



**Peterborough
Distribution Inc.**

CONDITIONS OF SERVICE

March 1, 2010 – Rev 3

CONDITIONS OF SERVICE

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Section 1.0 INTRODUCTION

1.1 IDENTIFICATION OF DISTRIBUTOR AND TERRITORY

Peterborough Distribution Inc. under Ontario Energy Board Licence **ED-2002-0504** (amended July 25, 2008) is the authorized distributor in the City of Peterborough, Village of Lakefield and the Village of Norwood.

1.2 RELATED CODES AND GOVERNING LAWS

The delivery of electricity and related services to its Customers by Peterborough Distribution Inc. is governed by various laws, regulations and codes as listed:

- The Energy Competition Act 1998
 - (Schedule A - The Electricity Act, 1998)
 - (Schedule B - The Ontario Energy Board Act 1998)
- Green Energy and Economy Act 2009
- Affiliate Relationships Code
- Transmission System Code
- Distribution System Code
- Electrical Distribution Safety Ontario Regulation 22/04
- Ontario Electrical Safety Code
- Retail Settlement Code
- Standard Service Supply Code

In the event of a conflict between the various laws and codes the provisions of the Act or codes shall prevail in the order listed above. If there is a conflict between the Connection Agreement with a Customer and the Conditions of Service, the Conditions of Service shall prevail.

The Customer and their Agents must comply with all applicable Ontario and Canadian electrical codes, all other applicable federal, provincial and municipal regulations, codes and bylaws including but not limited to the Ontario Business Corporation Act, the Occupational Health and Safety Act (Regulations for Construction Projects and Regulations for Industrial Establishments as applicable).

1.3 INTERPRETATIONS

These Conditions are to be interpreted as written but not to be interpreted in contravention of the Distribution System Code. Words referring to the singular include the plural and vice versa.

1.4 AMENDMENTS AND CHANGES

Amendments or changes to this document require advance public notice to Peterborough Distribution Inc. Customers through a notice on the Customer's bill and/or an advertisement in a local newspaper. Public comments may be made in writing as outlined in the notice. The Customers will be notified of any amendments or changes to this document as required by the code and a copy is filed with the Ontario Energy Board.

1.5 CONTACT INFORMATION

Peterborough Distribution Inc. can be contacted by the following means:

Mailing Address: P.O. Box 4125
Peterborough ON K9J 6Z5

Street Address: 1867 Ashburnham Drive
Peterborough ON K9L 1P8

Telephone: Business Hours Monday to Friday
(excluding statutory holidays)
8:30 am to 4:30 pm

Customer Service – (705) 748-6900

General Inquiry – (705) 748-9300

Emergency After Hours

Emergency Calls – (705) 748-9300

1.6 CUSTOMER RIGHTS

The Customer is entitled to fair and reasonable service as prescribed in these conditions and as specified in the Distribution System Code.

The Customer or Embedded Generator shall indemnify and hold harmless Peterborough Distribution Inc., its directors, officers, employees and agents from any claims made from third parties in connection with the construction and installation of Customer owned facilities that connect to the distribution system.

Peterborough Distribution Inc. or its Customers shall not be liable under any circumstances whatsoever for any loss of goods or loss of profits or business,

business interruption losses, loss of contract or loss of goodwill for interruption of distribution service.

1.7 DISTRIBUTOR RIGHTS

Peterborough Distribution Inc. shall have access to the Customer premises as required to operate and maintain the distribution system as specified in Section 40 of the Electricity Act, 1998.

The Customer will comply with all provisions of the Ontario Electrical Safety Code in the construction and maintenance of its electrical equipment that is connected to the distribution system. Failure to do so may result in the disconnection of the supply of electrical power.

The Customer shall maintain all proper clearances, clear and safe access to all Peterborough Distribution Inc. equipment on the Customer's property.

The Customer must grant the right to Peterborough Distribution to seal or lock all facilities where a connection to the distribution system could be made on the line side of the revenue metering.

Peterborough Distribution Inc. shall have the right to lock and restrict access to any Customer facilities that contain an ownership or operation demarcation point.

1.8 DISPUTES

Customers or Retailers should refer any complaints or disputes in writing to the President, Peterborough Distribution Inc. Complaints that are not resolved by staff can be registered with the Peterborough Distribution Inc. Board. If they remain unresolved, they can be referred to the Ontario Energy Board:

Ontario Energy Board
P.O. Box 2319
2300 Yonge Street, 27th Floor
Toronto ON M4P 1E4

Telephone: 1-877-632-2727 (Toll free)
Facsimile: (416) 440-7656
Website: www.oeb.gov.on.ca

Section 2.0 DISTRIBUTION ACTIVITIES (GENERAL)

2.1 CONNECTIONS

2.1.1 Building That Lies Along/Offer to Connect

This section outlines general conditions for all connections for buildings and property that abut or is directly adjacent to the public road allowance where Peterborough Distribution Inc. has existing distribution facilities. System expansions or upgrades will be provided according to the conditions outlined in Section 2.1.2. Additional specific conditions for service connections for all customer rate classes are found in Section 3.0.

Peterborough Distribution Inc. will supply one electric service connection to any building or complex of buildings on the same property with common ownership. The service connection shall originate from the frontage on public road allowance. If other voltages and/or additional servicing arrangements are required, the Customer shall supply their own facilities. (Also reference Ontario Electrical Safety Code, Rule 6-102)

Service connection facilities, except for the basic overhead connection for residential services, are provided at the Customer's cost. Where the required service length is beyond the standard length as provided by Peterborough Distribution Inc., the Customer may be required to own and maintain all of the service connection facilities. Standard service does not include transformer and/or conductor support structures or other civil works required to be installed on the Customers' property and is to be provided and maintained by the Customer.

Overhead transformation located on the public road allowance is included in the distribution rate structure. A construction deposit will be required for overhead transformation to be installed on the public road allowance for general service secondary voltage connections before any materials for the service connection are ordered. The construction deposit will be returned to the Customer upon energization of the service. Payment of connection charges for non-standard service will be required prior to materials being ordered and the work being scheduled.

A Customer requesting a new or upgraded service connection to the distribution system shall complete the Electric New Service Request or Electric Service Change Request form and provide the required service and load information by completing the Electric Load Summary form. The forms are available on the Distributor's website or at its main office. Additional information such as the site electrical plan and electrical schematic may also be required before an Offer to Connect is provided. An application deposit of a minimum of \$500 will be required at the time the service request is submitted.

A six-month notice period is recommended for any service connection over 200 Amps. Any service over 400 Amps requires the transformation to be installed on the Customer's property.

All services require an approved service location by Peterborough Distribution Inc. prior to installation. All new or upgraded service connections must comply with these Conditions of Service and the Peterborough Distribution Inc. technical specifications and standards. Upgraded services include but are not limited to changes to the Customer service entrance size, location configuration or equipment.

A safe work area shall be maintained at all times while Peterborough Distribution Inc. is installing electrical service connections. The work area shall be free from hazards and obstructions and meet all the requirements under the Occupation Health and Safety Act and Regulations to ensure protection for work crews, the general public and customers.

Standard energy and/or demand metering and the required instrument transformers for load customers are provided within the distribution rate structure. Customers requesting metering installations beyond the standard allowance will be charged the additional actual cost beyond the standard. Customers are responsible to maintain metering facilities in a safe condition and must meet current technical standards to provide for the provision of metering electricity supplied or delivered through their service connection from the distribution system.

2.1.2 Expansions/Offer to Connect

If a Customer requests a connection that requires an expansion or enhancement to the distribution system then the Customer may be required pay a capital contribution for the construction of the expansion or enhancement. The amount of the capital contribution will be determined using the Economic Evaluation method as specified in the Ontario Energy Board's Distribution System Code, Appendix B.

Peterborough Distribution Inc. will complete an initial (preliminary) economic evaluation of a distribution system expansion at the time the Offer to Connect is provided to the Customer.

The Customer is required to finance the expansion at the time of construction through a capital contribution. Upon completion of the expansion, the actual costs will be used to perform the final economic evaluation.

Annually, in the month of January, Peterborough Distribution Inc. will review the number of new customer connections (subdivisions) or new load (general service customers) connected to the expansion in the previous calendar year. This review will determine the amount of the rebate of the capital contribution, if applicable, due to the Customer and it will be remitted within 60 days. Customers or load connected beyond the customer connection horizon of five (5) years will not be eligible for

rebates (if applicable). The five (5) year period runs from the date of energization of the expansion facilities.

