

Conditions of Service - 2008 Revision Summary

Section No	Section Title	Revision made to the previous version
2.1	Connections	<p>Add:</p> <p>Connection for a new service request for a low voltage (<750 volts) service will be completed within 5 business days from the day on which all applicable service conditions are satisfied.</p> <p>Connection for a new service request for a high voltage (>750 volts) service will be completed within 10 business days from the day on which all applicable service conditions are satisfied.</p>
2.1.8	Pole and Structure Attachments	<p>Add:</p> <p>No attachments shall be made to any pole or other structure of Oakville Hydro without the prior written consent of Oakville Hydro.</p> <p>It is a precondition of any consent being granted by Oakville Hydro to anyone making attachments to any pole or other structure of Oakville Hydro that the attacher enter into an "Agreement for Licensed Attachment" with Oakville Hydro in Oakville Hydro's current standard form. A condition of any attachment remaining on any pole or other structure of Oakville Hydro is the attacher's strict compliance with the "Agreement for Licensed Attachment" entered into by the attacher with Oakville Hydro, including timely payment of the annual Attachment License Fee. Anyone making attachments to any pole or other structure of Oakville Hydro must comply with all requirements and standards of the Electrical Safety Authority and the Canadian Standards Association relative thereto.</p> <p>Where an attachment to any pole or other structure of Oakville Hydro would occupy the right of way of the Town of Oakville, the Regional Municipality of Halton or the Province of Ontario, it is a precondition for any consent being granted by Oakville Hydro in relation to such attachment that Oakville Hydro be provided with the written consent or consents of whichever of the Town, Region or Province controls the right of way.</p> <p>All costs and liability related to attachments made to the poles and other structures of Oakville Hydro are the responsibility of the attacher.</p>

		<p>Due to the high demand for attachment rights in the communications space on the poles of Oakville Hydro, only one support strand or communications cable may be attached to any such pole by an attacher and all its associates (as defined in the Ontario Business Corporations Act). Due to engineering, safety, pole load, congestion and aesthetic considerations, only three locations are allowed for the attachment of support strands and communications cables in the communications space on any pole of Oakville Hydro.</p> <p>Unacceptable attachments include privately owned electrical service equipment and lighting, private signs, banners, posters and notices and privately owned brackets and planters. Any unacceptable attachments will be removed by Oakville Hydro at the attacher's expense. It is the policy of Oakville Hydro to enforce Section 47 of the Electricity Act, 1998 with respect to unacceptable attachments of all kinds.</p>
<p>2.2.1</p>	<p>Disconnection & Reconnection – Process and Charges</p>	<p>Remove: Immediately following the due date, steps will be taken to collect the full amount of the bill. Fourteen days following the due date, a final notice will be mailed to the account holder. If the bill is still unpaid seven calendar days after the final notice has been issued, a collection letter will be hand delivered to the service location giving seven calendar days notice for disconnection of service for non-payment.</p> <p>Reconnection will occur between the hours of 07:30 and 21:00.</p> <p>Disconnect notices will be hand delivered to the service location.</p> <p>Add: A minimum of seven calendar days following the due date a friendly reminder call will be made to the customer. If the bill is still unpaid ten calendar days after the friendly reminder call, a collection letter will be hand delivered to the service location giving seven calendar days notice for disconnection of service for non payment.</p>
<p>2.4.2.1</p>	<p>Standard Supply Service (SSS)</p>	<p>Remove: For SSS Customers, electricity will be purchased from the wholesale spot market and charged to consumers at spot market prices. The spot market is an hourly commodity market administered by the Independent Electricity Market Operator</p>

		<p>(IMO).</p> <p>The price of the commodity will be charged to consumers on a pass through basis. Customers will pay a price based on the weighted average hourly spot market price of electricity. This price may be subject to such rebates or adjustments as may be required by law.</p> <p>Replace with: Oakville Hydro shall obtain the electricity required to fulfill its standard supply service obligation through the IESO administered markets or from an embedded retail generator located within the Oakville Hydro's licensed service area.</p>
2.4.3.1	Security Billing Deposits	<p>Remove:</p> <p>Section 7.4.3 of the Retail Settlement code provides that a distributor may use any risk mitigation option under the law to manage customer non payment risk.</p>
2.4.3.1	Poor Payment History	<p>Remove:</p> <p>e) has any combination of two of items a) to d) above</p> <p>Renumber: paragraphs f) to i).</p>
2.4.3.1	Chronic Delinquent	<p>Remove:</p> <p>e) any combination of two of the above</p>
2.4.3.1	Amount of Security Deposit	<p>Remove:</p> <p>The amount of the security deposit for new customer shall not exceed:</p> <p style="padding-left: 40px;">a) where the previous twelve month billing history is available, billing cycle factor x estimated bill based on the customer's average monthly load with the Oakville Hydro during the most recent twelve consecutive months within the past year;</p> <p>Replace with:</p> <p>The amount of the security deposit for new customer shall not exceed:</p>

		<p>a) where the previous twelve month billing history is available, billing cycle factor x estimated bill based on the customer's average monthly load with the Oakville Hydro during the most recent twelve consecutive months within the two years.</p>
2.4.3.1	Interest on Cash and Security Deposits	<p>Remove:</p> <p>The interest accrued shall be applied to a customer's deposit balance on an annual basis or on closure of the customer's account, whichever occurs first.</p> <p>Replace with:</p> <p>The interest accrued shall be paid out once every 12 months or on return or application of the security deposit, or on closure of the customer's account, whichever occurs first.</p>
2.4.5.1	Payment Methods	<p>Add:</p> <p>f) by credit card via www.oakvillehydro.com or by calling 1-866-662-0724</p> <p>Remove:</p> <p>a) Equal Payment Plan: The customer pays this amount each billing period</p> <p>Replace with:</p> <p>The equal monthly payment is deducted from the customer's bank account.</p> <p>Remove:</p> <p>b) Oakville Hydro offers a pre-authorized payment plan whereby either an equal monthly payment or the billed amount is deducted from the customer's bank account at their financial institution to be applied against their energy billing.</p> <p>Replace with:</p> <p>Oakville Hydro offers a pre authorized payment plan where the billed amount is deducted from the customer's bank account and applied against their Oakville Hydro bill.</p>
2.4.5.2	Overdue Account Interest Charges	<p>Remove:</p>

		<p>Bills are rendered for energy related services provided to the Customer. Bills are payable in full by the due date whether a bill is based on a meter reading or an Oakville Hydro estimate. Past the due date, interest is calculated daily based on an annual rate of 18%.</p> <p>Replace with:</p> <p>Bills are rendered for energy related services provided to the Customer. Bills are payable in full by the due date identified on the bill whether a bill is based on a meter reading or an Oakville Hydro estimate. The due date shall be sixteen calendar days from the date of mailing. When payment is made by mail the payment will be deemed to be made on the date postmarked. When payment is made at a financial institution payment will be deemed to have been made when acknowledged by the financial institution. Past the due date, interest is calculated daily based on monthly interest rate of 1.5% or 19.56% annually.</p> <p>Remove: Transfer Charge</p> <p>Replace with: Account Set Up Charge</p>
6.1	Sample Agreements	<p>Remove:</p> <p>6.1.1.1 6.1.1.2 6.1.1.3 6.1.1.4</p> <p>Replace with:</p> <p>6.1.1 Residential – Service to Occupant 6.1.2 Commercial – Service to Occupant</p>