

**CONDITIONS OF SERVICE, Revision #24
REVISION SUMMARY – Main Document**

Section(s)	Section Title	Summary of Changes to Toronto Hydro's Conditions of Service
1.6	Customer Rights and Obligations	<ul style="list-style-type: none"> • Revised the title from “Customer Rights” to “Customer Rights and Obligations” • Reorganization of content into sections and expanded wording to the respective sections as follows: <ul style="list-style-type: none"> o Accuracy of Information o Space and Access o Responsibility to Toronto Hydro Facilities and Equipment on Private Property o Green Button o Notification Obligations for Modifications, Changes or a Sale of Customer Property
1.7.1	Access to Customer Property	<ul style="list-style-type: none"> • Expanded wording to clarify: <ul style="list-style-type: none"> o Customer’s responsibility to provide unimpeded access and when Toronto Hydro may need to access the property. o If access is obstructed and notifying the customer is impracticable, Toronto Hydro may access the property without notification during emergencies or under a mutually agreed upon arrangement.
1.7.4	Operating Control	<ul style="list-style-type: none"> • Expanded wording to clarify: <ul style="list-style-type: none"> o Toronto Hydro have operating control over both metered and non-metered connections. o The default operational demarcation point for all customer connections and exceptional cases which are generally documented in the Operating Agreement with Customer.
1.7.5	Customer-Owned Equipment, Infrastructure and Property	<ul style="list-style-type: none"> • Expanded wording to clarify timing around free vault access appointments. • Added verbiage to include safety measures and requirements of personal protection equipment use for those entering a vault as per the relevant safety regulations. • Added verbiage on Customer Action Forms to clarify the responsibilities of a property owner who receives these forms.
2.1.2.2	Customer Class	<ul style="list-style-type: none"> • Updated wording to reflect Toronto Hydro’s practice of collecting a capital contribution from Class 1 and Class 2 customers where transformation on private property is required due to demand load and/or supply voltage exceeding standard supply offerings.
2.1.7.7	Opening and Closing of Accounts	<ul style="list-style-type: none"> • Expanded wording to clarify that Customers should contact Toronto Hydro as early as possible before the move-in date to avoid any disruption of supply and billing. • Removed reference to obsolete method of communication (facsimile).
2.2	Disconnection	<ul style="list-style-type: none"> • Expanded language to clarify that: <ul style="list-style-type: none"> o Toronto Hydro reserves the right to disconnect a service where the customer/consumer fails to open an account when moving in and/or using electricity without establishment of a new account.

		<ul style="list-style-type: none"> o Toronto Hydro may disconnect the supply of electricity without notice for emergency or safety reasons, including where the failure to open a new account is related to an unsafe condition or configuration.
2.3.2.2	Prevention of Distortion on the Distribution System	<ul style="list-style-type: none"> • Revised wording to clarify that, in addition to preventing issues from non-linear loads and protecting sensitive equipment, the Customer is also responsible for safeguarding their own equipment against other potential disturbances on the grid, such as voltage and frequency fluctuations.
2.3.4.3	Supply Offerings	<ul style="list-style-type: none"> • Revamped the section to enhance clarity and presentation. • Expanded Toronto Hydro’s supply offering from public road allowance, increasing the 347/600V secondary voltage service size from 100A to 200A. • Discontinued dual voltage supply as a standard offering. • Eliminated the demand load reference related to service size to reduce confusion.
2.3.7	Metering	<ul style="list-style-type: none"> • To improve customer service, parts of this section have been revamped to enhance clarity and transparency regarding metering. • Expanded wording to clarify the necessary working space and clearances surrounding Toronto Hydro meter(s) on customer property.
2.3.7.1.1	Metering Requirements for Multi-Unit Complexes and Condominiums	<ul style="list-style-type: none"> • Expanded wording to describe Toronto Hydro’s electric vehicle metering program in multi-unit residential buildings that are metered by Toronto Hydro.
2.4.3	Deposits	<ul style="list-style-type: none"> • Expanded wording to clarify that for customers without an electrical usage history (e.g., new customer), the deposit amount will be determined using a reasonable estimated based on the average consumption of similar customer types and classes.
2.4.5	Payments and Overdue Account Interest Charges	<ul style="list-style-type: none"> • Expanded wording to clarify that where the due date for a payment is a weekend or holiday, the payment will be due on the next business day instead.
3.1	Residential	<ul style="list-style-type: none"> • This section has been revamped to enhance clarity and transparency regarding residential connections.
4	Glossary	<ul style="list-style-type: none"> • Provides new definitions to terms used in the Conditions of Service to provide clarity and context, where applicable.
5	Table 1 – Demarcation Points, Service Connection and Disconnection Charges	<ul style="list-style-type: none"> • Removed Table 1 completely as the same information is repeated in Table 2. • Updated Basic Connection Allowance from \$1,396 to \$3,059 to reflect current costs for providing a “basic connection” as described in section 3.1.4 of the Distribution System Code (Subject to change pending the outcome of Toronto Hydro’s Application for 2025-2029 Electricity Distribution Rates (EB-2023-0195)) • Update “fee” to “charges”

5	Table 3 – Toronto Hydro Supply Offerings from Secondary Distribution System in Public Road Allowance	<ul style="list-style-type: none"> • Changes made to align with Section 2.3.4.3 Supply Offerings.
5	Table 6 – Streetlighting Services – Point of Demarcation and Connections Charges	<ul style="list-style-type: none"> • Correction that Toronto Hydro recover all the cost of connections through variable connection charge for both Street Lighting and Unmetered Scattered Loads rate classes. Removed the outdated information in the Conditions of Service.
Ref #4	Toronto Hydro Requirements for the Design and Construction of Customer-Owned High Voltage Substations	<ul style="list-style-type: none"> • Updated wording to clarify Toronto Hydro's design and construction requirements for customer-owned high voltage substations, ensuring continued alignment with current Ontario Electrical Safety Code and Electrical Safety Authority standards.
Ref #5	Toronto Hydro Requirements for the Design and Construction of Customer-Owned Structures	<ul style="list-style-type: none"> • Expanded guidelines to clarify Toronto Hydro's design and construction requirements for customer-owned structures containing Toronto Hydro assets. • Included additional references to the Ontario Building Code to provide further clarity for customers.
Ref #6	Toronto Hydro Metering Requirements 750 Volts or Less	<ul style="list-style-type: none"> • Revamped the document with new tables to summarize and clarify Toronto Hydro's metering requirements for customers supplied at 750 volts or less.
Ref #8	Metering Services and Charges	<ul style="list-style-type: none"> • Changes made to align with Section 2.3.7.1.1 Metering Requirements for Multi-Unit Complexes and Condominiums. • Addition of new diagram to reflect the metering configuration where two or more meters are required under one customer account, for the purpose of electric vehicle charging.