In the case of alternate bids where the Customer performs the work to construct the system expansion, an Expansion Deposit security for 100% of the estimated value of the work will be required. Upon energization and acceptance of the system expansion, the Expansion Deposit security will be reduced to 20%. Upon final acceptance, assumption and inspection of the system expansion, the Expansion Security Deposit will be reduced to 10% for a period of one year to cover a maintenance guarantee. At the end of the one-year maintenance guarantee period the Expansion Security Deposit will be extinguished.

Peterborough Distribution Inc. reserves the right to supply the transformation required for the expansion. The Customer will be required to finance the cost of transformation as part of the expansion.

Service connection facilities from the main distribution system to the Customer's main service disconnect do not form part of the distribution system expansion and will be provided according to general conditions set out in Section 2.1.1 and specific conditions in Section 3.0.

2.1.3 Connection Denial

A connection to the distribution system may be denied for the following reasons:

- i) Contravention of the laws of Canada or the Province of Ontario or of the Municipality.
- ii) Violation of the conditions contained in the Distribution Licence of Peterborough Distribution Inc. and/or in the Distribution System Code.
- iii) Adverse effects on the reliability or safety of the distribution system.
- iv) Imposition of an unsafe worker situation beyond normal risks inherent in the operation of the distribution system.
- v) A material decrease in the efficiency of the Peterborough Distribution Inc. distribution system.
- vi) A materially adverse effect on the quality of distribution services received by an existing connection.
- v) Discriminatory access to distribution services.

- vi) If the Customer requesting the connection is in default of payment to Peterborough Distribution Inc. for any distribution or distribution system related services.
- vii) Violation of any conditions identified in Peterborough Distribution Inc. Conditions of Service or its technical specifications or standards.

2.1.4 Inspections Before Connection and Re-connections

The Customer is required to have all customer-owned facilities inspected by the Electrical Safety Authority prior to connection by Peterborough Distribution Inc. Peterborough Distribution Inc. reserves the right to inspect any equipment that is to be connected or re-connected to the distribution system. Peterborough Distribution Inc. will require from the Customer a Connection Authorization issued by the Electrical Safety Authority prior to connection or re-connection. The location to be connected must be clearly identified with a valid municipal address.

The only exception to Connection Authorization will be re-connects for services that were cut-off for non-payment or non-signature for a period of six months or less (ref. OESC Rule 2-012, subsection (2)).

2.1.5 Relocation of Plant

Any party requesting the relocation of plant will be required to pay the full cost of the relocation unless the relocation is requested by the Municipality, is due to a road widening and is covered under the Public Service Works on Highways Act.

2.1.6 Easements

All easements required by Peterborough Distribution Inc. will require a registered easement agreement.

2.1.7 Contracts

Upon accepting a connection to Peterborough Distribution Inc.'s distribution system, the Customer agrees to give sole operating control of any high voltage plant (above 750 V) to Peterborough Distribution Inc. Operating control and access to such plant would be restricted to Peterborough Distribution Inc. Additionally, Peterborough Distribution Inc. retains operating control over facilities it owns and/or facilities that are designated within the Conditions of Service.

2.2 DISCONNECTION

2.2.1 Disconnections

Peterborough Distribution Inc. has the right and obligation to disconnect any Customer that has not met the conditions and obligations as described in the Distribution System Code, Electrical Safety Codes, Conditions of Service or in the Offer to Connect.

Peterborough Distribution Inc. has the right and obligation to disconnect any Customer that has not met the conditions outlined in the Security Deposit and Collection of Delinquent Accounts Policy available at its offices at 1867 Ashburnham Drive, Peterborough, Ontario and on its website www.peterboroughutilities.ca .

Peterborough Distribution Inc. reserves the right to disconnect service from the distribution system due to:

- Contravention of the laws of the Province of Ontario or the Dominion of Canada.
- Introducing adverse effects on the reliability and safety of the distribution system.
- Introducing adverse effects to other Customers connected to the distribution system.
- Discovery of an unsafe installation as determined by Peterborough Distribution Inc. or the Electrical Safety Authority.
- Energy diversion, fraud or abuse on the part of the Customer.
- Tampering with meters or any other equipment owned or operated by Peterborough Distribution Inc.
- Non-payment of the distribution service charges, energy commodity, market related charges or other charges related to the operation and maintenance of the distribution system as described in Section 2.4 and Section 5.0.

Prior to and upon disconnection, Peterborough Distribution Inc. will provide a copy of the Fire Safety Notice from the Ontario Fire Marshalls office.

2.2.2 Planned Outages

Peterborough Distribution Inc will notify all General Service Class Customers prior to any planned power outage initiated by Peterborough Distribution that will affect their service connection or distribution supply point.

Peterborough Distribution Inc. will attempt to verbally notify all Residential Class Customers at the time of the outage prior to short duration (up to one (1) hour in length) outages. For long duration outages defined as over one (1) hour in length,

Peterborough Distribution Inc. will notify Residential Class Customers by telephone message or letter or notification card at least twenty four (24) hours in advance.

Customers must note that an Emergency Outage is an unexpected occurrence that may not allow for any notification of an outage or disconnection of service.

Outages to the Bulk Electric System are controlled by Hydro One Networks Inc. and the Independent Market Operator and may not allow for sufficient notices of an outage.

2.2.3 Disconnection for Maintenance to Customer Owned Facilities

Residential rate class services and general rate class services less than 50 kW will be disconnected and reconnected to allow for maintenance of customer owned facilities at no charge during normal business hours. Charges will apply for disconnections and reconnections outside of normal business hours.

General rate class services over 50 kW will be allowed one annual reconnect/disconnect to allow for maintenance of customer owned facilities at no cost during regular business hours. Additional reconnect/disconnects and those completed after hours will be at full cost to the Customer.

2.2.4 Un-Planned Outages and Restoration

Peterborough Distribution Inc will take reasonable measures, consistent with good utility practice and industry standards to ensure adequacy and reliability of the delivery of electricity. Peterborough Distribution Inc. cannot ensure uninterrupted delivery of electricity and will take reasonable measures under the circumstances to restore power in an equitable manner giving regard to public health, safety, system reliability and economic disruption.

Peterborough Distribution Inc. may disconnect the supply of electricity to a Customer without notice in accordance with a court order or for emergency, safety or system reliability reasons.

The Customer should be advised that Peterborough Distribution Inc. under Section 40, Part III, Schedule A of the Electricity Act 1998 has the power to enter on lands to inspect, maintain, disconnect and protect its property and plant.

2.3 CONVEYANCE OF ELECTRICITY

2.3.1 Limitations on the Guaranty of Supply

Peterborough Distribution Inc. does not guaranty the continuous delivery of electricity to the Customer and is not liable for any damages, losses or consequences due to the interruption of the supply of electricity.

2.3.2 Power Quality

Peterborough Distribution Inc. will maintain a safe and reliable electricity supply to the Customer as dictated by industry standards and norms and will endeavour to provide voltage levels as outlined in Section 2.3.5. Basic voltage and power quality complaint investigations will be completed by Peterborough Distribution Inc. Complex complaints will be the responsibility of the Customer. If the investigation reveals the source of the problem is outside the Customer's facility, Peterborough Distribution Inc. may reimburse the Customer's cost of investigation.

The supply of electricity to a Customer may be interrupted due to planned maintenance or emergency conditions on the distribution system. Peterborough Distribution Inc. will endeavour to notify Customers of planned outages according to its Outage Notification Procedure. Customers may also experience interruptions to their service due to conditions on the Hydro One Network Inc.'s bulk transmission system.

2.3.3 Electrical Disturbances

Peterborough Distribution Inc. will not be held liable for any damages caused by the failure to maintain supply voltages within standard levels due to disturbances beyond its control.

Customers are responsible to ensure that their equipment does not interfere with the operation of or create disturbances on the distribution system. Customers that require an uninterrupted source of power or a conditioned supply must provide their own on-site equipment.

2.3.4 Standard Voltage Offerings

The following nominal primary voltages are available in Peterborough Distribution Inc. territory:

44 kV – 3 Wire (Availability may be restricted in some areas)

27.6 kV – 4 Wire (City of Peterborough only. Availability may be restricted in some areas)

- 8.32 kV – 4 Wire (Village of Norwood only)
- 4.16 kV – 4 Wire (Availability may be restricted in some areas)

The following standard nominal secondary voltages are available in Peterborough Distribution Inc. territory:

- 347/600V, three phase - four wire
- 120/208V, three phase - four wire
- 120/240V, single phase - three wire

Customers with legacy 240 V and 600 V delta services will be required to make the necessary changes to their service entrance equipment to accommodate the standard nominal secondary voltages when changing or upgrading their service connection.

