



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) (December 18, 2025) Notice of Amendments to the Distribution System Code (EB-2019-0207), to facilitate policy changes and updates, effective May 1, 2026.

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
Amendments made to reflect Hydro One's process changes. Section numbering has also been updated to reflect the additions.	- - 2.1 D. to 2.1 K.	2.1 B 2.1 C 2.1 D 2.1 E 2.1 F. to 2.1 M.	Connections - Primary Service Connections - Secondary Service Connections - Common Service Taps Connections - Temporary Connections
Amendments reflecting inclusion of Embedded Distributors and change of revenue horizon from 25 to 40 years to be consistent with changes made to the Distribution System Code.	2.1.2	2.1.2	Expansions / Offer to Connect
Reference to Residential and Energy Billed General Service Customer expansion deposit was removed to be consistent with current practice.	2.1.2.1	2.1.2.1	Expansion Deposits
Reference to agreements prior to March 18, 2019, has been removed.	2.1.2.2	2.1.2.2	Capital Cost Recovery Agreement / Customer Service Contract / Connection Cost Agreement
This section was removed and relocated to Section 2.1.2.7 Ownership of New Lines	2.1.2.5 D	2.1.2.7	Ownership of Alternative Bids
Amendments reflect the inclusion of Other Land Rights throughout the section to be consistent with Hydro One's processes	2.1.6 B	2.1.6 B	Easements
Land Owner or Owner is replaced with landlord/owner to be consistent throughout the Conditions of Service document	2.1 C	2.1 C	Landlord and Tenant Agreements

This section now aligns with the Distribution System Code. 6.1.2.1, 6.2.2.2 and 6.1.2.3	2.1.7 B	2.1 7 B	Implied Contracts
Amendments reflect inclusion of house moves as part of large vessel moves	2.1.7 I	2.1. 7 I	Special Contracts
Amendments include clarity on the calculation for the bypass compensation amount	2.1 8	2.1 8	Bypass of Distribution Facilities
The section was updated to provide more details about capital contribution calculations tied to Transmission System Code 6.3.17. Replaced "TX" with "Transmission" to align with our processes	2.1.10	2.1.10	Cost Responsibility for Investments in Transmission Facilities
Amendments made to clarify that approvals are required not only for individual motor sizes, but also for combinations of motors that may start simultaneously	2.3.2 F	2.3.2 F	Power Quality - Motors and Welders
Replaced the word compliance to complies as continued throughout the Conditions of Service terminology	2.3.3	2.3.3	Electrical Disturbances
Meter-mounting device has replaced 'meter base' throughout the entire Conditions of Service for consistency	2.3.7	2.3.7	Meter Installation and Meter Reading
Removed the words DER Facility owners to clarify responsibility of the customer. Updated hyperlink	2.3.7.1	2.3.7.1	General
Correction of a typographical error	2.3.7.1 E	2.3.7.1 E	Totalized Metering
The section now removes any ambiguity about whether NGRs can be used on utility-owned transformers (they cannot) and explicitly ties permission to customer ownership.	2.3.7.1 D	2.3.7.1 D	Secondary Metering - Neutral Ground Resistor
Correction of a typographical error	2.5.1 A	2.5.1 A	Current Usage Data
Amendments made to clarify the use of customer information to determine listed financial protections / credits.	2.5.2 B	2.5.2 B	Hydro One's Collection, Use and Disclosure of Customer Information

The section has been updated to replace the previous metering-based criteria with a clear threshold for determining residential classification in mixed-use service locations	3.1.1	3.1.1	Customer Class Specific - Residential
Section has been reorganized for clarity and flow with the inclusion that a capital contribution in accordance with section 2.1.2 of the Conditions of Service may be required (if an expansion is required).	3.1.5	3.1.5	Residential - Connection and Upgrade Charges
Removed section and added to section 2.1.C.1	3.1.7	2.1.C.1	Customer-Supplied Secondary Wire
Section has been reorganized for clarity and flow with the inclusion that a capital contribution in accordance with section 2.1.2 of the Conditions of Service may be required (if an expansion is required).	3.2.1	3.2.1	General Service (Below and Above 50kW) - Connection and Upgrade Charges
The section has been updated to clearly define ownership and operational demarcation points for both Hydro One-owned and customer-owned secondary services, adding detailed guidance on responsibilities for maintenance, repair, and associated site work. This includes replacing references to "meter base" with "meter mounting devices".	3.2.2	3.2.2	GS - Ownership Demarcation Point and Operational Demarcation Point
Amendments reflecting Hydro One's process changes which had been implemented or missed as part of the last Conditions of Service update. The section numbering has also been updated to reflect the additions. Including a change in cable size criteria from 500MCM to 750MCM.	3.2.4	3.2.4	GS - Metering - Metering Equipment
Section has been reorganized for clarity and flow with the inclusion that a capital contribution in accordance with section 2.1.2 of the Conditions of Service may be required (if an expansion is required).	3.3.1	3.3.1	Sub-Transmission - Connection and Upgrade Charges
Rearranging of word "material to provide further clarity	3.4.1	3.4.1	Technical Requirements - Equipment Deemed Compliant

Updated Conditions of Service to reflect DER Connection Procedure changes that come into force May 1, 2026, for MicroDER from 10kW to 12kW.	3.4	3.4	Various – DER Facilities
Section was amended to include that a capital contribution in accordance with section 2.1.2 of the Conditions of Service may be required (if an expansion is required).	3.6	3.6	Embedded Distributors
Section has been updated to clarify the treatment of new and existing mobile home parks, land leased communities, trailer parks and campgrounds."	Appendix F	Appendix F	Appendix F- Mobile Home Parks, Land Lease Community Homes and Intermittent/Seasonal use sites
Definition updated to reflect DER Connection Procedure changes that come into force May 1, 2026, from 10kW to 12kW. "Micro-DER Facility" means a DER Facility with a name-plate rated capacity of 12 kW or less and for greater certainty, includes a Micro-Embedded Generation Facility; "Micro-Embedded Generation Facility" means an Embedded Generation Facility with a name-place rated capacity of 12 kW or less;	Definitions	Definitions	Various to address MicroDER DSC Changes.
Removing reference to CSA Standard C22.3 No.9 throughout the Conditions of Service document	3.4	3.4	Various – DER Facilities
Added References and Links to Hydro One Technical Interconnection Requirements (TIR) documents for clarity	References	References	Various to address MicroDER DSC Changes
Updated language for "Customer Connection Horizon" and "Technical Interconnection Requirements" (TIR) to reflect current procedures	Glossary of Terms	Glossary of Terms	Various to address MicroDER DSC Changes