall also be responsible for the cost of any distribution equipment and labour necessary when the service is in excess of 30 metres on private property.

Service size options available:

- a) 100-amperes minimum service with 100-ampere meter socket for a service length up to a maximum of 60 metres
- b) 200-amperes service with 200-ampere meter socket with a service length up to a maximum of 60 metres
- c) 400-ampere single phase, 3 wire, 120/240 volt service may require a primary underground service and padmount transformer installation. In addition, it will be the responsibility of the Customer to supply a CSA approved outdoor meter base equipped with current transformer and a shorting device.

New services of 400 amperes will not be approved automatically. Contact should be made with SLHI in the initial stages of planning and the Customer will be required to pay for all or part of the costs associated with the project. SLHI will assume ownership of the material associated with the transformer installation (including primary conductors).

No transformer charge shall apply for this service.

The demarcation point for a General Service – Single Phase overhead service is where the Customer’s conductor is connected to the SLHI conductor and connecting devices.

3.2.5 Underground Services

Service size options available:

- a) 100-amperes minimum and 200 amperes services with 200-ampere meter socket. Conduit of a minimum of 2” diameter will be required for the line conductors. The maximum service length will be 80 metres of 3/0 USEI 90, or 120 metres of 250 USEI 90 conduit as measured along the cable route from the base of the service pole to a point directly below the meter.
- b) 400 ampere maximum service size. Conduit of a minimum of 4” diameter will be required for the line conductors. The maximum service length will be 80 metres as measured along the cable route from the base of the service pole to a point directly below the meter.

Customers considering an underground service shall be responsible for the complete service installation and shall ensure to meet the Electrical Safety Authority requirements and the following SLHI specifications:

- a) The Customer must supply and allow sufficient approved secondary service conductor and conduit to reach and allow for connection to SLHI distribution system.
- b) Approved underground conductor, protective conduits, straps and fasteners shall be supplied by the Customer.
- c) Work on the pole must be done by SLHI personnel. In all cases, SLHI will complete all necessary terminations and connections to the line-side of the Customers meter base.



- d) Services up to 80 metres will require 3/0 USEI 90 conductor, if in excess of 80m up to 120 metres 250 USEI 90 conductor will be used.
- e) Underground services may not be permitted if the intended user pole carries primary conductors or if a secondary riser would unnecessarily clutter the pole or restrict climbing space.
- f) Responsibility for subsequent maintenance and repair rests with the Customer.
- g) If the Customer requires that an existing underground service be relocated, the Customer will be required to pay the full cost incurred by SLHI for such relocation.
- h) It is the Customer's responsibility to obtain all necessary permits and approvals for excavation of trenches.
- i) All work performed by the Customer is subject to inspection and approval by SLHI.

Customers requesting an underground service in an overhead area will be required to pay 100% connection costs for the underground service less the Standard Allowance for an overhead service.

No transformer charge shall apply for this service.

The **demarcation point** for a General Service – Single Phase underground service shall be at the LINE side of the Customer's conductor.

3.2.6 Private Pole Lines

The Customer shall contact SLHI prior to commencement of the work to obtain approval for the location and proposed construction of the line. Failure to do so may result in the pole or poles having to be relocated at the Customers' expense. SLHI will provide the Customer with the point of connection.

All private pole lines must be inspected and approved by the Electrical Safety Authority and must also meet SLHI's requirements. Any specific SLHI requirements will be identified to the Customer. The following summarizes SLHI's general requirements:

- f) Primary lines will be framed and insulated for 46kV.
- g) Overhead primary and neutral conductors will be minimum 1/0 ACSR.
- h) The pole upon which SLHI will hang a single phase polemount transformer shall be minimum 12.2 metres (40 feet), Class 4. This pole must be set a minimum of 1.8 metres (6') in the ground and include all necessary guys and anchors.
- i) All wood poles must be pressure butt treated with an approved wood preservative to approximately 300mm above ground level.
- j) Customer is to ground the transformer pole in accordance with SLHI's standards.

SLHI will supply and erect, on the Customer's pole, the transformer and associated equipment and will frame that part of the pole related to the transformer installation including the lightning arrester and fusing. All servicing work required by SLHI to connect a private pole line is subject to SLHI's Economic Evaluation Model Policy.

For replacement of an existing transformer pole, the Customer shall supply and install a new pole. SLHI will transfer all of its equipment at its expense to the new pole. The Customer is responsible for the transfer of its equipment (i.e. service conduit, boxes etc.). Any re-deadending of conductors and/or new or longer guy wires as a result of the new pole shall be the responsibility of the Customer.

A private pole line is capable of causing serious injury or death if it is not maintained adequately. Section 1.7.3 discusses important safety issues.



3.2.7 General Conditions for General Service – Single Phase

3.2.7.1 Service Stack Location

For an overhead service, the Customer's wiring shall be brought outside the building to a point on the closest wall to SLHI's pole line or distribution system. The service mast must not interfere with windows, awnings or other parts of/or attachment to the building and should be so located that it will be most accessible to service wires brought from SLHI's nearest pole. Customer's trees, bushes or shrubbery, outbuildings, structures, etc. shall not interfere with SLHI's service equipment. Before a service stack is installed, its location shall be approved by the SLHI Operations Manager.

3.2.7.2 Meter Base Location

The Customer's meter base and location must meet with the requirements set out in Section 2.3.7 and be approved by the SLHI Operations Manager.

3.2.7.3 Service Height

The height of the lowest service conductor at the point of service attachment shall be as high as practicable but in no case less than a minimum height of 5 metres above finished grade level or sidewalk (whichever is highest). The above height may be reduced to 4.5 metres when it can be obtained without using a mast or by using a mast extended 2.5 metres over the roof line.

Where height of the building is sufficient to permit the required height of service conductor an approved service mast shall be used. The top of the mast must be at least 1 metre above the finished roof measured perpendicularly to the roof, as to allow for snow conditions.