2.3.5 Voltage Availability in Downtown and Underground Residential Areas

In some downtown underground areas, only 120/208V three phase and single-phase network service to a maximum of 200 kW (600 Amp Main Service) is available. If service beyond this limit is required, a primary service would be required and transformation would be installed on the Customer's property.

In underground residential areas, only 120/240V single-phase service is available.

2.3.6 Voltage Guidelines

Voltages will be maintained within the Voltage Variation Limits Applicable at Service Entrances as described in CSA CAN3-235, current edition.

2.3.7 Back-Up Generators

Customers with portable or permanently connected emergency generation capability shall comply with all applicable criteria of the Ontario Electrical Safety Code and in particular shall ensure that Customer emergency generation does not feed back at any time onto the Peterborough Distribution Inc. distribution system.

Customers with permanently connected emergency generation equipment are required to notify the Peterborough Distribution Inc. regarding the presence of such equipment.

2.3.8 Metering

Metering of the load Customer's electrical service will be at the secondary utilization voltage level (i.e. load side of the customer's transformation, in some circumstances

this may be at a primary voltage level) located on the Customer's property. This is the standard and preferred method of metering by Peterborough Distribution Inc.

Metering at the primary voltage level may be considered but is discouraged under most circumstances. If the primary metering installation is approved by Peterborough Distribution Inc., the Customer will bear the additional cost of the primary metering installation above standard metering.

Peterborough Distribution Inc prefers and strongly encourages individual unit metering for multi-unit buildings but it is not mandatory except in the case of new condominium developments.

New condominium developments can request a bulk meter from Peterborough Distribution Inc. but must contract a licenced provider to install a smart sub-metering system.

For other multi-unit developments, bulk metering or individual metering is the Customer's or building owner's choice. The building owner would be responsible for any privately owned switchgear or facilities required to accommodate the individual unit metering.

All metering designs and configurations must be approved by Peterborough Distribution Inc. prior to installation. The Customer has the option to determine, at their cost, the site-specific total loss factor to be used for billing determinants but must be approved by Peterborough Distribution Inc.

2.3.8.1 General

Meter base installations for all rate classes must meet the technical specifications of Peterborough Distribution Inc. and the Ontario Electrical Safety Code. Meter bases for all rate class must be suitable to accept the current standard meter configuration in current use by Peterborough Distribution Inc. The Customer is responsible for the ownership, maintenance and good condition of their meter base and is responsible for any upgrades required to meet current technical and safety standards.

Residential rate class meter installations shall be new sequence wired meaning the meter is located on the outside of the residence and on the line side of the main disconnect switch. The location and placement of the meter base installation is dictated by the technical requirements of Peterborough Distribution Inc.

General Service rate class meters are to be located on the load side of the main disconnect switch inside the building's electrical room. Standard meter installations are supplied and installed by Peterborough Distribution Inc. A standard meter installation includes the appropriate standard meter and instrument transformers. The meter base and/or meter cabinet are supplied, owned and maintained by the Customer. The meter base and/or meter cabinet and its installation must meet the technical specifications of Peterborough Distribution Inc. and the Ontario Electrical

Safety Code. Meters must not be installed less than 1.0 metre from the floor or ground level in any circumstance.

The additional cost of non-standard metering or additional non-standard equipment will be borne by the Customer. When additional meters are installed on an existing service, any existing meters must be located or re-located so as to comply with these Conditions of Service and Peterborough Distribution Inc. technical specifications and the Ontario Electrical Safety Code.

A Connection Authorization issued by the Electrical Safety Authority is required prior to any meter being placed or re-installed on a Customer's service connection.

Peterborough Distribution Inc. will require access to maintain and operate the Customer's metering installation. Normally, access will be required during Peterborough Distribution Inc.'s regular business hours. Meters must be located in a readily accessible place. A clear unobstructed space of 1.0 metre (minimum) will be provided in front of all meter installations. Meter locations and configurations must be approved by Peterborough Distribution Inc. prior to installation.

2.3.8.2 Instrument Transformer Enclosures

Where current and potential instrument transformers are required, a metering cabinet approved by Peterborough Distribution Inc. is to be provided by the Customer. Current and potential transformers may be installed in the Customer's switchgear if approved by Peterborough Distribution Inc. Peterborough Distribution Inc. will rebate a load Customer for the cost of the instrument transformers supplied by the Customer if pre-installed in the switchgear and approved by prior to installation.

2.3.8.3 Network Metering

Where a three-phase 120/208 Volt service connection is provided and single phase network metering is requested, Peterborough Distribution Inc. will provide network metering. The Customer is required to pay for the additional capital cost of the network meter over the standard single-phase meter. The network meter capital charge is listed in Section 5.0.

2.3.8.4 Sub-Metering

Sub-metering systems may be installed subject to the conditions in the Distribution System Code and the Smart Sub-Metering Code.

The Customer or the building owner can request a bulk meter and install an approved sub-metering system at the building owner's cost. The sub-metering installation must be provided by a licenced sub-metering provider.

2.3.8.5 Interval Metering

A standard interval metering installation is required by all Customers with or with an expected monthly average peak demand load of 500 kW or greater. The meter installation will be provided to the Customer at no additional cost. The Customer is required to provide the metering cabinet or enclosure to house the metering installation at their cost. All interval meter installations will be remotely interrogated and the Customer will be responsible to provide and maintain an appropriate communication line. The Customer will provide the communication line for remotely reading the interval meter prior to the connection of the electrical service. If for some valid reason an appropriate communication line cannot be installed, Peterborough Distribution Inc. will manually read the interval meter at no cost for a period of one (1) month after the service connection. After one (1) month a standard meter reading charge will apply for each week the interval meter is required to be read manually.

Customers with interval metering may request the consolidation of interval meter readings for one service location on one account.

Any Customer may request an interval meter but will be required to pay the installation cost if not provided for in the Conditions of Service. The standard rate for a typical interval meter installation is noted in Section 5.0. The Customer may be required to sign an Interval Metering Agreement. Non-standard installations or additional features requested by the Customer will require the Customer to pay the associated additional costs.

2.3.8.6 Meter Reading

The Customer must provide free, safe and unobstructed access during regular business hours to Peterborough Distribution Inc. or its authorized agent to make regular meter readings. In the absence of a reading, an estimate will be made for billing purposes and an attempt to gain a meter read will be made. If the Customer cannot provide access during regular business hours then such access will be arranged at a mutually convenient time.

If the Customer continues to refuse to provide access for regular meter readings, the electrical service may be subject to disconnection.

2.3.8.7 Final Meter Reading

The Customer shall provide sufficient notice to obtain a final reading if a service disconnection is requested. The Customer must provide access to the meter to Peterborough Distribution Inc or its agent to obtain a final reading as close as possible to the date of disconnection. The Customer will be final billed on an estimate if a final reading cannot be obtained.

2.3.8.8 Faulty Registration of Meters

The Customer is responsible for all applicable charges as result of their electricity use. If it is determined that billing was in error due to metering inaccuracy, multiplier error, connection error or other related problem then the Customer would be responsible for the under billing and Peterborough Distribution Inc would reimburse for the over billing as prescribed under Measurement Canada regulations.

2.3.8.9 Meter Dispute Testing

The Customer has the right to dispute a meter's measurement or registration of energy consumed. The Customer should notify Peterborough Distribution Inc. in writing of their request to have a dispute test performed on their meter installation. Peterborough Distribution Inc. will make arrangements with Measurement Canada to have the dispute test performed. The Customer may be responsible for the applicable costs to perform dispute testing if the meter is found to be accurate. The Customer can seek redress with Measurement Canada directly if necessary.

2.4 TARIFFS AND CHARGES

2.4.1 Service Connections

Charges for on going distribution services are published in the annual Rate Schedule available from Peterborough Distribution Inc. Other standard service charges are listed in the annual Rate Schedule.

Standard residential rate class overhead connections to the distribution system as described in Section 2.1.1 are covered by distribution rates. Non-standard overhead connections will be subject to standard and/or variable connection charges to recover the cost for facilities beyond what is supplied for the standard service connection. These variable connection charges are determined on a site-specific basis.

Variable connection charges paid by the Customer will be required for transformers that are located on the Customer's property. Low loss transformers are required by Peterborough Distribution Inc. Customers must submit loss evaluations for customer owned transformers and compensate Peterborough Distribution Inc. for losses exceeding the maximum loss values allowed.

Service connections requiring underground facilities are subject to variable connection charges that fully recover the costs to provide these service connections.

The variable connection charges will be site-specific and will be estimated and outlined in an Offer to Connect. Additional connection charges may be applicable if service is requested during winter conditions and frost is likely to be encountered.

