



## Updates to Conditions of Service

Hydro One's Conditions of Service document describes how the company will conduct business with our Customers, and the terms of services provided. We have recently updated our Conditions of Service to address the Ontario Energy Board's (OEB's) Decision and Order (EB-2020-0246), effective January 1, 2023 and updates to corporate practice.

The following is a summary of the key changes to Hydro One's Conditions of Service and where to find the updates in the document.

Key Changes	Old Section	New Section	Section Title
These sections are updated to reflect the Seasonal Rate Class elimination and subsequent re-classification of affected customers.	2.1.1	2.1.1	Distribution Activities - General, Connections, Connection / Building that Lies Along
	2.4.1.1	2.4.1.1	Tariff and Charges, Service Connection, Rate Classifications
	2.4.3	2.4.3	Tariff and Charges, Deposits
	2.4.4	2.4.4	Tariff and Charges, Billing
	3.1.1	3.1.1	Customer Class Specific, Residential Customers, Residential
	3.1.2	This section has been removed	Customer Class Specific, Residential Services, Seasonal Residential
	3.1.3	3.1.4	Rural and Remote Electricity Rate Protection
	3.2	3.2	Customer Class Specific, General Service (below and above 50 kW)
	4.0	4.0	Glossary of Terms
These sections are updated to reflect the implementation of the new rate classifications for customers in the former service areas of Norfolk Power Distribution Inc., Haldimand County Hydro Inc., and Woodstock Hydro Services Inc.	New section	3.1.2	Customer Class Specific, Residential Services, Acquired Residential
	3.2	3.2	Customer Class Specific, General Service (below and above 50 kW)
	3.3	3.3	Customer Class Specific, Sub-Transmission
	4.0	4.0	Glossary of Terms
These sections are updated to reflect the revision to the Sub-Transmission rate class eligibility criteria, and the increase in maximum pad-mounted transformer sizes supplied by Hydro One.	2.1 H	2.1 H	Connections, Transformation - Pad-Mounted Transformers (underground type)
	3.3	3.3	Customer Class Specific, Sub-Transmission
	3.3.1	3.3.1	Customer Class Specific, Sub-Transmission, Connection and Upgrade charges
	3.3.2	3.3.2	Customer Class Specific, Sub-Transmission, Ownership Demarcation Point and Operational Demarcation Point
	4.0	4.0	Glossary of Terms

These sections are updated to reflect the integration of customers in the former service areas of Peterborough Distribution Inc. and Orillia Power Distribution Corporation.	New section	3.1.3	Customer Class Specific, Residential Services, Peterborough and Orillia Residential
	3.2	3.2	Customer Class Specific, General Service (below and above 50 kW)
This section is updated to exclude the former Debt Retirement Charge for all users.	2.4.1.3	2.4.1.3	Rural and Remote Electricity Rate Protection
This section is updated to reflect the Customer Choice Initiative for Regulated Price Plan (RPP) customers.	2.4.2	2.4.2	Tariff and Charges, Energy (Electricity) Supply
These section numbers are updated	3.1.3 to 3.1.8	3.1.4 to 3.1.9	Customer Class Specific, Residential Customers
These sections are updated to reflect amendments related to the connection of distributed energy resources ("DERs") to local electricity distribution systems. The majority of changes involve updated terminology. The most material changes are to Section 2.3.6 "Emergency Backup Facilities", from which the previous Section B. "Load Displacement Generation and Energy Storage Facilities" is moved to Section 3.4, as these facilities are not intended for use as backup facilities. Section 3.4 (previously titled "Embedded Generation Facilities") now contains information and requirements associated with all DER facilities and has been re-named, accordingly.	1.4	1.4	Amendments and Changes
	2.1.2	2.1.2	Expansions / Offer to Connect
	2.1.2.4	2.1.2.4	Offer to Connect
	2.1.2.6	2.1.2.6	Rebates
	2.1.7	2.1.7	Contracts G. Connection Cost Agreement
	2.1.7	2.1.7	Contracts H2. DER Facilities
	2.3.6	2.3.6	A. Emergency Backup Facilities
	2.3.6	3.4	B. Load Displacement Generation and/or Energy Storage Facilities
	2.3.7	2.3.7	Meter Installation and Meter Reading
	2.4.5	2.4.5	Gross Load Billing
	3.4	3.4	DER Facilities (previously "Embedded Generation Facilities")
	3.5	3.5	Embedded Wholesale Market Participants
Hydro One's treatment of disconnection and reconnection charges in the previous Section 2.2.7, was moved to Section 2.2.6 (as a condition of re-connection) and Section 2.2.7 was eliminated.	2.2.1	2.2.1	Disconnection/Load Control for Reasons of Non-Payment
	2.2.6	2.2.6	Reconnection
	2.2.7	2.2.6	Disconnection and Reconnection Related Charges
	2.4.6	2.4.6	Payments and Overdue Account Interest Charges B. Late Payment Charges
These sections are updated to include the requirement for large Sub-Transmission customers and embedded distributors that contribute to the need for a new or modified transmission connection facility to make a capital contribution toward these investments.	3.3	3.3	Sub-Transmission 3.3.1 Connection and Upgrade Charges

<p>The requirement was already stated in the Conditions of Service's Section 2.1.10, this update is to repeat it within the section or appendix specific to these customers as well, for clarity.</p>	<p>Appendix C</p>	<p>Appendix C</p>	<p>Embedded Distributor Overview</p>
<p>Corrections or Minor Clean-up: Section 2.2 was amended to correct the previous reference. Section 2.1.2.2 confirms that Hydro One did not apply expansion deposits in situations where customers had received contracts without that requirement prior to March 18, 2019, if they followed Hydro One's instructions at the time.</p>	<p>2.2</p>	<p>2.2</p>	<p>Disconnection / Load Control</p>
	<p>2.1.2.2</p>	<p>2.1.2.2</p>	<p>Capital Cost Recovery Agreement / Customer Service Contract / Connection Cost Agreement</p>