

ORILLIA POWER DISTRIBUTION CORPORATION CONDITIONS OF SERVICE Revised JULY 2019 REVISION SUMMARY		
Section	Section Title	Summary of Changes to OPDC's Conditions of Service
Front page		Updated latest revision date
Table of Contents		Added Section 5 - Appendices
1.2	Related Codes and Governing Laws	Related Codes and Governing Laws updated to remove Green Energy Act, FIPPA and add MFIPPA. New codes added for Occupational Health and Safety, and Accessibility for Ontarians with Disabilities.
2.1.2	Offer to Connect	Added reference to the Distribution Connection Process document (Section 5 – Appendices)
2.1.3	Connection Denial	Updated as follows: <ul style="list-style-type: none"> • Changed 'Violations of conditions in a Distributors' Licence' to 'Violations of conditions in a Distributors' Licence, the Distributor's Conditions of Service', or the Customer's Connection Agreement' • Added 'Where the electrical connection to the Distributor's distribution system does not meet the Distributor's design requirements; and Where the electrical connection violates 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: <ul style="list-style-type: none"> • 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'
2.1.4	Inspections before Connections	Added: 'The connection must meet OPDC's design standards and requirements.'
2.1.7	Contracts	Removed paragraph, 'Implied Contracts' as this is no longer applicable under current Customer Service Rules.
2.2	Disconnection	Modified section 2.2: Moved existing content to new section 2.2.1 and added 'OPDC shall not be liable for any damages or claims as a result of disconnection of service.'
2.2.1	Refusal to Connect / Right to Disconnect	Created section (2.2.1) 'Refusal to Connect / Right to Disconnect'. Added the following items as causes to disconnect: <ul style="list-style-type: none"> '(i) in compliance with a court order, and (j) by order of the ESA or IESO' Added reference to OPDC's Disconnection/Reconnection Policy (Section 5 – Appendices)

2.2.2	Unauthorized Energy Use	Previously 2.4.6, moved to 'Disconnection' new section 2.2.2 as more logical placement
2.3.1	Guaranty of Supply	Replaced 'OPDC reserves the right to recover costs from the Customer for making false claims of interruptions' with 'OPDC 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.'
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.'
2.3.7.1.5	Bulk Metering	Replaced 'licensed unit Sub-Meter Provider' by 'an OEB Licensed Sub-Meter Contractor.' Also removed term "dry-core" to avoid confusion.
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.'
2.3.7.7	Meter Dispute Testing	Updated wording to state that the customer will be subject to Meter Dispute Charge plus MC fees if the meter is found to be correct.
2.3.7.17	Net Metering for Embedded Generation	Section has been updated to reflect the latest changes to regulation 541/05 for net metering. Meter requirements updated to include either one-way or bi-directional meters at the discretion of the distributor.
2.4.2	Energy Supply	Updated wording to include both SSSC and RSC.
2.4.3	Security Deposits & Agreement	Updated wording to reference OPDC's most recent Security Deposit Policy. Added reference to the Distribution Connection Process document (Section 5 – Appendices)
2.4.4	Billing & Payment	Updated to include option to elect to bill on more frequent basis in order to manage non-payment risk.
2.4.4.1	Account Set Up Charge	Updated to explain the New Account Setup Charge.
2.4.4.2	Equal Payment Plan	Updated for offer of an equal billing plan option to residential and general service <50 kW customers.
2.4.4.3	Estimated Billing	Updated to explain exception when a distributor may issue a bill based on estimated consumption.
2.4.4.4	Billing Errors	Section added to include customer service rules regarding billing errors.
2.4.4.5	Payment	Section added re minimum payment period of 20 days

2.4.4.6	Method of Enforcement Where Payment is Not Received	Section added re implementation of OPDC's Collection Policy
2.4.5	Late Payment Charges & Other Charges	Revised to provide additional details re late payment and other charges.
2.4.6	Unauthorized Use	Moved to new section 2.2.2
3.2	Residential Customers	'1.7 meters' revised to show '1.73 meters' to accurately reflect standard. Replaced 'on the driveway side' with 'at the discretion of the Distributor'.
3.2.4	Residential Metering	'1.7 meters' revised to show '1.73 meters' to accurately reflect standard. Replaced 'on the driveway side' with 'at the discretion of the Distributor'.
3.2.5.2	Metering	'1.7 meters' revised to show '1.73 meters' to accurately reflect standard.
3.2.6.1	Service Information	Replaced wording 'OPDC reserves the right to recover costs from the customer for making false claims of interruptions.' to 'OPDC 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.'
3.3.2.4	Metering	'1.7 meters' revised to show '1.73 meters' to accurately reflect standard. Replaced 'on the driveway side' with 'at the discretion of the Distributor'.
3.7	Unmetered Scattered Load (Miscellaneous Small Services)	Updated section header to include the more commonly known term of "Unmetered Scattered Load".
4	Glossary of Terms	Updated to include definitions for 'Bulk Meter', 'Connection Impact Assessment', 'Demand', 'Economic Evaluation', 'Host Distributor', 'Load', 'Offer to Connect', 'Reconnection', 'Sub-Metering or Unit Sub-Metering', and 'Unmetered Scattered Load'. The term 'Feed in Tariff (FIT)' is removed as this program is no longer available; the terms 'Geographic Distributor', 'Load Transfer', 'Load Transfer Customer', and 'Physical Distributor' are removed with the elimination of Long-Term Load Transfers.
5	Appendices	Added Section 5 Appendices to provide the location of documents referenced in the Conditions of Service and additional relevant documents including: the Distribution Connection Process, Request for Connection Form, Electrical Planning Requirements Document, and Electric Service



		Meter Base / Service Verification Form and OPDC's Disconnection / Reconnection Policy.
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