If a Customer requests a connection that requires Peterborough Distribution Inc. to order materials specific to the project, the Customer will be required to provide a cash construction deposit for the estimated connection costs prior to the placing of the order. The Customer will be charged the actual cost of provisioning the service connection.

A schedule of miscellaneous standard and variable connection charges is detailed in Section 5.0 of the Conditions of Service.

2.4.2 Energy Supply

All existing Peterborough Distribution Inc. Customers are supplied energy through Standard Service Supply until Peterborough Distribution Inc. is informed of the Customer's request to switch to a competitive electricity supplier (Retailer). The Customer or the Customer's authorized Retailer must make the Standard Transaction Request (STR).

All requests shall be submitted as electronic files and transmitted through Peterborough Distribution Inc.'s authorized electronic hub provider. The electronic file shall contain information as set out in the Retail Settlement Code. If the information is incomplete, Peterborough Distribution Inc. will notify the Retailer or the Customer regarding the deficiencies and will require a response prior to proceeding with the transfer.

A Customer wanting to wheel energy through the distribution system must contact Peterborough Distribution Inc. for technical requirements and potential tariffs.

2.4.3 Deposits

Customers may be required to pay construction deposits when requesting electrical service connections to the distribution system. The construction deposit requirement and amount will be dependant on the type and configuration of the electrical service connection to be installed.

Security deposits for monthly billing of distribution services and energy for Customers on Standard Service Supply or third party Retailer will be required according to Peterborough Distribution Inc.'s Security Deposit Policy for all customer rate classes available by appointment to the public at its offices at 1867 Ashburnham Drive, Peterborough, Ontario and on its website: www.peterboroughutilities.ca.

2.4.4 Billing

Peterborough Distribution Inc. will bill its Customers on a regular basis. Bills for the delivery and use of electrical energy will be based on a metered rate or for flat rate services on a calculated consumption rate as determined by Peterborough Distribution Inc.

Billing will be according to the current rate schedule. Billing for peak demand load will be based on the higher of the kW demand or 90% of the kVA demand drawn by the Customer in a billing period.

A Customer may request aggregated billing for multiple meter points if all of the following conditions are met:

- The buildings are located on one property and under the same ownership.
- There is one connection to the distribution system.
- The meter points are billed to the same customer.
- There is interval metering on each service connection.
- The Customer pays for the meter upgrade to interval metering if not required by the Distribution System Code or the Conditions of Service.

2.4.5 Payments and Late Payment Charges

Regular bills are rendered for distribution and energy services provided to the Customer. The bills are payable on the due date and subject to overdue interest charges if payment is not received by Peterborough Distribution Inc. by the due date.

Outstanding bills are subject to a collection process and to disconnection of the service. Service will be restored upon payment for all outstanding amounts owing. Peterborough Distribution Inc. will not be liable for any damage as a result of service disconnection due to non-payment. A reconnection charge will apply if the service has been disconnected for non-payment. A Security Deposit may be required prior to re-connection.

Customers will be charged a service fee for handling non-sufficient fund cheques, hand delivered notices and visits to collect payment.

2.4.6 Other Charges

Peterborough Distribution Inc. will recover costs from the responsible party or Customer for providing services related to the security, maintenance and/or repairs of damages to the distribution system that are initiated from events not related to the operation of the distribution system. Examples of events that would be included in

this category are vehicle accidents, electrical isolation of distribution circuits or services to allow for maintenance to signs, buildings or removal of trees threatening the distribution system and fires or water damage caused by privately owned facilities or originating in a privately owned building. Additionally, Customers will be charged the cost of responding to power interruptions that are found to be caused by the Customer's privately owned facilities. Payment of deposits for this work will be required from the Customer or requestor prior to any work being performed except in the case of emergency situations.

Residential rate class single family customers (except apartment, townhouse or condominium complexes) will not be charged for the isolation of distribution lines for the removal of private trees threatening the distribution system if completed during normal business hours. Charges will apply for work completed after normal business hours.

Customers are advised that Peterborough Distribution Inc. under the Electricity Act 1998, Schedule A, Part III Section 40 (4) has the right to enter lands to remove trees, branches or other obstructions if it deems them to be interfering with the safety and reliability of the distribution system.

Peterborough Distribution Inc. will recover the cost of providing inspection for excavation around underground distribution system facilities. Underground locates for Peterborough Distribution Inc. facilities will be provided at no cost.

Peterborough Distribution Inc will recover the cost of providing disconnects and reconnects to customers subject to the conditions in Section 2.2.3.

2.4.7 Customer Owned Equipment

If the Customer requests Peterborough Distribution Inc. to make emergency repairs to Customer owned equipment, the full cost of the repairs will be recovered from the Customer. Peterborough Distribution Inc. has the right to decline to make the repairs and the decision is at the sole discretion of Peterborough Distribution Inc.

2.5 CUSTOMER INFORMATION

A Customer's historical electricity usage and payment information will be made available to the Customer upon written request from the Customer. The Customer's historical usage and payment information may be available online at the Customer Self-Service Web Portal at www.peterboroughutilities.ca .

The Customer's historical electricity usage and payment information will be provided to a Retailer in accordance with Section 11 of the Retail Settlement Code.

Where available, at the cost of the Customer, access to the meter data will be made available upon written request.

Peterborough Distribution Inc. will provide information on an operational basis to a transmitter, another distributor, the IESO or the OEB as required under regulations such that the individual Customer's information cannot be reasonably identified.

Section 3.0 CUSTOMER CLASS SPECIFIC

The appropriate rate class for a load Customer's electrical service will be determined by the zoning of the property and/or its use and the electrical load requirements. The rate class will be re-assessed at the beginning of each year and changed if necessary, based on the annual consumption and demand in accordance with the Distribution System Code. Once a year, the Customer can request a review of their rate classification.

Existing electrical service connections that are upgraded will be required to be brought to current standards as specified in the Conditions of Service and Peterborough Distribution Inc.'s technical specifications.

All service connections to the distribution system are to be constructed to Peterborough Distribution Inc. design standards and technical specifications.

If Customers choose to own their service connection facilities they must be constructed to meet Ontario Electric Safety Code requirements and may be required to meet some or all of Peterborough Distribution Inc.'s service requirements. All Customer or privately owned facilities are subject to inspection and approval by the Electrical Safety Authority and Peterborough Distribution Inc. On Customer owned service connection facilities, Peterborough Distribution Inc. will require appropriate disconnect means at the ownership demarcation point.

Rate classification of the metered customer for billing purposes does not necessarily dictate the requirements for the service connection as required in this section.

3.1 RESIDENTIAL

Residential Class Customers are defined as single-family dwelling units zoned and/or used for domestic or household purposes.

The basic connection for residential rate class is a single overhead 120/240 Volt single phase secondary service up to 200 Amps as described in the Distribution System Code. The basic connection is provided to the Customer under the current distribution rate structure. All other connections would be provided on a variable connection charge as specified in this section.

Semi-detached and row town-housing customers will be considered residential class if each individual unit is located on its own registered freehold lot fronting on the public road allowance and if each unit is individually metered and zoned for residential use. Each unit must have its own individual connection from the road allowance and each main service disconnect is accessible from the unit which it supplies.

All other developments of multi-unit or multi-residential units are considered for the purposes of service connection to be in the General Service Class depending on site specific servicing conditions as noted in subsequent sections of this document. If the dwelling units are individually metered and the main disconnect is accessible in the unit it supplies the Customers will be billed in the residential rate class.

Peterborough Distribution Inc. reserves the right to install temporary jumper cables from either a Customer's or a neighbouring Customer's service entrance (meter base) in the event of a fault on the Customer's secondary service connection to the distribution system. Peterborough Distribution Inc. will make the connections on the line side of the meter NOT affecting energy consumption charges to the Customer.

3.1.1 Residential Overhead Services (up to 200 Amp)

The Customer owns facilities on the building including the service attachment point, the mast, the meter base and the conductors from the load side of the connections at the service masthead. Peterborough Distribution Inc. will own and supply the meter and the service connection conductor to a maximum of 30 metres from the connection to the distribution system. If the service is beyond 30 metres, the Customer will own the service connection conductors beyond the first span or first attachment point whichever is less.

A standard kWh meter will be installed. The meter and meter base are to be installed on the outside of the building on the line side of the main disconnect according to Peterborough Distribution Inc. technical specifications. Clear and unobstructed access to the meter location must be provided at all times. The meter base is to be installed no more than three (3) metres from the front of the residence.

A residential service location must be obtained and approved by Peterborough Distribution Inc. prior to obtaining service. The standard service entrance will be a maximum of 200 Amps. The standard service connection will be supplied from the front of the residence or the frontage on a public road allowance.

