

RECORD of CHANGES (RoC)

RE: Conditions of Service v.3.0
RoC Issued February 11, 2013

This Record of Changes provides a summary of the key changes to Kingston Hydro's Conditions of Service Version 3.0 and where to find the updates in the document.

V3.0	Section & Title	Add	Change	Remove
	<i>Global changes throughout entire document</i>		<ul style="list-style-type: none"> Utilities Kingston website address references replaced with www.kingstonhydro.com Telephone number updated throughout to 613-546-0000 for general inquiries. Email contact updated to info@kingstonhydro.com Regulatory contact updated to "Regulatory Affairs". Miscellaneous formatting and number updates Moved Telephone, Address, and Email information contained in Header to Footer. "Meter Shop" updated to "Services Advisors" and contact extension updated. 	
Cover	Conditions of Service (COS)		<ul style="list-style-type: none"> Version number updated to 3.0 and replaces all previous versions. Issue Date updated to 	

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V3.0	Section & Title	Add	Change	Remove
			March 15, 2013	
	Conditions of Service		<ul style="list-style-type: none"> Renamed initial “Conditions of Service” section to “Preface” 	
	Preface	<ul style="list-style-type: none"> Introductory text to describe purpose of document, access, and availability of document. 	<ul style="list-style-type: none"> Website address update to www.kingstonhydro.com 	
	Table of Revisions			<ul style="list-style-type: none"> Removed from COS to a separate document named Record of Changes
1	Rights & Complaint Resolution		<ul style="list-style-type: none"> Renamed “ Introduction” 	
1.1	Identification of Distributor and Service Area		<ul style="list-style-type: none"> Update Kingston Hydro Distribution License number to currently issued ED-2003-0057 	
1.2	Related Codes and Governing Laws	<ul style="list-style-type: none"> Unit Sub-Metering Code 	<ul style="list-style-type: none"> Removed outdated Kingston Hydro License number. 	
1.4	Amendments and Changes		<ul style="list-style-type: none"> “Regulatory Analyst” to “Regulatory Affairs”. “at least once per year” to “as necessary” 	<ul style="list-style-type: none"> Effective date of COS
1.5	Contact Information & Hours of Operation	<ul style="list-style-type: none"> Underground Cable Locating - Ontario One Call telephone number and website link. 	<ul style="list-style-type: none"> Mailing address updated to include P.O. Box and changed street name to John Counter Boulevard. Business Hours changed 	

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1.6.2	Disconnection at Customer/Consumer's request			<ul style="list-style-type: none"> Removed reference to Section 3.
1.8	Disputes		<ul style="list-style-type: none"> Mailing address updated to include P.O. Box and changed street name to John Counter Boulevard. Email: info@kingstonhydro.com 	
2.1.1.5	Connection Agreement	<ul style="list-style-type: none"> Embedded Wholesale Market Participant, responsible person for a Multi-Unit Residential Rental Building and Condominiums (MURB developer, condominium board of directors, or landlord) 		<ul style="list-style-type: none"> Smart Sub-Meterer
2.1.1.6	Inspections before Connections	<ul style="list-style-type: none"> Numbering added 		
2.1.1.7	Connection		<ul style="list-style-type: none"> Numbering updated 	
2.1.2	Connection Process of an Embedded Generator		<ul style="list-style-type: none"> "document" changed to "guide" 	<ul style="list-style-type: none"> "also available at"
2.1.3	Connection of an Embedded Distributor or an Exempt Distributor	<ul style="list-style-type: none"> Second paragraph of text 	<ul style="list-style-type: none"> "Smart Sub-Meterer" replaced with "Exempt Distributor for the purpose of enabling unit smart sub-metering by the exempt distributor" 	
2.1.3.3	Request to Connect Exempt		<ul style="list-style-type: none"> Section title changed from 	<ul style="list-style-type: none"> Second paragraph removed