3.2.7.4 Service Attachments

The building itself, or the attached service mast, must be sufficiently strong to accommodate the SLHI service conductors. In addition to supplying the service mast, the Customer will supply and install the service dead-ending device including the insulator or insulators. This also applies in the case of any changes of points attachments, e.g. upgrading the wiring installation of siding, stucco etc.

3.2.7.5 Service Crossings

Where service conductors cross a road, private land or public place accessible to vehicles or mobile machinery, the height of the service attachments shall be approved by SLHI and be in compliance with the Ontario Electrical Safety Code. All of the construction cost to provide for increased clearance will be at the Customer's expense.

3.2.7.6 Services Over Swimming Pools

Although the Ontario Electrical Safety Code allows electrical conductors to be located at adequate height, SLHI will not allow electrical conductors to be located above swimming pools.

Where a swimming pool is to be installed it will be necessary to relocate, at the property owner's expense, any electrical conductors located directly over the proposed pool location.

Where overhead service conductors are in place over an existing swimming pool, SLHI will provide up to 30 metres of overhead service conductors, at no charge, to allow rerouting of the service. The property owner will pay any additional costs.



3.2.7.7 Charges for Excess Length

The Customer shall supply or pay for any approved distribution equipment and labour necessary to complete an overhead service in excess of 30 metres on private property from the SLHI distribution system.

3.2.7.8 Service Upgrades

If additional service capacity is required in a building, this additional service capacity shall conform to the requirements as set out in these Conditions. The completed service upgrade shall be remodeled with the location changed to that of the new service. The meter(s) for the remodeled service must be located outside. The Customer shall be responsible for all costs associated with this upgrade.

3.2.7.9 Expansions

In certain parts of the SLHI service area with low population density and where primary facilities must be reinforced or extended to provide service to the Customer's property, the Customer may be required to pay for all or part of the associated costs as a capital contribution as set out in Section 2.1.2. The Customer has the option to construct such primary facilities to SLHI standards. If the Customer chooses this option, SLHI must be consulted in the early stages of planning and must be inspected and approved by SLHI.

3.2.7.10 Electric Motors

All single phase motors over 3 horsepower shall have compensated starting.

3.2.7.11 Transformer Installation

The transformer installation charge will apply where it is necessary to install a transformer on a Customer's pole.

3.2.7.12 Underground Services Relocation

If underground services are required to be relocated, the Customer will be required to pay the full costs incurred by SLHI for this relocation.

3.2.7.13 Temporary Services

Where SLHI agrees to supply a temporary service, a service charge will be levied. If a line extension, transformer installation, or special facilities (including metering) are required for these services the Customer will pay for the additional work. It is the responsibility of the Customer to inquire with SLHI to determine the amount of these charges. Refer to Section 3.9 Temporary Services for more details.

3.2.7.14 Freeze-up Period

Due to weather conditions in the area, SLHI will not do any excavation during the freeze-up period of November 15th to May 15th. All required underground services for which Electrical Safety Authority approvals have been completed by November 1st, will be installed by SLHI. If required, a temporary overhead service is recommended during the freeze-up period, at the Customer's cost. Permanent underground service is to be installed as soon as weather permits.



3.2.7.15 Customer Excavations

It is the Customer's responsibility for excavations and to:

- d) Contact all utilities to determine their requirements
- e) Call each utility's Locate System and/or Ontario One Call, for locates prior to digging
- f) Obtain all required permits and approvals.

The Customer will be responsible to repair and restore all areas and surfaces to original condition.

3.3 General Service – Three Phase

3.3.1 General

This section covers medium and large size commercial buildings, apartment blocks, condominiums, trailer courts, industrial plants, etc., and includes large stores, shopping centres, hospitals, manufacturing or processing plants, garages, storage buildings, restaurants, office buildings, hotels, motels, schools, colleges, arenas and other comparable premises.

It is the Customer's responsibility to ascertain from SLHI if service can be provided under this Section. SLHI reserves the right to determine under which section a Customer is to be served. These conditions apply to all new services and also to services being altered or remodeled.

3.3.2 Supply

Electrical energy will be supplied at 3 phase, 4 wire, in one of the following voltage offerings:

- a) 120/208 volts wye
- b) 347/600 volts wye

3.3.3 Layouts

The customer or their agent must consult with SLHI in advance of requiring power to ensure supply facilities are available and to obtain a "Service Location" which will identify servicing instructions.

Where project drawings are required for approval, items under SLHI's jurisdiction, the Customer or its authorized representative must ensure that the proposed drawings are in compliance with SLHI standards and the Ontario Electrical Safety Code. Approval of project drawings shall not relieve the Customer of responsibility in respect of full compliance with SLHI standards.

All site and grading plans shall indicated the lot number, plan numbers and, when available, the street number. The site plan shall show the location of the Building on the property relative to the property lines, any driveways and parking areas and the distance to the nearest intersection. All elevations shall be shown for all structures and proposed installations.

Mechanical Servicing Plans shall show the location of all services proposed or existing such as water, gas, storm and sanitary sewers, telephone etc.

Floor Plans shall show the service location, other services location, driveway, parking and indicate the total gross floor area of the building.



The Customer shall show the preferred routing of the underground duct bank on the property, which is subject to approval by SLHI.

The Customer shall indicate the preferred location on the property for the high voltage transformation, which is subject to approval by SLHI. Transformation will be pad mounted depending on the project load requirements. Indicate preferred location in the building of the meter room and the main switchboard.

3.3.4 Plans and Specifications

Plans, specifications, expected demand loading kW and a list of total connected load in kVA must be submitted to SLHI for approval before an offer to connect will be made.

3.3.5 Overhead Services

Under certain circumstances, overhead supplies may be permitted on private property to pole-mounted transformers, or a termination pole. The Customer shall provide space on their property for such an expansion and the location must be approved by SLHI. SLHI reserves the right to determine under which conditions this clause will apply. The Customer shall be responsible for costs associated with a pole-line expansion, as per Section 2.1.2. Subsequent maintenance or replacement of the pole-line and associated material and hardware shall remain the responsibility of the Customer.