Service entrances above 200 Amps will require special service connection arrangements and will be determined on a site-specific basis. Costs for the service will be determined on a variable connection charge basis.

Existing service connections that are supplied from the rear yard that are upgraded may be required to relocate the service to the frontage of the property. Where a service is connected from a rear lot pole line (non-standard service) and a service connection is available or made available from the front (standard service) the Customer will be required to bring their service to the front of the property if the service is upgraded or replaced. If the rear lot overhead line is being removed the Customer will be required to accept standard service from the front. In all cases, Peterborough Distribution Inc will bear the costs associated with the relocating the standard service connection and the Customer will bear the costs of all upgrades, replacement or restoration of facilities owned by the Customer.

Peterborough Distribution Inc. retains operational control over the meter base and overhead service conductors.

3.1.2 Residential Underground Services (up to 200 Amp)

The Customer owns the meter base, conduit and service conductors from the load side of the meter base. In addition, the Customer owns the conduit from the meter base to the property line and is responsible for the costs of the conduit beyond the property line to the secondary bus of the distribution system. Peterborough Distribution Inc. will own and supply the meter and the service conductors to the meter base to a maximum of 10 metres from the property line for a standard connection charge. The standard connection charge is specified in Section 5.0. The additional cost for underground transformation is included in the standard residential underground standard service charge. Services beyond 10 metres from the property line will be subject to a variable connection charge as outlined in Section 5.0.

A standard kWh meter will be installed. The meter and meter base are to be installed on the outside of the building on the line side of the main disconnect according to Peterborough Distribution Inc. technical specifications. Clear and unobstructed access to the meter location must be provided at all times. The meter base is to be installed no more than 3.0 metres from the front of the residence.

A residential service location must be obtained and approved by Peterborough Distribution Inc. prior to obtaining service. The standard service entrance will be a maximum of 200 Amps. The standard service connection will be supplied from the front of the residence or the frontage on a public road allowance.

Service entrances above 200 Amps will require special service connection arrangements and will be determined on a site-specific basis. Costs for the service will be determined on a variable connection charge basis.

Peterborough Distribution Inc. retains operational control over the meter base and the underground service conductors.

The City of Peterborough requires all new subdivisions to be serviced underground. The Customer would be required to install underground servicing in existing areas serviced by underground distribution.

3.1.3 Residential Services over Swimming Pools

Peterborough Distribution Inc. does not allow electrical conductors to be installed or located near or over swimming pools. Service and distribution system installations in the vicinity of swimming pools must meet the Peterborough Distribution Inc. technical specifications and the requirements of the Ontario Electrical Safety Code (refer to OESC Sec. 68-054). The Customer is responsible for any distribution system or service costs related to the accommodation or relocation for a swimming pool.

3.1.4 Residential Subdivisions

Residential underground subdivision developments are treated as main distribution expansions and are to be constructed and connected in accordance with the Distribution System Code, these Conditions of Service and Peterborough Distribution Inc. technical specifications (refer to Section 2.1.2).

New residential subdivisions in the City of Peterborough are required to be serviced with local underground electrical distribution (City of Peterborough Resolution GC-94-34). Peterborough Distribution Inc. reserves the right to install main distribution or sub-transmission feeders overhead through an underground subdivision at its sole discretion. All other territories would have the option of overhead or underground electrical servicing within the residential subdivision.

In addition to the Offer to Connect, the Developer is required to enter into a subdivision agreement to provide for the installation of primary voltage distribution, transformation, secondary voltage distribution, secondary voltage service connections and main distribution system expansion (if required).

Payment of all connection charges, capital contributions and expansion deposits is required prior to construction or the ordering of any materials.

3.2 GENERAL SERVICE UNDER 50 kW

General Service Class Customers less than 50 kW are defined as all buildings or connections not classified as residential and use less than 50 kW of demand for electricity per month.

Standard general service class overhead service connections up to 400 Amps, single or three phase are provided to the Customer under the current distribution rate structure. Overhead transformer security deposits are required. Underground service connections and transformation are provided on a variable connection charge basis as specified in this section.

3.2.1 Overhead Services

3.2.1.1 Overhead Single Phase (up to 200 Amps)

The Customer owns facilities on the building including the service attachment point, the mast, the meter base and the conductors from the load side of the connections at the service masthead. Peterborough Distribution Inc. will own and supply the meter and the service connection conductor to a maximum of 30 metres from the connection to the distribution system. If the service is beyond 30 metres, the Customer will own the service connection conductors beyond the first span or the first attachment point whichever is less.

A standard kWh meter will be installed. The meter and meter base are to be installed outside the building on the line side of the main disconnect according to Peterborough Distribution Inc. technical specifications. Clear and unobstructed access to the meter location must be provided at all times.

A service location must be obtained from and approved by Peterborough Distribution Inc. prior to obtaining service. The standard service entrance will be a maximum of 200 Amps. The standard service connection will be supplied from the front of the building or the property frontage on a public road allowance.

Peterborough Distribution Inc. retains operational control over the meter base and overhead service connection conductors.

3.2.1.2 Overhead Three Phase (up to 100 Amp at 120/208 V) (up to 60 Amp at 347/600 V)

The Customer owns the facilities on the building including the service attachment point, the mast, the meter base and the conductors from the load side of the connections at the service masthead. Peterborough Distribution Inc. will own and supply the meter and the service connection conductors to a maximum of 30 metres from the connection to the distribution system. If the service is beyond 30 metres, the Customer will own the service connection conductors beyond the first span or first attachment point whichever is less.

A standard kWh meter will be installed. The meter and meter base are to be installed inside the building on the load side of the Customer's main disconnect according to Peterborough Distribution Inc. technical specifications. Clear and unobstructed access to the meter location must be provided at all times.

A service location must be obtained from and approved by Peterborough Distribution Inc. prior to obtaining service. The standard service entrance will be a maximum of 100 Amps at 120/208 Volts and 60 Amps at 347/600 Volts. The standard service connection will be supplied from the front of the building or the property frontage on a public road allowance.

Peterborough Distribution Inc. retains operational control over the meter base and overhead service connection conductors.

3.2.2 *Underground Services*

3.2.2.1 Underground Single Phase (up to 200 Amps)

The Customer owns the meter base, conduit and service connection conductors from the load side of the meter base. In addition, the Customer owns the conduit if required from the meter base to the property line and is responsible for the conduit beyond the property line to the secondary bus of the distribution system. Peterborough Distribution Inc. will own and supply the meter and the service connection conductors from the line side of the meter base to the connection to the distribution system.

A standard kWh meter will be installed. The meter and meter base are to be installed on the outside of the building on the line side of the main disconnect in accordance with Peterborough Distribution Inc. technical specifications. Clear and unobstructed access to the meter location must be provided at all times.

A service location must be obtained from and approved by Peterborough Distribution Inc. prior to obtaining service. The standard service entrance will be a maximum of 200 Amps.

Peterborough Distribution Inc. retains operational control over the meter base and the underground service connection conductors.

3.2.2.2 Underground Three Phase (up to 100 Amps at 120/208 V) (up to 60 Amps at 347/600 V)

The Customer owns the meter base, conduit and service connection conductors from the load side of the Customer owned main disconnect. The Customer owns and supplies the concrete encased duct bank required for the service to the property line and is responsible for the duct bank to the secondary bus of the distribution system. Peterborough Distribution Inc. will own and supply the meter and the

service connection conductors to the line side of the Customer owned main disconnect or splitter from the connection to the distribution system. The service connection is provided for a variable connection charge. There is no charge for the transformation located on the public road allowance.

A standard kWh meter will be installed. The meter and meter base are to be installed inside the building on the load side of the Customer's main disconnect according to the Peterborough Distribution Inc. technical specifications. Clear and unobstructed access to the meter location must be provided at all times.

A service location must be obtained from and approved by Peterborough Distribution Inc. prior to obtaining service. The standard service entrance will be a maximum of 100 Amps at 120/208 Volts and 60 Amps at 347/600 Volts.

Peterborough Distribution Inc. retains operational control over the meter base and the underground service connection conductors.

3.3 GENERAL SERVICE OVER 50 kW (up to 4999 kW)

General Service Class Customers above 50 kW (up to 4999 kW) are defined as all buildings not classified as residential and having a service connection capable of load delivery above 50 kW or having an average monthly peak demand greater than 50 kW but less than 4999 kW.

All service connections in this class are provided on a variable connection charge basis as specified in this section.