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	Distributor		<ul style="list-style-type: none"> “a Smart Sub-Meterer” to “an Exempt Distributor” “Appendix E” reference changed to “Section 2.7.1.1” 	
2.1.4			<ul style="list-style-type: none"> Reference to “Kingston Electricity Distribution Limited” changed to “Kingston Hydro” 	
2.1.5.1	Expansion Process		<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> In second paragraph redundant text “system” removed
2.1.5.2	Offer to Connect for Connections Requiring Expansions		<ul style="list-style-type: none"> Reference to Section “2.1.0.1” changed to “2.1.1” 	
2.5.3	Disconnection for Non-Payment	<ul style="list-style-type: none"> Text for compliance with new Distribution System Code (DSC) customer service and eligible low income rules 	<ul style="list-style-type: none"> “seven” days notice changed to “ten (10)” days notice for DSC compliance. 	
2.6.1	Limitations on the Guaranty of Supply		<ul style="list-style-type: none"> Voltage guidelines section reference updated to 2.6.7. Third paragraph, “requiring” changed to “that require” 	
2.6.4	Emergency Service (Trouble Calls)		<ul style="list-style-type: none"> Telephone number replaced with reference to Section 1.5. 	
2.6.5	Electrical Disturbances		<ul style="list-style-type: none"> Voltage guidelines section 	

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V3.0	Section & Title	Add	Change	Remove
			<ul style="list-style-type: none"> reference updated to 2.6.7. “themselves” changed to “their equipment and belongings” 	
2.6.6	Standard Voltage Offering		<ul style="list-style-type: none"> For pad-mounted transformers, allowed maximum service capacity of 750kVA, 2600A at 120/208v and 1000A at 600/347v. 	<ul style="list-style-type: none"> Removed “Refer to Section 3 for General Information.”
2.7	Metering			
2.7.1	General	<ul style="list-style-type: none"> “except where the Customer elects to be an “Embedded Market Participant” Second paragraph text describing what a meter installation may be comprised of. Third paragraph added “owned by Kingston Hydro” 		
2.7.1.1	Smart Metering	<ul style="list-style-type: none"> New section - Text added to inform of smart metering installation to comply with government’s smart meter initiatives. 		
2.7.1.2	Metering Requirements for Multi-Residential Rental	<ul style="list-style-type: none"> New section - re: Ontario Regulation 389/10 and 		

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V3.0	Section & Title	Add	Change	Remove
	Buildings and Condominiums	installation of unit smart metering options, common area metering, bulk interval metering.		
2.7.1.3	Metering Requirements for Distributed Generators	<ul style="list-style-type: none"> New section - basically references existing Appendix B "Guide for Distributed Generators" 		
2.7.4	Meter Reading	<ul style="list-style-type: none"> "the customer/consumer, must on reasonable notice, arrange such access at a mutually convenient time. A special meter read" 		
2.7.6	Faulty Registration of Meters	<ul style="list-style-type: none"> Text added about paying an under-billing amount for compliance to DSC re: customer service and eligible low-income rules. 	<ul style="list-style-type: none"> Billing error resulting in an over-billing amount. The maximum period of over billing for which the customer or retailer is entitled to be repaid changed from "six" years to "two" years (RSC 7.7.7). 	
2.8.3.2	Calculation of Security Deposit		<ul style="list-style-type: none"> Reference to Section "2.4.3.2.1" changed to "2.8.3.4" 	
2.8.3.3	Timing of Payment of Security Deposit	<ul style="list-style-type: none"> Text added about residential options for paying security deposit for compliance to 		

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V3.0	Section & Title	Add	Change	Remove
		DSC re: customer service and eligible low-income rules.		
2.8.3.4	Waiver of Security Deposit	<ul style="list-style-type: none"> Parts b) and c) added. Added text describing no Security Deposit requirement for a residential Customer that has been qualified as an eligible low income customer. 	<ul style="list-style-type: none"> Changed wording/formatting of this section. References to Section “2.4.3.4.1” changed to “2.8.3.4” 	
2.8.7.1			<ul style="list-style-type: none"> A customer may choose to enroll with an EPP plan commencing any month of the year - there is no limitation in terms of a certain start month. 	
2.8.8	Late Payment Charges & N.S.F. Cheques	<ul style="list-style-type: none"> Text added about residential late payment charges and eligible low income for compliance to DSC re: customer service and eligible low-income rules. 		
2.11	Customer Classes			<ul style="list-style-type: none"> “Please refer to the OEB Electricity Rates Handbook for further details regarding distribution rates.”
2.11.8	microFIT Generator Service	<ul style="list-style-type: none"> Added this section with text 		

