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## CoS Revisions to Date (Revision R2 to Revision R3):

A summary of the changes are as follows:

- **General Changes (entire document)** - General changes are as follows:
  - Numerous instances throughout the document where 'customer' and 'distributor' should be 'Customer' and 'Distributor' respectively.
  - Numerous instances throughout the document where "LDC" should be 'Distributor'.
  - Numerous instances throughout the document where 'Local Distribution Company' should be 'Distributor'.
  - Numerous "links" removed to avoid issues with bad links within the document.

- **Glossary of Terms (Page 65)** – Glossary of Terms updated to remove definitions for "Geographic Distributor", "Load Transfer", "Load Transfer Customer", and "Physical Distributor", in light of the OEB's decision to eliminate Long-Term Load Transfers.

Removed Terms for FIT and MicroFIT as these programs are no longer available.

Added definitions for Bulk Meter, Connection Impact Assessment, Demand, Economic Evaluation, Host Distributor, Load, Offer to Connect, Reconnection, Service, and Unmetered Scattered Load.

- **Policies (Page 73)** – Policies related to the Conditions of Service have been updated for the latest numbering schema and DSC amendments. Added note regarding conditions of service or a distributor's policy superseding the CHEC policies
- **CHEC LDC Information (Page 74)** – Section updated reference the CHEC website for member information.
- **Distribution Connection (Page 76)** - Section revised to reflect current Economic Evaluation process



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## Specific Changes to the Conditions of Service Document

**Section 1.1.1** - Paragraph update for gender neutrality

**Section 1.2** - Related Codes and Governing Laws updated to remove FIPPA and to add MFIPPA. New codes added for Occupational Health & Safety, and Accessibility for Ontarians with Disabilities.

**Section 1.6** - Paragraph updated for gender neutrality

**Section 2.1.2** - Updated so customers can request additional information (CHEC Generation Guide, Appendix E/F of the DSC) from the utility.

**Section 2.1.3 Connection Denial** - Updated as follows:

- Changed 'Violations of conditions in a Distributors' Licence' to 'Violations of conditions in a Distributors' Licence, the Customer's Connection Agreement, or the Distributor's Conditions of Service'
- Added 'Where the electrical connection to the Distributor's distribution system does not meet the Distributor's design requirements'
- Added 'Violations of the property rights of property owners or other agencies, such as railways, Ministries, or the Municipality'
- Added section 'In addition to the above, the Distributor may deny connection to any Customer for any of the following reasons:
  - Refusal by the Customer to sign any agreements required to be executed by the Customer under these Conditions of Service;'
  - Failure to meet the Distributor's security deposit policy requirements as outlined in the Conditions of Service'

**Section 2.1.4 Inspections before Connections** - Changed 'The Distributor has the right to request an inspection prior to any connection.' to 'The Distributor has the right to request an inspection prior to any connection. The connection must meet the Distributor's design standards and requirements.'

**Section 2.1.7 Contracts** - Removed reference to "Implied Contracts" as this is no longer applicable under the current CSRs.

**Section 2.2** - Added as a first paragraph 'The Distributor shall not be liable for any damages or claims as a result of disconnection of service.'

**Section 2.2.1** - Created as a new section (2.2.1) and revised to include term "Refusal to Connect"

Added the following items as reasons for disconnection:

- Added '(i) In compliance with a court order;'
- Added '(j) By order of the Electrical Safety Authority or IESO;'



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**Section 2.2.2 Unauthorized Use** - Moved to “Disconnection” section and changed to Section 2.2.2 as this is a more logical grouping for unauthorized energy.

**Section 2.3.1 Guaranty of Supply** - Reworded “making false claims of interruptions.” To “The Distributor reserves the right to claim and take any actions or legal proceedings for recovery or compensation as a result of costs due to inconvenience, disruption of schedule, and/or loss of efficiency or productivity of any nature whatsoever related to misidentification of power quality issues or outages by the customer or its contractor and/or subcontractors, suppliers, and/or or materialmen of any tier.”

Last Paragraph revised for wording as the phrase “news release” was deemed to be archaic.