3.3.1 Overhead Services

3.3.1.1. Overhead Single Phase (over 200 Amp up to 400 Amp)

The Customer owns the facilities on the building including the service attachment point, the mast and the service connection conductors from the load side of the connections at the service attachment masthead. Peterborough Distribution Inc. will own and supply the meter and the service connection conductors to a maximum of 30 metres from the connection to the distribution system. If the service is beyond 30 metres, the Customer will own the service connection conductors beyond the first span or first attachment point whichever is less.

A standard kWh, kW and kVA meter will be installed unless interval metering is required by Peterborough Distribution Inc. or requested by the Customer. The meter and meter base are to be installed inside the building on the load side of the Customer's main disconnect according to the Peterborough Distribution Inc. technical specifications. Clear and unobstructed access to the meter location must be provided at all times.

A service location must be obtained from and approved by Peterborough Distribution Inc. prior to obtaining service. The standard service entrance will be a maximum of 400 Amps. The standard service connection will be supplied to the front of the building or the property frontage on a public road allowance.

Peterborough Distribution Inc. retains operational control over the meter base and overhead service connection conductors.

3.3.1.2 Overhead Three Phase (over 100 Amp at 120/208 V)
(over 60 Amp at 347/600 V)

The Customer owns the facilities on the building including the service attachment, the mast, the meter base and the service connection conductors from the load side of the connections at the service attachment masthead. Peterborough Distribution Inc. will own and supply the meter and the service connection conductor to a maximum of 30 metres from the connection to the distribution system. If the service connection is beyond 30 metres, the Customer will own the service connection conductors beyond the first span or first attachment point whichever is less.

A standard kWh, kW and kVA meter will be installed unless interval metering is required by Peterborough Distribution Inc. or requested by the Customer. The meter, meter base or metering cabinet are to be installed inside the building on the load side of the Customer's main disconnect according to the Peterborough Distribution Inc. technical specifications. Clear and unobstructed access to the meter location must be provided at all times.

A service location must be obtained from and approved by Peterborough Distribution Inc. prior to obtaining service. The standard service entrance will be a maximum of 400 Amps at 120/208 Volts and 347/600 Volts. The standard service connection will be supplied to the front of the building or the property frontage on a public road allowance.

For service entrances above 400 Amps the Customer must be serviced with a primary voltage service and have transformation located on the Customer's property. Peterborough Distribution Inc. will supply and own the transformation required on the Customer's property to the maximum sizes noted in Section 3.3.3. The primary service conductors and transformation required to be located on the Customer's property will be supplied at the Customer's cost.

Peterborough Distribution Inc. retains operational control over the transformer(s), primary and secondary service connection conductors, meters, meter bases, meter cabinets and instrument transformers.

3.3.2 Underground Services

3.3.2.1 Underground Single Phase (over 200 Amp up to 400 Amp)

The Customer owns the meter base or cabinet, conduit and service connection conductors from the load side the Customer owned main secondary disconnect or splitter. The Customer owns the concrete encased duct structure from the Customer owned main secondary disconnect or splitter to the property line and is responsible for the duct structure to the service riser pole. Peterborough Distribution Inc. will own and supply the meter and the service connection conductors. The service connection will be subject to a variable connection charge but there is no additional charge for the transformation installed on the public road allowance. A transformer security deposit may be required.

A standard kWh, kW and kVA meter will be installed. The meter and meter base or cabinet are to be installed on the inside of the building on the load side of the Customer's main disconnect according to the Peterborough Distribution Inc. technical specifications. Clear and unobstructed access to the meter location must be provided at all times.

A service location must be obtained from and approved by Peterborough Distribution Inc. prior to obtaining service. The standard service entrance will be a maximum of 400 Amps. The maximum available transformer size is 100 kVA.

Services above 400 Amps will require a primary service with transformation installed on the Customer's property. Peterborough Distribution Inc. may consider services above 400 Amps where there are extenuating and unusual circumstances. The maximum transformer size available is 167 kVA. Where transformation is located on the Customer's property, the Customer owns the secondary service connection conductors from the secondary terminals of the transformer. The primary service conductors and transformation required to be located on the Customer's property will be supplied at the Customer's cost.

Peterborough Distribution Inc. retains operational control over the transformer(s), primary underground service connection conductors, meter, meter base, meter cabinet or underground secondary service connection conductors where applicable.

3.3.2.2 Underground Three Phase (over 100 Amp at 120/208 V) (over 60 Amp at 347/600 V)

The Customer owns the meter base or cabinet, conduit and service connection conductors from the load side of the Customer owned main secondary disconnect or splitter or the secondary terminals of the transformation where applicable. The Customer owns the concrete encased duct structure required for the service connection conductors on their property and is responsible for the duct structure to

the service riser pole at the connection to the distribution system. Peterborough Distribution Inc. will supply and own for a variable connection charge the primary or secondary service connection conductors, the transformation, the meter and metering instrument transformers.

A standard kWh, kW and kVA meter will be installed unless interval metering is required by Peterborough Distribution Inc. or requested by the Customer. The meter, meter base or metering cabinet are to be installed inside the building on the load side of the Customer owned main disconnect according to the Peterborough Distribution Inc. technical specifications. Clear and unobstructed access to the meter location must be provided at all times.

A service location must be obtained from and approved by Peterborough Distribution Inc. prior to obtaining service. The standard service entrance will be a maximum of 400 Amps at 120/208 Volts and 347/600 Volts. The standard service connection will be supplied to the front of the building or the property frontage on a public road allowance.

For service entrances above 400 Amps the Customer must be serviced with a primary voltage service connection and have transformation located on the Customer's property. Peterborough Distribution Inc. will supply and own the primary service connection conductors and the transformation required on the Customer's property to the maximum sizes available as specified in Section 3.3.3. The primary service conductors and transformation required to be located on the Customer's property will be supplied at the Customer's cost.

Peterborough Distribution Inc. retains operational control over the transformer(s), primary service connection conductors, meters, meter bases, meter cabinets and instrument transformers. Peterborough Distribution Inc. retains operational control over underground secondary service connection conductors where owned by Peterborough Distribution Inc. and all primary voltage facilities.

3.3.3 General Service (1000 kW – 4999 kW)

This section outlines additional service conditions on those Customers with a service connection capable of delivering from 1000 kW to 4999 kW. All conditions outlined in Section 3.3 apply except where they are superseded by this section.

Customers who require service connections above 1000 kW must supply and own the primary service connection conductors, switchgear and their own transformation above the maximum sizes supplied by Peterborough Distribution Inc. (see Section 3.8 on Transformation).

The maximum allowable service connection on the 27.6 kV system is 3,000 kW. All service connections above 3000 kW must be supplied from the 44 kV system.

Peterborough Distribution Inc. retains operational control of all equipment connected to its primary voltage distribution systems unless otherwise negotiated with the Customer. Peterborough Distribution Inc. may restrict access by the Customer to substation yards and transformer vaults located on the Customer's property where deemed appropriate for safety and operational reasons. Peterborough Distribution Inc. retains the right to place its locks on Customer owned disconnect devices connected to its distribution system for safety and operational reasons.

3.4 LARGE USER (5000 kW and ABOVE)

Those Customers with an average monthly demand that exceeds 5000 kW are defined as a "Large User".

Large User Customers are required to supply and own all of their connection facilities. Large User Customers will not receive the Transformer Allowance for transformer ownership as the allowance for these Customers are embedded in the Large User distribution rate.

3.5 UNMETERED SCATTERED LOAD (USL)

This Customer Rate Class covers loads that are not practical or economical to meter. They include single ownership of a number of separate connections, low consumption individual loads, predictable consumption patterns and non-photo sensitive typically connected to standard secondary voltages.

Permissible loads in this rate class may include bus shelters, billboards, signs, phone booths or cable television amplifiers. All attempts must be made to connect these loads to a metered service where possible. The Customer is required to provide details of the connected load and usage pattern prior to obtaining approval to connect to the distribution system.

The Customer owns all the equipment and facilities from the load side of the connection to the distribution system. The ownership demarcation shall be where the connection is made to the secondary buss on the distribution system. The service connection shall be provided through a suitable disconnect switch for the specific facility and equipment. The Customer has ownership and operational control of the disconnect switch if authorized by Peterborough Distribution Inc. and operated by qualified personnel. Peterborough Distribution Inc. retains ownership and operational control over the connection to the distribution system.

A service location must be obtained from and approved by Peterborough Distribution Inc. prior to obtaining service.

3.5.1 Traffic Signal and Control Devices

Traffic signals that are owned by a Municipality, operated in and connected to the Peterborough Distribution Inc. distribution system may be connected in the USL rate class. The Customer is required to provide all connected load and load profile information prior to obtaining approval to connect to the distribution system. The Customer must also provide an annual inventory of intersections and other connections to the distribution system.