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V3.0	Section & Title	Add	Change	Remove
		to describe the microFIT class		
2.12.5	Appendix E - Smart Sub-Metering Information for Condominiums			<ul style="list-style-type: none"> Removed this section. Pertinent information was added to the metering section of this COS.
2.14.1.1	Service Requirements <i>(RE: Residential Service with One Supply and One Meter)</i>		<ul style="list-style-type: none"> Kingston Hydro will provide one secondary electrical service “per civic address” replaced with “per property”. 	
2.16	General Services Primary	<ul style="list-style-type: none"> Kingston Hydro will provide one primary service per property/development. For 13.8kV, added “(where available)” 		
3.1	Sources of Definitions	<ul style="list-style-type: none"> Unit Sub-Metering Code “USC” Energy Consumer Protection Act, 2010, S.O. 2010, c.8, Definitions - “ECPA” 		
3.2	Definitions	Following definitions added: <ul style="list-style-type: none"> Eligible Low-Income Customer Emergency Financial Assistance Exempt Distributor 		

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V3.0	Section & Title	Add	Change	Remove
		<ul style="list-style-type: none"> • Smart Meter • Smart Metering Entity or “SME” • Unit Sub-Meter Provider 		
4.	Appendices			<ul style="list-style-type: none"> • “available upon request or online” • Appendix E: Smart Sub-Metering Information for Condominiums
A	Appendix A:		<ul style="list-style-type: none"> • Formatting changes • Updated Version number • Updated Effective date 	
A	Policy Statement	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 2nd paragraph reworded. 	<ul style="list-style-type: none"> •
A	Economic Evaluation definition	<ul style="list-style-type: none"> • “and a contributed capital model that is updated to reflect most current distribution rates and assumptions available.” 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • “and a system modeling spreadsheet that is updated annually.”
A	Expansion definition		<ul style="list-style-type: none"> • Updated to reflect DSC definition. 	
A	Scope and Applicability		<ul style="list-style-type: none"> • Paragraph reworded. 	<ul style="list-style-type: none"> •

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A	Calculation of Capital Contribution Amounts - the Economic Evaluation Process	<ul style="list-style-type: none"> • This calculation is in accordance with the Distribution System Code's "Appendix B - Methodology and Assumptions for an Economic Evaluation", which is included as an attachment to this document. 	<ul style="list-style-type: none"> • Contributed Capital calculation revised to read "NPV of Expansion Costs - NPV of Revenues" • "Load Summary Form" replaced with "Electric Service Request Form" 	<ul style="list-style-type: none"> • Submission of this completed form along with the initial "Service Request Form" filled out by the customer for any new or expanded service is appreciated and will result in quicker processing time for the economic evaluation. • Upstream costs sentence reference removed. • Kingston Hydro regularly reviews and calculates the per-kVa capital costs, operating costs, and maintenance costs of new or upgraded connections.
A	Offer to Connect		<ul style="list-style-type: none"> • "system" model replaced with "contributed capital" model 	<ul style="list-style-type: none"> • "(average costs per kVa can vary based on customer specific risk factors and connections characteristics)"

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V3.0	Section & Title	Add	Change	Remove
	Attachment 1: _____	<ul style="list-style-type: none"> DSC Appendix B - Methodology and Assumptions for an Economic Evaluation 		
B	Appendix B: Guide for Distributed Generators		<ul style="list-style-type: none"> Version updated Effective date updated Contact information updated Links to various external website sources updated Contact Telephone number updated Utilities Kingston website address and links replaced with Kingston Hydro address and links Connection agreement timeframes and CIA timeframes updated to reflect "timeframes set out in the Distribution System Code". 	
C	Appendix C: Metering	<ul style="list-style-type: none"> Appendix C: Metering 	<ul style="list-style-type: none"> Version updated 	

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	Specifications	Specifications currently under review.	<ul style="list-style-type: none"> Effective date updated Contact information 	
D	Appendix D: Sample Connection Agreements		<ul style="list-style-type: none"> Version updated Effective date updated 	
E	Appendix E: Smart Metering and Smart Sub-metering Information for Condominiums			<ul style="list-style-type: none"> Deleted Appendix E - necessary information incorporated into CoS.

TABLE OF REVISIONS prior to V3.0

Date	Version #	Description
07/10/09	2.3	<ul style="list-style-type: none"> Addition of Fire Safety Notice provision (s.2.2.4) for customers being disconnected for non-payment Re-numbering of section headers in s.2 for consistency
08/04/14	2.4	<ul style="list-style-type: none"> Revisions necessary to reflect new OEB licensing requirements for Smart Sub-Metering entities and provincial legislation coming into force as of Dec. 31, 2007 Extensive numbering and formatting revisions Public Notice wording changes in s. 1.4 Clarification of Complaint vs. Dispute Resolution Processes