The **demarcation point** for a General Service – Three Phase overhead service is where the Customer's conductor is connected to the SLHI conductor and connecting devices.

3.3.5.1 Overhead Transformers

The maximum transformer size permitted for an overhead service, pole-mounted setting shall be a total 300 kVA. The Customer shall be required to make a capital contribution towards the cost of the transformers, material and labour. When capital contribution is required, subsequent maintenance or replacement of faulty transformers or related hardware is the responsibility of SLHI.

3.3.6 Underground Primary Services

All three-phase services will be supplied at primary voltage by means of an underground cable in an approved duct. The Customer must provide space on their property for the housing of the transformation equipment and must install an approved duct or duct bank on private property from the transformer housing to the property line at a point closest to the supply pole as designated by SLHI. The duct bank on private property must be shown on the building plans and must be approved by SLHI. Plans must be submitted in advance of construction to allow time for ordering and delivery of equipment.

Underground primary services shall be required to meet with the following SLHI standards:

3.3.6.1 Trench

The Customer shall be responsible for the excavation of conductor trenches and obtain all necessary approvals and permits. The Customer shall contact the SLHI Operations Manager to receive approval of the trench location and specifications for trench dimensions.



3.3.6.2 Duct

If the Customer opts to supply the duct, the Customer shall supply a rigid DB2 Type duct 4" diameter and install a suitable cord capable of pulling in a larger diameter pulling rope. The Customer shall contact the SLHI Operations Manager to receive approval of the duct location and specifications.

3.3.6.3 Padmount Transformers

All new General Service – Three Phase underground services will require a padmounted transformer. The transformer size shall be determined by SLHI using total connected projected load data supplied by the Customer.

Transformers rated 500 kVA or less shall be supplied and installed by SLHI. The Customer is required to pay a capital contribution for the transformer and materials associated with its installation.

No transformer allowance is applicable for this service.

Transformers rated above 500 kVA shall be supplied and owned by the Customer. The Customer shall remain responsible for the maintenance and replacement of such transformers. The Customer will receive a Transformer Allowance credited to their monthly bill at a rate approved by the Ontario Energy Board.

Transformers supplied by the Customer are subject to approval by the SLHI Operations Manager and must meet SLHI standards. The Customer may request to have SLHI purchase the transformer, in which case the Customer would be required to pay the actual cost of the transformer plus all shipping and handling fees.

All transformer orders require a minimum of a 40-week lead-time from the manufacturer.

3.3.6.4 Transformer Pad

SLHI will provide and install a fiberglass or concrete transformer pad at the Customer's expense. However the Customer has the option to install a concrete transformer pad and a grounding grid built to SLHI specifications. When a transformer is to be installed in an area subject to vehicle traffic, SLHI will require that the Customer install safety bollard guard posts to SLHI specifications. The transformer pad, grounding grid and guardrails are to be owned and maintained by the Customer.

3.3.6.5 Primary Cable and Related Material

SLHI will supply and install the Primary cable and duct required to serve the transformer. The Customer has the option of providing and installing the duct which must conform to SLHI standards. The maximum length which may be installed is 225 metres. SLHI will also supply and install the cable terminations and other related material required in preparing the cables for use. The Customer is required to pay a capital contribution for primary cable and related material.

3.3.6.6 Secondary Cable and Related Material

The Customer shall be responsible for the supply and installation of all underground secondary service cable from the transformer pad to the meter base as per the Ontario Electrical Safety Code and SLHI specification standards.

Responsibility for subsequent maintenance and repair rests with the Customer.



3.3.6.7 Demarcation Point

- a) The demarcation point for General Service – Three Phase underground primary services with the primary and transformers owned and maintained by SLHI shall be a the Line side of the Customer's conductor.
- b) The demarcation point for General Service – Three Phase underground primary services with the transformer owned by the Customer shall be at the primary cable terminations on the transformer.

3.3.6.8 Meter/Instrument Transformer Cabinet

SLHI will supply a meter cabinet suitable for outdoor use. The Customer shall:

- a) Obtain meter cabinet location approval from the SLHI Operations Manager
- b) Install the meter cabinet according Electrical Safety Authority requirements.
- c) Supply and install a 1 ¼" conduit from the meter cabinet to the Customer's switchgear as per SLHI specifications
- d) Supply and install an Instrument Transformer cabinet as per SLHI specifications

3.3.7 General Conditions for General Service – Three Phase

3.3.7.1 Load Break Devices

Primary disconnecting devices, supplied by SLHI are intended to make or break transformer excitation current and not load current. The Customer must provide load break facilities on the low voltage side of the transformation. All Switches and fuses on the low voltage side must meet the Electrical Safety Authority requirements.

3.3.7.2 Service Upgrades

If additional service capacity is required in a building, this additional service capacity shall conform to the requirements as set out in these Conditions. The completed service upgrade shall be remodeled with the location changed to that of the new service. The Customer shall be responsible for all costs associated with this upgrade.

3.3.7.3 Expansions

In certain parts of the SLHI service area with low population density and where primary facilities must be reinforced or extended to provide service to the Customer's property, the Customer may be required to pay for all or part of the associated costs as a capital contribution as set out in Section 2.1.2. The Customer has the option to construct such primary facilities to SLHI standards. If the Customer chooses this option, SLHI must be consulted in the early stages of planning and must be inspected and approved by SLHI.

3.3.7.4 Underground Services Relocation

If underground services are required to be relocated, the Customer will be required to pay the full costs incurred by SLHI for this relocation.

3.3.7.5 Temporary Services

Where SLHI agrees to supply a temporary service, a service charge will be levied. If a line extension, transformer installation, or special facilities (including metering) are required for these services the Customer will pay for



the additional work. It is the responsibility of the Customer to inquire with SLHI to determine the amount of these charges. Refer to Section 3.9 Temporary Services for more details.

