

Updates to Conditions of Service Fifth Issue – Draft

Kitchener-Wilmot Hydro Inc. has updated its Conditions of Service document to address clarity of information and to incorporate minor housekeeping.

The following is a summary of the key changes to the document and where to find them.

Section 1: Introduction

1.5 Contact Information

The office hours were adjusted to reflect current hours of operation.

Section 2: Distribution Activities (General)

2.1.1 Building That Lies Along

Changed criteria for “lies along”

2.2.2 Disconnection & Reconnection – Account Arrears

Clarification was made regarding notification and disconnection due to account arrears.

2.3.2.2.4 Outage Reporting

Section added

2.3.6 Back-up Generators

Added requirements for meter base plug-in transfer device.

2.3.7.1 General

Housekeeping.

2.3.7.5 Final Meter Reading

Housekeeping.

2.3.7.6 Faulty Registration of Meters

Clarification on the procedure for refunding or charging a customer due to billing errors.

2.4.1 Service Connection

Contract for Service – housekeeping.

Servicing Rates and Charges – housekeeping.

2.4.3.1 Account Security Deposits

Security Deposit Amounts – housekeeping.

2.4.4 Billing

Housekeeping.

2.5 Customer Information

Housekeeping

Section 3: Customer Class Specific

3.5.3 Net Metering Program for an Embedded Generation Facility

Added requirement for meter for any load displacement or net meter customer that has combined nameplate capacity of generation greater than 50kW

3.5.4 Facilities Standby Charge

Revised Standby Charge applicability

3.8 Unmetered Connections

Revised and updated section 3.8.1 Unmetered Connections to comply with Ontario Energy Board amendment to the DSC, Board file # EB-2012-0383.

Appendix "A"

The "Customer Contract" was removed and customers are now referred to our website. The Service Design Application Form was replaced with an updated version.