Metering of these connections is not mandatory but is strongly recommended.

The Customer owns all the equipment and facilities from the load side of the connection to the distribution system. The ownership demarcation shall be where the connection is made to the secondary buss on the distribution system. The connection shall be provided through a suitable disconnect switch for the specific traffic intersection or installation. The Customer has ownership and operational control of the disconnect switch if operated by qualified personnel. Peterborough Distribution Inc. retains ownership and operational control over the connection to the distribution system.

A service location must be obtained from and approved by Peterborough Distribution Inc. prior to obtaining service.

3.6 SENTINEL LIGHTS

This Customer Rate Class covers sentinel lights used for security or other commercial activities. All reasonable attempts must be made to connect these loads to a metered service where possible. The Customer is required to provide details of the connected load and usage pattern prior to obtaining approval to connect to the distribution system.

The Customer owns all the equipment and facilities from the load side of the connection to the distribution system. The ownership demarcation shall be where the connection is made to the secondary buss on the distribution system. The service connection shall be provided through a suitable disconnect switch for the installation.

Peterborough Distribution Inc. has ownership and operational control of the connection to the distribution system. The Customer has ownership and operational control of the disconnect switch if operated by qualified personnel.

A service location must be obtained from and approved by Peterborough Distribution Inc. prior to obtaining service.

3.7 STREET LIGHTS

This Customer Rate Class applies only to street lighting equipment owned by a Municipality or the Province of Ontario and operating within the licenced territory of Peterborough Distribution Inc. Included in this Rate Class is decorative and seasonal lighting connected to street lighting facilities owned by the City of Peterborough, other authorized municipalities and the Province of Ontario. The Customer is required to provide details of the connected load and usage pattern prior to obtaining approval to connect to the distribution system. The Customer is also required to provide regular inventory updates of the connections and load profile as determined by Peterborough Distribution Inc.

The Customer owns all equipment and facilities from the load side of the connection to the distribution system. The ownership demarcation shall be where the connection is made to the secondary buss on the distribution system. Peterborough Distribution Inc. has ownership and operational control of the connection to the distribution system. The Customer has ownership and operational control of any disconnect switch if operated by qualified personnel.

Each street light is to be individually controlled by a photocell. Underground connections for street lighting are provided through a suitable main disconnect to be installed by the Customer.

3.8 TRANSFORMATION

The maximum three-phase transformer sizes supplied by Peterborough Distribution Inc. are as follows:

4.16/2.4 kV	500 kVA (distribution class)
8.32/4.8 kV	500 kVA (distribution class)
27.6/16.0 kV	750 kVA @ 120/208 V (distribution class) 1000 kVA @ 347/600 V (distribution class)
	1500 kVA (standard outdoor station class – 200 kV BIL)
44 kV	1500 kVA (standard outdoor station class – 250 kV BIL)

Customers have the option of ownership of transformation at all sizes and are required to own the transformation above the maximum sizes supplied by Peterborough Distribution Inc. If a Customer decides or is required to own their transformation, the transformer technical specifications and its loss evaluation require prior approval from Peterborough Distribution Inc. The Customer is required to compensate Peterborough Distribution Inc for transformer losses that exceed the

maximum acceptable losses. The Customer will receive a transformer allowance as specified in the current rate schedule for privately owned transformation. Large User rate class customers are not eligible for the transformer allowance.

Peterborough Distribution Inc. reserves the right to determine the size of transformation it supplies for a Customer service connection. Peterborough Distribution Inc. also reserves the right to install smaller transformation capacity if the existing load history or expected load warrants it. If the PDI supplied transformer is sized to less than the service entrance capacity due to current or future expected load demand, Peterborough Distribution Inc will be responsible for supplying a transformer sized to the existing service entrance size at no cost to the Customer if required in the future.

If a Customer upgrades their service entrance and requires larger capacity transformation, the Customer shall pay the cost of the new transformer. The Customer may receive a credit for the existing transformation if it is in serviceable condition and is less than 25 years old. The credit if applicable will be identified in the Offer to Connect.

3.9 EMBEDDED GENERATION

Peterborough Distribution Inc. will provide a connection to its distribution system for embedded generators where it is technically feasible as determined by the Connection Impact Assessment. All costs related to the connection facilities and generator protective equipment required for the safety of the public and security of the distribution system will be borne by the embedded generator. Other costs related to the distribution system will be allocated and be determined as required by the Green Energy Act 2009 or the Ontario Energy Board Distribution System Code.

All embedded generators must make written application to Peterborough Distribution Inc. if they wish to connect to the distribution system. A Connection Impact Assessment will be completed and embedded generators will be required to enter into a Distribution Connection Agreement.

For more information on the connection process and cost allocations refer to the Ontario Energy Board Distribution System Code. The Ontario Energy Board Retail Settlement Code, Ontario Power Authority Contracts or the Electricity Market Rules as applicable will govern the purchase of electricity. All embedded generators (except those under 500 kW) must have a valid generator's licence issued by the Ontario Energy Board prior to receiving approval to connect to the distribution system.

Embedded generators must meet all the conditions and standards applicable to the generation of electricity in the Province of Ontario and obtain the necessary approvals from the Electrical Safety Authority, the Independent Electric System Operator, Ontario Energy Board and the Ontario Power Authority. The connection

and operation of an embedded generator must not affect the safety, reliability, efficiency or quality of electrical distribution and supply by the distribution system. The embedded generator will be liable for any damage, disturbances or additional costs on the distribution system as a result of its operation of the generation facility.

Peterborough Distribution Inc. will provide for Net Metering to those Customers requesting it according to Ontario Energy Boards Distribution System Code and the Retail Settlement Code. Embedded generators wanting to connect to the distribution system must meet all the requirements applicable in this section. More information on Net Metering can be obtained from the Ontario Energy Board's website.

3.9.1 Technical Requirements

The embedded generator will install and maintain sufficient protection equipment and control systems to protect against and restrict disturbances to the distribution system and other Customers.

A primary voltage three-phase (or single phase) interruption and disconnection device is required to provide a point of isolation, disconnection and demarcation of the generator from the distribution system. Peterborough Distribution Inc. retains operating control of the disconnection device unless otherwise negotiated with the generator.

Typical generation protection will be provided to automatically isolate the generator from the distribution system for internal faults within the generator's equipment, external faults on the distribution system and abnormal system conditions such as but not limited to over-current, under/over frequency and under/over voltage. Peterborough Distribution Inc. reserves the right to request a transfer trip scheme if it is deemed to be necessary due to distribution system operating conditions.

The generator shall be sufficiently protected from any disturbances or abnormal conditions on the distribution system such as but not limited to lightning, reclosures, switching spikes, faults and abnormal voltage conditions. The generator is responsible for protecting its own equipment and Peterborough Distribution Inc. is not liable for damage to the generator's equipment. The generator's protection scheme must be approved by Peterborough Distribution Inc. prior to connection to the distribution system.

The generator shall not automatically reclose its disconnection device without the approval of Peterborough Distribution Inc. Generator operator initiated connection of the generator to the distribution system is only permitted at the direction of Peterborough Distribution Inc.

The generator will provide remote telemetry of the generation facilities as determined by Peterborough Distribution Inc. The requirement for the telemetry is dependant on site specific configuration and size of the generator.

3.9.2 Generation Limits

The following absolute limits are stated in this section for planning purposes and the actual limits (which may be lower) will be determined in the Connection Impact Assessment. Generally, generator capacity will be limited to 60% of transformer nameplate rating at distribution stations and transformers. The short circuit limits of the distribution system shall not be exceeded by the connection of embedded generation connections.

3.9.2.1 Distribution Feeder Limits

The total generation capacity connected to distribution feeders shall not exceed:

- i) 30 MW for feeders operating at 44 kV
- ii) 19 MW for feeders operating at 27.6 kV
- iii) 2.9 MW for feeders operating at 8.32 kV
- iv) 1.45 MW for feeders operating at 4.16 kV

3.9.2.2 Individual Generation Connection Limits – Three Phase

- i) 10 MW per connection on feeders operating at 44 kV
- ii) 3 MW per connection on feeders operating at 27.6 kV
- iii) 0.5 MW per connection on feeders operating at 8.32 kV or 4.16 kV

3.9.2.3 Individual Generation Connection Limits – Single Phase

- i) 150 kW per connection on feeders operating at 27.6 kV
- ii) 100 kW per connection on feeders operating at 8.32 kV and 4.16 kV

3.9.3 Metering Requirements

Peterborough Distribution Inc. will determine the appropriate metering arrangement for each generator based on the connection configuration and generator technology but will require as a minimum bi-directional metering to measure kWh delivered to and kWh received from the generator. The meter shall be capable of being remotely

read and the communication required must be supplied and maintained by the generator.

