

GPI Conditions of Service - Revision History

The following is a summary of key changes made to the document.

Revision: Rev 2.0 October 2018

Section	Subject	Reason for Change
1.1	Identification of Grimsby Power and Service Area	Added licence number.
1.1.1	Distribution Overview	Added Niagara West Municipal Transformer Station.
1.1.2	General	Added section with general information about servicing, obligations of GPI and customers. Added references to Unit Sub-Meter Code.
1.2	Related Codes and Governing Laws	Updated list to include other applicable codes and laws, including privacy rules.
1.3	Interpretations	Added additional terms with clarifications on meanings.
1.6	Customer Rights and Obligations	Added several subsections to clarify the obligations of customers, including the requirement to notify GPI of load changes such as the installation of an electric vehicle charger.
1.7	Grimsby Power Rights	Clarified the right of access to customer property.
1.7.2	Safety of Equipment	Added details regarding ON1CALL for locates. Added details regarding landscaping near GPI equipment.
1.9	Service Quality Requirements	Added section to reference service quality indicators and the Annual Scorecard.
1.10	Liability	Added section outlining limits of liability.
1.11	Force Majeure	Added section outlining Force Majeure
2.1	Connections - Process and Timing	Separated load connections and generator connections. Clarified response times for written requests for connection and "ready to be connected" requests. Added reference to "New Service/Upgrades Application" process.
2.1.1.1	Connection Charges	The current connection charges will be available from the Engineering Department, and no longer published in this document. Customer Deposit information is in Section 2.4.3.
2.1.2.4	Rebates Related to Expansions	The "Line Monitoring Agreement" will be available from the Engineering Department, and no longer published in this document.
2.1.3	Connection Denial	Updated list of reasons for connection denial to include lack of municipal, provincial, or federal approvals as applicable.
2.1.4	Inspections Before Connections	Added paragraph to emphasize requirements of Regulation 22/04 (Certificate of Approval required for design drawings).

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2.1.5	Relocation of Plant	The typical costs for pole relocations will be available from the Engineering Department, and no longer published in this document. Relocation requests by a road authority within 5 years of receiving consent are 100% payable by the road authority.
2.1.7.1	Standard Form of Contract	Removed reference to appendix for deposit information. Any deposit information will be noted in the Contract with the Customer or in Section 2.4.3.
2.1.7.3	Special Contracts	Noted that Residential Subdivisions are an example of a service that will require a special contract.
2.1.7.5	Opening and Closing of Accounts	Added option for Residential Customers to complete on-line move-in form, or download form and submit to office. Added option to complete the moving-out notification on-line.
2.2	Disconnections	Added Regulation 22/04 to list of specific regulations where a violation could result in disconnection. Added reference to leaving "Fire Safety Notice" when disconnecting a property.
2.2.1	Load Limiters	Added paragraph describing written information GPI provides when installing a load limiter.
2.2.2	Reminder/Disconnect Notices	Details have been placed in a separate document referred to as the Disconnection/Reconnection Policy, which is available on the GPI website.
2.2.3	Disconnection Due to Hazardous Conditions	Added note that GPI can disconnect a service within a reasonable time if the condition is not remedied, and ESA inspection may be required.
2.3.1	Limitations on the Guarantee of Supply	Added reference to life support equipment, details for customers to check own equipment before contacting GPI for outages or power quality problems.
2.3.2	Power Quality	Added details regarding force majeure events
2.3.2.1	Power Quality Testing	Added details that customers may be disconnected if they do not correct a power quality problem caused by their own equipment.
2.3.2.6	Customers on Life Support	Updated section to reflect current industry practice. GPI is not able to provide special notification to customers on life support. Customers are responsible for providing their own equipment for backup electrical supply.

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2.3.2.9	Outage Reporting	Added details that news releases may be on website and/or social media, GPI will use best efforts to provide regular updates.
2.3.4.2	Secondary Voltage Offerings	Changed maximum service size for overhead 600V/347V to 150 kVA (industry norm), changed maximum service size for padmount 600V/347V to 1500 kVA (industry norm). Added section for customer owned transformers for sizes not stocked by GPI.
2.3.5	Voltage Guidelines	Moved table of acceptable voltages from Appendix into this section.
2.3.6	Backup Generators	Added clarification of backup generators vs generation connected to the distribution system.
2.3.7.1	General	Added clarification for requirements for customer owned transformers. Added note that customer must receive approval for locating meters in non-standard locations. Added note that for grouped meters, each meter and related equipment must be clearly marked with municipal address and unit number, as applicable. Added note regarding locking provisions. Added note regarding ownership and maintenance obligations. Added note regarding metering seals.
2.3.7.1.1	Metering for Multi-Unit Residential Buildings	Added a new section to identify metering options available to developers of multi-unit residential buildings.
2.3.7.4	Meter Reading	Added note that an estimate will be used if an actual reading cannot be obtained. Added note that if a phone line is required for meter reads, the customer is responsible for the phone line including all costs and any necessary repairs.
2.3.7.6	Fault Registration of Meters	Updated reference to "applicable Acts and Regulations".
2.3.7.7	Meter Dispute Testing	Added details if meter is found to be inaccurate.
2.3.7.8	Meter Location	New section outlining requirements for location of meters and related equipment.
2.3.7.9	Metal Enclosed Switchgear	New section outlining requirements for metering equipment installed in customer owned switchgear.
2.3.7.10	Switchgear Connected to Wye Source	New section outlining requirements for neutral conductor from metering compartment to neutral.