3.3.7.6 Freeze-up Period

Due to weather conditions in the area, SLHI will not do any excavation during the freeze-up period of November 15th to May 15th. All required underground services for which Electrical Safety Authority approvals have been completed by November 1st, will be installed by SLHI. If required, a temporary overhead service is recommended during the freeze-up period, at the Customer’s cost. Permanent underground service is to be installed as soon as weather permits.

3.3.7.7 Customer Excavations

It is the Customer’s responsibility for excavations and to:

- g) Contact all utilities to determine their requirements
- h) Call each utility’s Locate System and/or Ontario One Call, for locates prior to digging
- i) Obtain all required permits and approvals.

The Customer will be responsible to repair and restore all areas and surfaces to original condition.

3.4 Subdivisions & Severances

3.4.1 Subdivisions

This section covers all land developments within the Municipality of Sioux Lookout covered by a subdivision agreement. Developers are also required to enter into an agreement with SLHI. SLHI reserves the right to bid on the installation of the electrical distribution system within the subdivision, but it is the standard requirement to have the Developer subcontract this installation to a third party. Buildings on lots that are created by subdivision, severance, re-zoning, or lot variance, are required to be serviced with underground supply.

SLHI will provide an Offer to Connect that includes the cost, design, and installation of the necessary works to provide service to the subdivision.

The following conditions will be part of the agreement with SLHI:

The Developer/Owner will:

- a) Use an Electrical Consultant licensed by the Association of Professional Engineers of Ontario to develop a design for his distribution system and to supervise the complete installation. This design MUST meet all current SLHI specifications and be approved by SLHI before tendering.
- b) Provide and install all the required approved materials, including transformers, high voltage and low voltage cables and connectors at the transformer and the installation of primary cables. Primary cables are to be installed within the boundaries of the subdivision and sufficient cable as designated to be supplied for installation to the designated supply point.

Sioux Lookout Hydro will:

- a) Designate supply point and voltage.



- b) Specify all materials to be used.
- c) Review and approve electrical design as approved and supplied by electrical consultant on behalf of the developer.
- d) Perform on-site inspection of subdivision for appropriate materials and installation in general and inspect trenches for depth and cable location prior to backfilling & plotting.
- e) Terminate and test all primary cables and transformers and measure the resistance of transformer grounding before the system is energized. Terminate all secondary cables at transformers.
- f) Supply and install termination poles, complete with cutouts, lightning arresters and cable terminators and install primary cables beyond the subdivision boundaries.

If the distribution system requires enhancements to serve the subdivision, refer to Section 2.1.2.

3.4.1.1 Fees

- a) The developer will be required to pay all fees related to inspections and plotting.
- b) The developer will be required to pay the connection costs to the SLHI distribution system.
- c) The developer will be required to pay for all termination costs within the subdivision.
- d) The first review of the subdivision design will be no charge. Subsequent reviews are at the developer's cost.

3.4.2 Severances

All subdivision conditions generally apply to severances. All lots created by severance must be serviced underground where feasible. All developers are required to enter into an agreement with SLHI to cover the cost of servicing lot(s).

3.5 Embedded Generation Connection

This Section applies to all Embedded Generators and Embedded Retail Generators. It does not apply to Customers with emergency backup generators. SLHI will make every reasonable effort to respond promptly to a generator's request for connection. We will provide an initial consultation with a generator that wishes to connect to the distribution system regarding the connection process within thirty (30) calendar days of receiving a written request for connection. A final offer to connect a generator to its distribution system shall be made within ninety (90) calendar days of receiving a written request for connection, unless other necessary information outside SLHI's control is required before the offer can be made.

SLHI will collect costs reasonable incurred for charge to the Customer with making an offer to connect a generator from the entity requesting the connection. Costs reasonable incurred include costs associated with but not limited to:

- a) Preliminary review for connection requirements.
- b) Detailed study to determine connection requirements.
- c) Final proposal to the generator.

SLHI requires a Connection Agreement with a generator that is or wishes to become connected to the SLHI distribution system. Suggested information to be included in the Connection Agreement with an Embedded Generator, a suggested process and application form is included in Appendix E of the Distribution System Code.

The connection and operation of a Customer's embedded generator must not endanger workers or jeopardize public safety, or adversely affect or compromise equipment owned or operated by SLHI, or the security,



reliability, efficiency and the quality of electrical supply to other Customers connected to the SLHI distribution system. If damage or increased operating costs result from a connection with a generator, SLHI must be reimbursed for these costs by the generator.

SLHI will ensure that a connected generator has a regular, scheduled maintenance plan to assure both parties that connection devices, protection and control systems are maintained in good working order. These provisions shall be included in the Connection Agreement. In developing a maintenance plan, SLHI and generator must consider the following requirements:

- a) Qualified personnel should carry out all inspections and repairs.
- b) Periodic test should be performed on protection systems to verify that the system operates as designed. Testing intervals for protection systems should not exceed four (4) years for microprocessor-based systems and two (2) years for electro-mechanical based systems.
- c) Isolating devices at the point of connection should be operated at least once per year.
- d) The generator facility should be inspected visually at least once per year to note obvious maintenance problems such as broken insulators or other damaged equipment.
- e) Any deficiencies identified during inspections should be noted and repairs scheduled as soon as possible, with timing dependent on the severity of the problem, due diligence concerns (of both SLHI and the generator) and financial and material requirements. A distributor should be notified of any deficiencies involving critical protective equipment. Before the first inspection is conducted, SLHI will provide to the generator a list of critical protective equipment.
- f) SLHI may choose to receive copies of all relevant inspection and repair reports that may affect the protection and performance of SLHI distribution system. SLHI has the right to witness any relevant test being performed by the generator.

All equipment that is connected, operating or procured or ordered must be in compliance with SLHI's performance requirements.