3.10 EMBEDDED MARKET PARTICIPANT

Embedded Market Participants are required to inform, in writing, Peterborough Distribution Inc. of their status 30 days prior to their participation in the Ontario Electricity Market. Embedded Market Participants are required to register with the Independent Electricity System Operator in order to participate in the Ontario Electricity Market.

3.11 EMBEDDED DISTRIBUTOR

Any licenced Embedded Distributor is required to inform, in writing, Peterborough Distribution Inc. of its intention to operate within the jurisdiction of Peterborough Distribution Inc. if authorized to do so by the Ontario Energy Board. The Embedded Distributor will be required to enter into a Distribution Connection Agreement. The terms and conditions applicable to an Embedded Distributor would be outlined in the Distribution Connection Agreement.

3.12 OVERHEAD TO UNDERGROUND AND DOWNTOWN SERVICING

3.12.1 Overhead to Underground Relocations

Peterborough Distribution Inc will relocate existing overhead lines in the distribution system to underground at the full cost recovery from the requesting party. The requestor may be eligible to receive a credit towards the relocation based on the estimated cost to rebuild the existing line overhead subject to a depreciation allowance if the line is less than twenty-five (25) years old. The credit will be reduced by a straight-line depreciation with the age of the line being determined by the oldest age of the poles, insulators or conductors.

In addition, if the relocation to underground results in an appreciable improvement to overhead line clearance and safety, an additional safety clearance allowance may be applied to a maximum value of five (5) percent of the relocation project cost.

3.12.2 Downtown Servicing

There may be some restrictions to the availability of overhead servicing and service voltages in the Downtown Servicing Areas in the City of Peterborough and the Village of Lakefield. Customers seeking service connections in these areas should consult with Peterborough Distribution Inc. to determine the type of service availability.

The Downtown Servicing Areas are currently defined as the area bounded by Water Street, Brock Street, Aylmer Street and Sherbrooke Street in the City of Peterborough and Albert/Queen Streets from Water Street to Reid Street in the Village of Lakefield.

Typically, service connections will be restricted to underground in these designated areas. The secondary service connection voltage will be restricted to 120/208 Volt, three-phase and 120/208 Volt, single phase, network. The maximum connected load to secondary service connections will be 200 kW (600 Amp main disconnect). Primary voltage service connections will require the transformation to be installed and located on the Customer's property.

3.13 TEMPORARY SERVICES

Temporary services are defined as being provided for construction purposes or short-term special events. A service location approved by Peterborough Distribution Inc. is required prior to connection. A connection authorization from the Electrical Safety Authority is required prior to the placement of the meter. The Customer must provide an approved meter base and service stack and entrance disconnect in accordance with Peterborough Distribution Inc technical specifications and the Ontario Electrical Safety Code.

The standard charges for typical temporary service are listed in the current Peterborough Distribution Inc. rate schedule. Peterborough Distribution Inc. standard service is a single phase 200 Amp overhead service provided to the property line or the first practical attachment point within 10 metres of the Customer's property line. Any facilities beyond the standard service will be provided by the Customer at their cost. Under no circumstances will the Customer be allowed to install their facilities on a Peterborough Distribution Inc. pole. The charges and any construction deposit required are to be paid prior to service being provided.

For temporary service installations that are not standard, additional charges will apply and are located in Section 5.0 of the Conditions of Service. The Customer is responsible for all costs associated with the installation and removal of temporary services with the exception of recoverable material.

A temporary service is provided for a maximum of twelve (12) months. If the service is required beyond that period, a renewal is required to be obtained from Peterborough Distribution Inc.

Section 4.0 GLOSSARY OF TERMS

Amps	The flow of current in a conductor measured in Amperes (A).
Average Peak Demand	A calculation of the average peak demand using the maximum peak demands for each month in a specified time period.
Company	Refers to Peterborough Distribution Inc.
Connection	The physical point where the electrical service to the Customer connects to the main distribution system. Ownership demarcation and operational control beyond this point will be as defined in the Conditions of Service or the Offer to Connect.
Connection Impact Assessment	The technical review and evaluation to determine if an embedded generator can connect to the distribution system.
CSA	Refers to the Canadian Standards Association.
Customer	A person under law who has contracted for or intends to contract for connection to the distribution system. This includes Developers of residential or commercial subdivisions. Also refers to the owner or tenant of a building whose electrical service is connected to the distribution system. In addition, a Customer refers to a person or corporation which contracts for distribution services and/or energy use or is an embedded generator.
Demand	The maximum rate of use of electrical power in a specified demand period measured in kilowatts (kW) or kilo-voltamperes (kVA).
Demarcation Point	A physical point that is designated to determine ownership and/or operational control of the Customer's or the Distribution Company's equipment.

Distribution System	The electrical distribution system and facilities owned by Peterborough Distribution Inc. located on public road allowance.
Electrical Service	The portion of electrical facilities located on the Customer's property that connects the facility to the Distribution System.
Embedded Generator	A generator that is connected directly to the distribution system.
Emergency	An abnormal system condition that requires remedial action to prevent loss or damage to equipment and or may impact public safety.
Energy	The rate of use or consumption of electricity measured in kilowatt-hours (kWh).
Energy Diversion	Refers to the theft of energy from meter tampering or tapping off electrical load before the revenue meter.
ESA	Refers to the Electrical Safety Authority who is responsible for public electrical safety in Ontario.
Expansion	An addition to the distribution system supplying or potentially supplying multiple Customers and located on public road allowance. It does not refer to the extension of an electrical service connection to a single or group of Customers located on private property.
General Service	Service to buildings or customers that are not classified as single family residential.
IESO	Refers to the Independent Electricity System Operator who operates the competitive electricity market in Ontario.
Instrument Transformers	Devices required to reduce metering quantities for the standard meter configuration.
Interval Meter	A meter measuring electricity consumption for each hour of the day. Designated as a MIST meter in the Distribution System Code.
Large User	A Customer with a monthly average demand of 5000 kW or greater over a specified time period.

Line Side	Refers to the side of the ownership demarcation point that is closest to the distribution system.
Load Side	Refers to the side of the ownership demarcation point that is closest to the Customer's load.
Main Disconnect	Refers to the Customers main isolation switch from the distribution system and sometimes may be designated as the Customers ownership demarcation point.
MMP	Refers to a Metered Market Participant who buys or sells electricity directly to the IESO controlled grid.
Network Meter	Single-phase meter for use on network type service of single-phase 120/208 Volt supply.
OEB	Refers to the Ontario Energy Board (Regulator).
OESC	Refers to the Ontario Electrical Safety Code
Primary Voltage	Voltage over 750 Volts.
Property Line	The line demarking the boundary between the public road allowance and private property.
Residential Service	Service to single family homes and is zoned for single-family residential use.
Retailer	A person or corporation that sells or retails electricity.
Secondary Voltage	Voltage under 750 Volts.
Service Connection	Refers to facilities that are required to connect the Customer facilities on private property to the distribution system on the public road allowance.
Service Location	An approved location to connect the Customer's electrical service to the distribution system.
Smart Meters	Refers to electronic revenue meters required by the Provincial Government.
Sub-metering	Refers to meters installed behind the LDC revenue meter for the purposes of allocating charges to individual units within a building or complex.

Sub-transmission	Distribution feeders operated at 44,000 Volts.
Temporary Service	Refers to an electrical service granted temporarily for such purposes as construction or short term events. It is intended not to be in-service for more than one (1) year.

Section 5.0 APPENDICES AND TABLES

5.1 CONNECTION CHARGES (*subject to annual review*)

Temporary Services – Underground (with Transformer Installation)	Actual Cost
Temporary Services – Primary Voltage Service Connection	Actual Cost
New Underground Residential Service - Buss Connected	\$1000 (10 metres)
- Individual	\$ 600 (10 metres)
Upgrade Existing Underground Residential Service	Actual Cost
Overhead to Underground Residential Service - Standard	\$955 (25 metres)*
*plus actual excavation and restoration costs	
Underground Residential Service – Extra Length	\$21/metre
Miscellaneous Secondary Service Connection (No material or civil work required)	\$240
Overhead Transformers on Private Property - Secondary Connections	\$960
Residential Subdivision Post Inspection	\$25/lot
Interval Meter Installation – Standard	\$2500 **
**excludes cabinet, etc.	
Network Meters	\$46/meter

Notes:

Charges are applicable during regular business hours. If the work is required after normal business hours, additional costs will be recovered from the Customer. Charges are payable prior to the service being provided.