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2.3.7.11	Four Quadrant Metering (Generation)	New section outlining basic metering requirements for generation installations.
2.3.7.12	Net Metering for Embedded Generation	New section outlining basic metering requirements for Net Metering for generation installations.
2.4.1	Service Connections	Added note that Rates are posted on the Grimsby Power website.
2.4.3	Deposits	Moved details regarding deposits from Appendix into this section.
2.4.4	Billing	Updated to refer customers to the OEB website for the most up to date information regarding the various line items on the invoice. Specific details for different rate classifications have been removed from this document as they can change when new rates are approved by the OEB. Added section on use of estimates for billing when a reading is not available.
2.4.5	Payments and Interest Charges	Updated to refer customers to the Grimsby Power website for the most current listing of payment options.
2.5	Customer Information	Added reference to the Retail Settlement Code for details on the rights of customers and retailers regarding access to customer information. Added details regarding the use of customer information by GPI, and reference to PIPEDA (privacy act).
2.6.1	Pole Attachments	Updated to include allowable telecom attachments and need for written agreements, and annual fees as determined by the OEB. Added details regarding Joint Use agreements, Reg 22/04 compliance, make ready work, maintenance of attachments, and timely transfers.
2.6.2	Service Calls	Removed reference to service upgrades. Customer must contact Engineering Department for latest guidelines.
2.6.6	Preventive Programs	Updated Call Before You Dig section with new ON1CALL phone number and website.
2.6.8	Customer Owned Substations	Updated wording to emphasize customers are required to maintain their electrical equipment.
3.1	Residential Service Information	Added details to define residential service and requirements for obtaining a service layout.
3.1.2	Standard Overhead Services (Secondary)	Updated section to clearly note that new overhead services for residential dwellings are not permitted.

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Section	Subject	Reason for Change
3.1.3	Standard Underground Services (Secondary)	Deleted reference to drawing in appendix, added note to contact Engineering Department for latest standards, drawings, material specifications and maximum conductor lengths / sizes.
3.1.6	Early Consultation	Added note that significant loads includes electric vehicle chargers.
3.1.10	Inspection	Added details that GPI or designate must inspect and approve metering provisions. Clarified connection will be made within 5 days of notification that all conditions have been met.
3.2	General Service Information	Updated title to clarify section applies to non-residential customers. Added note about early consultation. Added note that subdivision developments require a separate agreement.
3.2.1	General	Added note that customers with existing 3-wire delta services must contact the Engineering Department for additional information before making any changes to the service.
3.2.1b	Standard Underground Services (Single Phase Secondary)	Removed reference to specific drawings, conductor sizes and maximum lengths. Customers must contact Engineering Department for latest specifications.
3.2.1c	Large General Services (Single Phase Secondary)	Removed reference to specific drawings. Customers must contact Engineering Department for latest specifications.
3.2.1d	Primary Services	Removed reference to specific drawings. Customers must contact Engineering Department for latest specifications.
3.2.1e	Transformation	Increased maximum size of 3 phase padmount transformers to 1500 kVA.
3.2.10.1	Revenue Metering Specifications	Added reference to section 2.3.7.9. Added details for requirements for metering rooms.
3.2.10.2	Meter Socket Specifications	Removed reference to specific drawings and suppliers. Customers must contact Engineering Department for latest specifications and acceptable suppliers.
3.2.10.3	Commercial and Industrial Meter Cabinet Specifications	Removed reference to specific drawings and suppliers. Customers must contact Engineering Department for latest specifications and acceptable suppliers.

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3.2.10.5	Current Transformer Cabinet	Removed reference to specific drawings and suppliers. Customers must contact Engineering Department for latest specifications and acceptable suppliers.
3.2.10.6	Metal Enclosed Switchgear	Removed reference to specific drawings and suppliers. Customers must contact Engineering Department for latest specifications and acceptable suppliers.
3.2.10.8	Interval Metering	Replaced "400 amp or larger services" with "General Services above 50kW"
3.3	General Service (Above 50 kW)	Updated classification requirements to be 5 consecutive months during the year with demand greater than 50 kW.
3.5	Embedded Generation	Updated to include references to the DSC and IESO.
3.6	Embedded Market Participant	Added note that market participants must inform GPI at least 30 days prior to participation in the market.
3.7	Embedded Distributor	Added note that Embedded Distributors must inform GPI at least 90 days prior to connection and sign an Agreement.
3.8	Unmetered Connections	Updated section to reflect current industry practice - only street lighting and power supplies for communication amplifiers will be unmetered.
3.9	Small Metered Connections	Updated section to be more generic regarding the types of small metered connections.
4	Glossary of Terms	updated various terms and agencies
5	Appendices	all appendices have been removed and relevant information embedded within the document, or available upon request. Only Table 1 and Table 2 remain.