3.5.1 Charges

An Embedded Generator will be responsible for the following charges:

- a) The cost of connection to the SLHI distribution system.
- b) The value of power consumed from the SLHI distribution system.
- c) The administrative cost of the Connection Agreement, including studies, analysis monitoring, and reviewing all required documentation of inspections and repairs.
- d) The monthly administrative costs of processing IESO/Hydro One invoices and meter readings to calculate amounts due for energy produced.
- e) The value of distribution system services provided by SLHI.

3.5.2 Payments

Payments for an embedded generator would be as per the Connection Agreement.

Payments for energy will be at the Hourly Ontario Energy Price or whatever other price is required by government regulation. In the absence of a regulated price, prices would be paid as stipulated in the Connection Agreement.

3.5.3 Connection of Micro-Embedded Generation Facilities

Micro-Embedded generation facilities include the installation of small wind, solar or micro turbine



generation. A person who wishes to connect a micro-embedded generation facility to the SLHI Distribution System shall submit an application to SLHI providing the following information:

- a. the name-plate rated capacity of each unit of the proposed generation facility and the total name-plate rated capacity of the proposed generation facility at the connection point;
- b. the fuel type of the proposed generation facility;
- c. the type of technology to be used; and
- d. The location of the proposed generation facility including address and account where available.

3.5.4 Interface Protection and Isolating Devices

The Embedded Generator shall provide an interface protection that minimizes the frequency and severity of disturbances on the Distribution System and the impact on other Customers. The embedded generation facilities must also meet the technical requirements as identified in the connection agreement. The interface protection shall be capable of automatically isolating the Generator(s) from the Distribution System in the following situations:

- (a) internal faults within the embedded generation facility;
- (b) external faults in the Distribution System; and
- (c) abnormal system conditions, including, but not limited to open phase and islanding, over/under voltage and over/under frequency, and motoring.

The Embedded Generator shall provide, install and maintain a disconnecting device at the connection point with the Distribution System for the purpose of isolating the embedded generation facility in case of emergency and for work protection. The disconnecting device shall:

- (a) be located at or near the demarcation point of connection of the embedded generation facility to the Distribution System, and
- (b) be readily accessible;
- (c) provide a visible indication of the open main current-carrying path that isolates the embedded generation facility from the Distribution System;
- (d) have a three-pole gang operated switch mechanism suitable for load break operations at rated load (subject to SLHI's prior written approval);
- (e) single-phase Customers may use single pole switches or openers;
- (f) meet Ontario Electrical Safety Code requirements;
- (g) will prevent back-feed in the event of an outage on the Distribution System;
- (h) be rated for maximum fault current available at that location on the Distribution System;
- (i) be lockable in the open position;
- (j) be suitable for safe operation under the conditions of use; and
- (k) have an interlock.

These devices must be operated at least once a year, unless specified otherwise in the connection agreement, and the verification report of the operation of the devices shall be retained by the Embedded Generator and shall be provided to SLHI upon request.

3.5.5 Metering for Embedded Generation Facilities (FIT) Metering Installations

The metering shall be installed at the demarcation point of connection of the embedded generation facility to the Distribution System. The point of demarcation for an embedded generation facility is the primary live line clamp or lines switch that is installed on or at SLHI's distribution line. If this is not practical, SLHI shall apply loss factors to the generation output in accordance with the loss factors applied for retail settlements and



billing.

The Embedded Generator shall install metering in accordance with the Code and SLHI's standard metering requirements. The Embedded Generator shall provide SLHI with the technical details of the Meter Installation.

An Embedded Generator shall be responsible for the cost of the meter, the installation, and maintenance of an approved meter (using a Registered Meter Service Provider) in accordance with the Code. SLHI will procure and install the appropriate meter.

Embedded generation facilities that receive energy (e.g. for station use or back-up supply) shall be placed in the appropriate Rate class and billed for the energy consumed.

3.5.6 Transformers

Any step-up transformation equipment required to step-up the embedded generation facility's output voltage to the primary voltage of SLHI's distribution line shall be supplied, installed, owned and maintained by the Embedded Generator.

For Customers connected to the Distribution System that wish to install an embedded generation facility with a total installed generation capacity of less than 10 kW, SLHI may, at its sole discretion, permit the embedded generation facility to be connected through SLHI's existing transformer. In such cases, the Embedded Generator shall be responsible for any and all damage to the SLHI facilities and equipment caused by the operation of the embedded generation facility.

3.5.7 Maintenance Schedules

The Embedded Generator must implement and adhere to a regular scheduled maintenance plan to assure both SLHI and the Embedded Generator that the connection devices, protection and control systems are maintained in good working order. The provisions of said maintenance plan are to be listed in the connection agreement and outlined in 3.5 above. The Embedded Generator must conduct a re-verification at least every 48 months (or as specified in the connection agreement) and provide a written report to SLHI signed by a professional licensed engineer.

SLHI, in its sole discretion, may request to witness the re-verification of any protections that could adversely impact the Distribution System. The Embedded Generator shall pay for the re-verification and provide SLHI a copy of the report giving the results of the re-verification of the protections.

3.5.8 Reporting Requirements

All Embedded Generators over 100 kVA shall report any "significant event" to SLHI within 5 business days. The connection agreement may include a list of events deemed significant and provide a standard report format.

The Embedded Generator shall keep a written log of the operation of its protections that result in the tripping of its interrupting devices. On request, the Embedded Generator must provide a copy of the log to SLHI. The log shall contain, at a minimum, the following information:

- (a) the date and time of event/operation of protections;
- (b) which relay or protection feature of the relay initiated trip; and
- (c) conditions and unit output at the time of the trip that may be related to the operation (e.g. lightning, outage of feeder, etc.).



3.5.9 Capital Contribution

When SLHI is required to add new SLHI facilities or equipment, alter existing SLHI facilities or equipment, or increase the capacity of the Distribution System to connect a new embedded generation facility (an “expansion”), SLHI will perform an economic evaluation to determine the Embedded Generator’s capital contribution for the equipment, labour and ongoing maintenance costs of the expansion (the “Expansion costs”). SLHI will use the discounted cash flow model and assume that future revenue will be zero.