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- in s. 1.8.1 & s. 1.8.2
- Addition of 13800kV Service Availability
 - Addition of clauses and modification of Appendix A to clarify KEDL's policies regarding customer owned transformers
 - Insertion of language to clarify the difference between Connection Types in s. 3.4, 3.7, and 3.8
 - Clarification of primary service availability in s. 3.8
 - Modifications to Appendix B: Removal of references to expired Connection Cost Rebate Program; Clarification of Backup Generation and Battery Storage policies
 - Modification of Public Review Policy for C of S.
- 08/12/28** **2.5**
- Kingston Electricity Distribution Limited (Kingston Hydro) name changed to "Kingston Hydro" throughout C of S and appendices.
 - Corrected Fax number throughout C of S & related documents.
 - S. 3.2 - Harmonization of Rate Class definitions within C of S to those contained within Kingston Hydro's OEB issued Rate Order
 - S. 1.6.2 - Definition addition & Clarification of Maintenance Disconnect Policies. One free maintenance disconnect per year applies only to meter-pull disconnections
 - s. 1.4 - update of effective date of ver. 2.5 of the C of S and

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addition of Customer/Consumer review/consultation procedure.

- s. 1.8 - update of dispute resolution procedures to reflect operational changes. Elimination of in-person customer service at 1211 John Counter due to customer service centre relocation, modification of personnel titles, modification of customer service hours of operation.
- Tables 5 & 6 - clarification of availability of non-standard service voltages and configurations in certain areas.
- Replace references to s. 3.0.4 with references to s. 3.4
- s. 2.8.9.1 - Elimination of option for Utilities Kingston staff to pick up payment at a customer's location for a fee.
- Inclusion of additional material and application forms within Appendix B - Kingston Hydro Guide for Distributed Generators.
- Replacement of all KEDL logos with Kingston Hydro Logos
- Addition of Appendix E - Smart Sub-Metering Information for Condominiums
- Edits for readability, clarification of some headings.
- S 2.1.1.2 & 2.1.1.3 - reference DSC s. 7 - Service Quality Requirements for customer response & offer timelines.
- S. 2.1.5 - Changes to reflect new Economic Evaluation and Capital Contribution model, new policy for cost responsibility for distribution system expansions beyond

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connection point to existing system.

- Revision of Appendix A to reflect clarifications made to Kingston Hydro's Economic Evaluation and Capital Contribution policies.
- Revisions to Appendix B to reflect changes to the Distribution System Code and Kingston Hydro policies regarding generator connections.

09/07/20

- Correction of typographical error - Demarcation Point description - Table 4, Pg. 45
- Removal of 'service layout fee' notes to service types in Table 4 - covered in revised s.2.13
- Expansion of pole and pad mount transformer availability for Large General Secondary Services - Table 7, Pg. 54.
- Correction of typographical errors - Pg. 41, s.2.10; 2.11.1
- Clarification of Primary and Secondary service connections - Pg. 41, s.2.10; s.3.2, Definitions
- Appendix D, Pg. 4 - correction of typographical error - "rated" to "rates".
- S.2.8.3.1 - Addition of reference to OEB Distribution System Code for security deposit charge calculation methodology.
- S.2.8.3.3 - Clarification of timing of security deposit

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payments by customers.

- S.2.7.8.1 - Revision to application of Equal Payment Plan - start months changed to either June or July depending on month of scheduled meter read.
- S.2.1.1.6 - Re-numbering of section
- S.1.7.2 - Addition of Kingston Hydro right to access certain customer information for purposes of verifying identity or service responsibility.
- Addition of s.2.22 - Customer responsibility to operate equipment on customer side of demarcation point.
- Amalgamation and clarification of s.2.16 & 2.17 - General Services - Primary, Kingston Hydro & Customer owned transformation.
- S.2.18 - removal of reference to section 3 - replaced with reference to entire CofS.
- S.2.14.2.1 - Change reference to s.3.1 to s.2.14.1.1 to correspond with re-numbering done in CofS v2.5.
- S.2.14.1 - Correction of typographical error - Changed references residential service availability table from “Table 3” to “Table 5”
- S.2.13 - Moved “service layout fee” requirement to top-level of section 2.13 - Kingston Hydro requires a service layout and associated fee for all new service or service change requests.

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- Addition of notification on “Appendix B - Kingston Hydro Guide for Distributed Generators” of pending major changes to connection processes, requirements, and cost responsibility flowing from the province’s implementation of the “Green Energy Act” and “Feed-in Tariff” program