**Section 2.3.3 Electrical Disturbances** - Added ‘The Distributor shall not be held liable for the failure to maintain supply voltages within standard levels due to Force Majeure.’

Section to be updated to include reference to standard IEEE 519-992 for Harmonic Control in electrical power systems

**Section 2.3.5 Voltage Guidelines** – Reference chart for CSA Standard CAN3-235 added as customers would not typically have access to this standard.

**Section 2.3.7.1.5 Bulk Metering** - Changed ‘Individual suite metering can be installed and operated by the Distributor or private unit sub-metering providers.’ to ‘Individual suite metering can be installed and operated by the Distributor or an OEB Licensed Sub-Meter Contractor.’

Also removed term to “dry-core” for clarity.

**Section 2.3.7.1.8 Maintenance of Metering Equipment** - Reworded for clarity: ‘The customer is responsible for maintaining the integrity of the meter base and cabinets, unless owned by the LDC, to meet the required mechanical and electrical standards.’ to ‘Unless owned by the Distributor, the Customer is responsible for maintaining the integrity of the meter base and cabinets, ensuring they meet the required mechanical, electrical, and safety standards.’

**Section 2.3.7.2 Current Transformer Boxes** - Section reworded as not all transformer boxes are entered from top/bottom.

**Section 2.3.7.17 Net Metering** - Section has been updated to reflect the latest changes to regulation 541/05 for net metering.

Meter requirements updated to include both one-way or bi-directional meters.

Section updated so customers can request additional information (CHEC Generation Guide, Appendix E/F of the DSC) from the utility.

**Section 2.4.2 Energy Supply** - Wording change to include both SSSC and RSC.

**Section 2.4.3 Supply Deposit & Agreements** - Section updated to include details on the standard security deposit policy



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**Section 2.4.4 Billing** - Section updated to include details on the standard billing/collection policy

**Section 2.4.4.4 Billing Errors** - Section added to include wording for billing errors as requested

**Section 2.4.5 Payments and Late Payment Charges** - Section revised to include late payment requirements as required by the OEB. Also, section added for reference to other policies.

**Section 3.1.8 Metering** - “1.7 meters” revised to show “1.73 meters (5’-8”)”, to accurately reflect standard.

Reworded sentence containing ‘driveway side’. This should be at the ‘Distributor’s discretion’. Note some Distributors install services on the non-driveway side.

**Section 3.1.11.2 Metering** - “1.7 meters” revised to show “1.73 meters (5’-8”)”, to accurately reflect standard.

**Section 3.1.12.1 Service Information** - Reword ‘making false claims of interruptions.’ to “The Distributor reserves the right to claim and take any actions or legal proceedings for recovery or compensation as a result of costs due to inconvenience, disruption of schedule, and/or loss of efficiency or productivity of any nature whatsoever related to misidentification of power quality issues or outages by the customer or its contractor and/or subcontractors, suppliers, and/or or materialmen of any tier.”

**Section 3.2.8 Metering** - “1.7 meters” revised to show “1.73 meters (5’-8”)”, to accurately reflect standard.

Reworded sentence containing ‘driveway side’. This should be at the ‘Distributor’s discretion’, as some Distributors install services on the non-driveway side.

**Section 3.5.1 General** - Section updated so customers can request additional information (CHEC Generation Guide, Appendix E/F of the DSC) from the utility.

**Section 3.5.7 General** - Section updated so customers can request additional information (CHEC Generation Guide, Appendix E/F of the DSC) from the utility.

**Section 3.8** - Updated to include the more commonly known term of “Unmetered Scattered Load”

**Section 3.10 Regional Planning** - Section removed as it is not required in the conditions of service document.



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**SECTION 4 Glossary of Terms** - Updated to include new terms for Bulk Meter, Connection Impact Assessment, Demand, Economic Evaluation, Host Distributor, Load, Offer to Connect, Reconnection, Service, Sub-Metering/Unit Sub-Metering, and Unmetered Scattered Load. The term "Feed-in-Tariff (FIT) is removed as this program is no longer offered.