3.5.10 Compliance

All equipment of Embedded Generators connected, operating or procured before July 14, 2000 is deemed to be in compliance with SLHI performance requirements except for the requirements of the Electrical Safety Authority and the isolating device requirements identified in section 3.5.2 herein.

SLHI may require that the equipment deemed compliant to be brought into actual compliance with SLHI’s performance requirements within a time-frame established by SLHI but not to exceed 12 months; where, at SLHI’s sole opinion, there is:

- (a) a material deterioration of the Distribution System reliability resulting from the performance of the Embedded Generator’s equipment; or
- (b) a material negative impact on the power quality of an existing or a new Customer resulting from the performance of the equipment at the embedded generation facility; or
- (c) a material increase in generating capacity at the site where the equipment deemed compliant is located.

3.5.11 Disconnection of Embedded Generator Facility

SLHI has the right to disconnect an embedded generation facility from the Distribution System where, in the sole opinion of SLHI, any of the following conditions, exist:

- (a) there is a material deterioration of Distribution System reliability resulting from the performance of the Embedded Generator’s equipment;
- (b) there is a material negative impact on the quality of power of an existing or a new Customer resulting from the performance of the equipment at the embedded generation facility;
- (c) the Embedded Generator has failed to re-verify the protection and control systems report within 30 days; or
- (d) the Embedded Generator’s report of the re-verification of the protection and control system shows unacceptable deficiencies.

3.6 Embedded Market Participant

An “embedded market participant” is a Customer who is registered as a market participant with the IESO and whose facility is not directly connected to the IESO controlled grid but is connected to the Distribution System. All embedded market participants within the service jurisdiction of SLHI, once approved by the IESO are required to inform SLHI of their approved status in writing 60 days prior to their participation in the IESO administered market.

A connection agreement will be required between an embedded market participant and SLHI, which will also include an operating schedule.



An embedded market participant will be responsible for the ownership, installation and maintenance of the meter and contracting the services of a registered meter service provider. Responsibility for an existing Meter Installation will transfer from SLHI to the embedded market participant on the meter seal expiry date.

3.7 Embedded Distributor

Not Applicable

3.8 Unmetered Connections

There are instances where connections can be provided without metering. These loads are generally small in size and consistent in magnitude of load. SLHI reserves the right to review all cases and may request a meter installed at its sole discretion.

Services that can be connected unmetered include, but are not limited to street lights, cable TV amplifiers, telephone switching devices, phone booths, bus shelters, railway crossing signals, traffic signals, or other small fixed loads. The method of billing will be based on estimated usage, which the Standard Customer will supply to SLHI.

All unmetered connections fall under the Street Lighting or Unmetered Scattered Load Classifications.

3.8.1 Street Lighting

The energy consumption for streetlights is estimated based on SLHI's 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 work.

SLHI must approve the location of new lighting installations on its line poles prior to any work being completed and the streetlight owner shall enter into an agreement to use such poles. SLHI will make the electrical service connection of all streetlights to the Distribution System. A formal streetlight agreement must be executed between SLHI and the street light tenant prior to installation.

From time to time SLHI will request information of street light owners to confirm consumption accuracy.

3.8.2 Traffic Signals/Beacons & Crosswalk Signals/Beacons

Services allowed will be considered as Unmetered Scattered Load Services and must meet the requirements in Section 3 of these Conditions. Each installation will be reviewed by SLHI to determine the application of rates. All services will be connected to the SLHI low voltage system. SLHI will advise the Customer of the service connection point. All services must have an Electrical Safety Authority approval prior to connection.

3.8.3 Decorative Lighting and Tree Lighting Services

Decorative or Tree Lighting if connected to the Municipal Street Lighting System will be treated as Street Lighting Class of Service. Decorative or Tree Lighting connected to the SLHI distribution system shall have a rate structure as Unmetered Scattered Load classification unless metered, in which case it would be classified as a General Service < 50 kW Customer.

If the service is metered, the following outlines the demarcation point:



- a) For Overhead – the top of the Customer’s service standpipe/mast
- b) For Underground – the line side of the Customer’s meter base.

3.9 Temporary Services

This section pertains to the supply of electrical energy on a temporary basis. The term “Temporary” applies to non-permanent installation, as may be required for construction purposes. A temporary service is intended to be in service for a period of not more than twelve (12) months from the date the service is connected.

SLHI will disconnect the temporary service after the twelve (12) month period unless permission has been obtained, in writing, from SLHI prior to the twelve (12) month period. The Customer is responsible to contact SLHI and negotiate an extension beyond the twelve (12) month period.

The Customer must pay all temporary service costs and a monthly transformer rental charge if applicable. The Customer is also required to install and maintain the service conductors from the supply point to the load. If the supply point is relocated, the Customer will be contacted and informed that the service conductors must be extended at a cost to the Customer to the new supply point.

3.9.1 Service Requirements

The service voltage will be established by SLHI depending upon the location of the building/construction site.

Electrical energy will be supplied at single phase, 3 wire, having nominal voltage of 120/240 volts and a maximum of 200 amperes.

The Customer will be charged a temporary service fee as set out in the Ontario Energy Board approved tariff of rates and charges.

All temporary services are required to be metered.

3.9.2 Service Information and Conditions

The Customer or their agent is to consult with SLHI in advance of requiring power to ensure supply facilities are available and to obtain a “Service Layout” which will identify the meter location and any other servicing instructions.

For a service location or any information regarding the service, contact the SLHI Operations Manager.

The location of the service entrance point and details of metering will be established through consultation with SLHI. Failure to comply may result in modifications at the Customer’s expense.

Temporary Services will be considered as General Service and must meet the requirements set out in Section 3 of these Conditions.

At the discretion of SLHI, one or more temporary services may be provided for a site, subject to the requirements and approval of the Electrical Safety Authority.



3.9.3 Supply from Pole Line

No Customer-owned equipment may be attached to SLHI owned poles. All services require inspection by the Electrical Safety Authority and SLHI prior to energization.

The Customer must provide all overhead conductors to reach the supply point. The Customer will supply or pay to SLHI all costs for any anchoring as required.

3.9.4 Supply from Underground Distribution System

There are areas where only an underground system has been installed. It will be necessary to consult with SLHI to establish the method and cost of obtaining temporary construction service.

3.9.5 Site Information

The Customer is to provide the following information to SLHI when requesting a temporary service:

- a) Civic Address
- b) Customer billing information, such as Customer name, billing address, telephone, etc.
- c) Requested energization and removal dates
- d) Amperage of service
- e) Preferred voltage
- f) Preferred point of service entrance
- g) Estimated kilowatt demand
- h) A listing of all significant loads, (such as large motors) and total connected load in kVA
- i) A site plan showing the location of the delivery point, relative to lot lines and the street

3.9.6 Metering

If a metering cabinet is required, it must be of a sufficient size to house the service and meter equipment. Any outdoor installations will also be weatherproof and have the provisions for a padlock that meet SLHI standard and specifications.



SECTION 4 GLOSSARY OF TERMS

“Act” means the *Ontario Energy Board Act*, S.O. 1998, C.15, Schedule B;

“Affiliate Relationships Code” means the Code, approved by the Ontario Energy Board and in effect at the relevant time, which among other things establishes the standards and conditions for the interaction between electricity distributors and transmitters and their respective affiliated companies;

“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 governmental department, commission, board, court authority or agency;

“Building that Lies Along” means a Customer property or parcel of land that is directly adjacent to or abuts onto the public road allowance or easement where SLHI has SLHI facilities and equipment of the appropriate voltage and capacity;

“Code” means the Distribution System Code, approved by the Ontario Energy Board in effect at the relevant time;

“Common Service Tap” means that portion of a distribution line on private property that supply up to two Standard Customers;

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

“Conditions of Service” means the document as developed by SLHI in accordance with subsection 2.3 of the Distribution System Code that describes SLHI’s operating practices and connection rules;

“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 SLHI and an Embedded Generator, Embedded Distributor, large load Standard Customer, or Customer wishing to connect a subdivision or development whose equipment is or will be connected to SLHI’s Distribution System that outlines the conditions of the connection and delivery of electricity to that connection;

“Connection Cost Recovery Agreement” means the agreement entered into between SLHI and a person connected to its Distribution System that describes the work to be performed by SLHI in connecting the Customer, the cost of same, any required capital contribution and/or revenue guarantees;

“Customer” means a person who is connected to the Distribution System and includes Standard Customers, Subtransmission Customers, Embedded Generators, and Embedded Distributors. If an account is opened in more than one person’s name, all such persons are Customers and are jointly and severally responsible for compliance with these Conditions of Service and to pay the rates and charges in accordance with these Conditions of Service;

“Customer Equipment” means all electrical and mechanical equipment owned by the Customer;

“Demand Billed Customer” means a demand metered Customer with average monthly peak demand greater



than 50 kW over 12-months that is read monthly and billed in kW demand as well as kWh;

“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 SLHI responsibility for operational control and ownership of distribution equipment including connection assets ends at the Customer;

“Disconnect” or **“Disconnection”** means a de-activation of connection assets which results in cessation of distribution services to a Customer;

“Distribution Losses” means energy losses that result from the interaction of intrinsic characteristics of the distribution network such as electrical resistance with network voltages and current flows;

“Distribution Loss Factor” means the factor(s) by which metered loads must be multiplied such that when summed it equals the total measured load at the supply point(s) to the distribution system;

“Distribution Services” means services related to the distribution of electricity and the services the Ontario Energy Board has required distributors to carry out for which a charge or rate has been approved by the Ontario Energy Board under Section 78 of the Act;

“Distribution System” means SLHI’s system for distributing electricity below 50 kV, and includes any structures, equipment or other things used for that purpose. The distribution system is composed 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” means the code, approved by the Board, 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 retailers and provides minimum technical operating standards of the Distribution System.;

“Electricity Act” means the *Electricity Act, 1998*, C.15, Schedule A;

“Electrical Safety Authority” or **“ESA”**, means the person or body designated under the Electricity Act Regulations as the ‘Electrical Safety Authority’;

“Embedded Distributor” means a distributor who is connected to the Distribution System;

“Embedded Generator” or **“Embedded Generation Facility”** means a Generator whose generation facility is connected to the Distribution System;

“Emergency” means any abnormal system condition that requires remedial action to prevent or limit loss of the supply of electricity;

“Energy Only Customer” means any Customer with average monthly peak demand of 50 kW or less over 12 months that is billed for electricity service on kWh energy only;

“Force Majeure Event” shall be deemed to be a cause reasonably beyond the control of the party whose inability as aforesaid is involved such as, but without limitation to, strike of that party’s employees, damage or destruction by the elements, accident to the works of that party, fire, explosion, war on the queen’s enemies, 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, severe weather, flood, fire, lightning, other forces of nature, acts of animals, epidemic, quarantine, restriction, sabotage, act of a public enemy, earthquake, riot, civil disturbance, strike, restraint by court order or public authority, or action or non-action by or inability to obtain authorization or approval from any governmental authority, or any combination of these causes;

“SLHI” means Sioux Lookout Hydro Inc.;

“General Service” means all service supplied to premises other than those designated as residential, street lighting, safety/ maintenance or interval metered classes. Generally, it includes commercial, industrial, educational, administrative, auxiliary and government-type services. It includes combination-type services where the owner of one property makes a variety of uses of the service, and all multiple services, except Residential;

“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 electricity 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;

“SLHI Facilities and Equipment” means SLHI’s meters, wires, poles, cables, transformers, any other structures, equipment, all other appliances and equipment or other things used for distributing electricity;