**SECTION 5 Appendices** - Have been revised as follows:

- Policies Relevant to the Conditions of Service - Updated to reference CHEC Policies with note added that conditions of service or Distributor's policies may supersede the CHEC policies.
- Contact Information - Table removed. Reference to the CHEC Website added.
- Distribution Connection Process - Updated to reflect current Economic Evaluation process.



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## CoS - Related Policy Revisions

### Policy 2.01 Security Deposits:

**Numbering Schema Revised:** Policy 6.1 replaced with Policy 2.01 Version 1.0. The revised number schema is to align this policy with the proposed CHEC Policies project.

**Section 2.01.05** - Updated to remove section on estimated bills.

**Section 2.01.06** - Updated for latest CSR changes.

**Section 2.01.8 – Planned Frequency, Process and Timing of Updating Security Deposits:** Added two paragraphs at the end of the section to clarify which customers are deemed to be residential customers (Seasonal Customers, Farms, & Corporations within the meaning of the Condominium Act), as per the latest DSC document.

### Policy 2.02 Billing and Payment Policy:

**Numbering Schema Revised:** Policy 6.2 replaced with Policy 2.02 Version 1.0. The revised number schema is to align this policy with the proposed CHEC Policies project.

**Section 2.02.03 Frequency and Notice of Customer Reclassification and Notice of kVA Billing:** Section added to detail when and how a customer should be reclassified and includes a note of customers that are charged based on kVA readings.

**Section 2.02.04 – Billing Cycle:** Section revised to include notice that each non-seasonal residential customer and each GS<50 kW customer will be billed on a monthly basis. Paragraph outlining other billing options removed. This updates the section to be compliant with OEB's decision to move to monthly billing for these customers.

**Section 2.02.06** - Updated for new section on "Billing Errors". Section references Conditions of Service regarding billing errors to be compliant with OEB's requirement to specify this in a distributors CoS document.

**Section 2.02.07 – Bill Requirements:** This section has been renamed (was "Billing") and relocated to later in the policy to add clarity to the billing requirements.

### Policy 2.04 Eligible Low-Income Customer Policy:

**Numbering Schema Revised:** Policy 6.2 replaced with Policy 2.04 Version 1.0. The revised number schema is to align this policy with the proposed CHEC Policies project.

**CSR Changes** - Policy updated for latest CSR housekeeping changes.



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### **Policy 2.05 Opening and Closing of Accounts Policy:**

**Numbering Schema Revised:** Policy 6.2 replaced with Policy 2.05 Version 1.0. The revised number schema is to align this policy with the proposed CHEC Policies project.

**Section 2.05.04** - Updated to remove implied contract. Distributors must have a Connection Agreement as per latest CSRs.

**Section 2.05.05** - Updated for third party requirements.

**Section 2.05.06** - Updated for 5/10 business day requirement. Also updated for note regarding the right to inspect.

**Section 2.05.07** - Updated for the inclusion of a CSA.

**Section 2.05.08** - Removed (duplicate of sections above).

### **Policy 2.06 Collection Policy:**

**Numbering Schema Revised:** Policy 6.2 replaced with Policy 2.06 Version 1.0. The revised number schema is to align this policy with the proposed CHEC Policies project.

**Section 2.06.03** - Updated for the CSR changes.

**Section 2.06.04** - Updated to include collections process.

**Section 2.06.05** - Removed (not applicable to collections).

### **Policy 2.08 Disconnection/Reconnection:**

**Numbering schema revised:** Policy 8.1 replaced with Policy 2.08 Version 1.0. The revised number schema is to align this policy with the proposed CHEC Policies project.

**Section 2.08.03 – General Requirements:** Eliminated as section was redundant.

**Section 2.08.04** – Wording addition for advanced notice of disconnection.

**Section 2.08.05 – Disconnection with Notification:** Two paragraphs updated for wording. “LEAP Intake Agency” replaces “registered charity, government agency or social service agency”, as per the latest DSC document.

**Section 2.08.10 – Load Control Devices:** Added section related to the use of load control devices as an alternative to disconnection, as per the latest DSC document.



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**Policy 2.10 Customer Complaint Process:**

**New policy** - Introduced for Customer Complaint Process, which comes into effect July 1, 2019.