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

“IESO Controlled Grid” means the transmission systems with respect to which, pursuant to agreements, the IESO has authority to direct operation;

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

“Load Transfer” means a network supply point of one distributor that it supplies through the distribution network of another distributor and where this supply point is not considered a wholesale supply or bulk sale point;

“Load Transfer Customer” means a Customer that is provided distribution services through a load transfer;

“Market Participant” means a person who is authorized by the market rules to participate in the IESO-administered markets or to cause or permit electricity to be conveyed into, through or out of the IESO controlled grid;



“Market Rules” means the rules made under Section 32 of the Electricity Act;

“Measurement Canada” means the special operating agency established in August 1996 by the Electricity and Gas Inspection Act, 1980-81-82-83, C.87 and Electricity and Gas Inspection Regulations (SOR/86-131);

“Meter Installation” means the meter and, if so equipped, the instrument transformers, wiring, test links, fuses, lamps, loss of potential alarms, 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;

“MIST Meter” means an interval meter from which data is obtained and validated within a designated settlement timeframe MIST stands for “metering inside the settlement timeframe”;

“MOST Meter” means an interval meter from which data is only available outside of the designated settlement time frame. MOST stands for “metering outside the settlement timeframe”;

“Multiple 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.;

“Ontario Energy Board Act” means the *Ontario Energy Board Act, 1998*, S.O. 1998, C.15, Schedule B;

“Open Access” means the date that SLHI was required to provide non-discriminatory access to the Distribution System;

“Operational Demarcation Point” means the physical location at which SLHI has operational control of distribution equipment including connection assets ending at the Customer;

“Ownership Demarcation Point” means the physical location between Customer owned equipment, service lines and SLHI owned distribution facilities;

“Point of Supply”, with respect to an embedded generation facility, means the connection point where electricity produced by the embedded generation facility is injected into the Distribution System;

“Present Value” means the current value of a future amount of money;

“Primary Metered Service” means a connection whose meter point is located on the primary side of a distribution transformer;

“Primary Service” means a connection directly to SLHI’s primary facilities.

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

“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 thereto including, construction projects – O. Reg. 213/91;

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

“Rate Handbook” means the document approved by the Ontario Energy Board that outlines the regulatory



mechanisms that will be applied in the setting of distributor rates;

“Registered Metered Service Provider” means a person that provides, installs, commissions, registers, maintains, repairs, replaces, inspects and tests metering installations, and is approved and registered by Measurement Canada;

“Regulations” means the regulations made under the Act or the Electricity Act;

“Residential Service” means all services supplied to single-family dwelling units for domestic/household purposes.

“Retail”, with respect to electricity means,

- 1) sale or offer to sell electricity to a Customer
- 2) act as agent or broker for a retailer with respect to the sale or offering for sale of electricity, or
- 3) act or offer to act as an agent or broker for a Customer with respect to the sale or offering for sale of electricity;

“Retail Settlement Code” means the code approved by the Ontario Energy Board and in effect at the relevant time, which, among other things, establishes a distributor’s obligations and responsibilities associated with financial settlement among retailers and Customers and provides for tracking and facilitating Customer transfer among competitive retailers;

“Seasonal Service” means all services supplied to single-family dwelling units for domestic purposes and are seasonal/intermittently-occupied. A Seasonal service could be anything from a service on a pole to a ski chalet, or a modern house being used as a cottage.

“Secondary Service” means a connection to the low voltage side of a distribution transformer located on the Distribution System.;

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

“Standard Customer” means any Customer who is **not** an Embedded Distributor, an Embedded Generator, or a service that requires power for less than 12 months;

“Standard Supply Service” means the service approved by the Ontario Energy Board 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;

“System Enhancements” or **“Enhancements”** means upgrades to the existing Distribution System that are triggered by a new connection and are required in order to maintain system operating characteristics and system capacity;

“System Expansion” or **“Expansion”** means an addition to the Distribution System in response to a request for additional Customer connections that otherwise could not be made;

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

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



“Wholesale Market Participant” means a party that sells or purchases electricity or ancillary services through the IESO administered markets.



SECTION 5 APPENDICES

- A. Demarcation Points & Charges For Connection
- B. Recommended Voltage Variation Limits
- C. Basic Connection and Disconnection Fees
- D. Agreement and Application for Hydro Electric Service
- E. Service Layout Application
- F. Pole Sharing Arrangement (Owner and User)
- G. Pre-Authorized Payment
- H. Security Deposit – Payment by a Third Party Acknowledgement
- I. Disconnection Authorization
- J. Guidelines for Acquiring Electrical Service
- K. Service Information Sheet
- L. Guidelines for Acquiring Residential Electrical Service
- M. Offer To Connect – Residential
- N. Capital Contribution Letter – General Service
- O. Capital Contribution Letter – Residential Subdivision



Sioux Lookout Hydro Inc. Contact Information

CUSTOMER INQUIRY AND SERVICE

To contact us for questions concerning your account:
1-807-737-3800

Monday to Friday 8 am to 4:30 pm (with exception of holidays)

Website: <http://www.siouxlookouthydro.com>

E-mail: slhydro@tbaytel.net

EMERGENCY SERVICE

For power outages, downed lines, or other emergencies:

During Business hours: 1-807-737-3800

After Regular Business hours: 1-807-737-3806

ONTARIO ONE CALL

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QUESTIONS ABOUT THE ELECTRICITY MARKET?

If you have questions, or wish to learn more about the electricity market you can contact the following sources for information:

ONTARIO ENERGY BOARD

Customer Service Centre: 1-877-632-2727

Website: www.ontarioenergyboard.ca

INDEPENDENT ELECTRICITY SYSTEM OPERATOR (IESO)

Customer Service Centre: 1-888-448-7777

Website: www.ieso.ca

ONTARIO POWER AUTHORITY

Customer Service Centre: 1-800-797-9604

Website: www.powerauthority.on.ca