

APPENDIX D – UNMETERED CONNECTION REQUIREMENTS OVERVIEW

A. General Responsibilities

A.1 Unmetered Connected Load Service Customer Responsibilities

Unmetered Customers must:

- comply with the requirements of Hydro One standards and the Ontario Electrical Safety Code to ensure public safety;
- provide a letter on company letterhead, duly signed and stamped by a professional engineer registered with the Professional Engineers of Ontario (PEO), indicating the estimated load of the unmetered connected service;
- retain all information provided to and by Hydro One as described in [section C](#) below (Hydro One may choose not to retain records for each unmetered connection and is not responsible for incomplete records.);
- provide timely and accurate data ([see section C](#) below);
- accept energy consumption based on either:
 - the maximum continuous calculated load
 - the results of a Hydro One accepted audit ([see section C](#) below)
- allow no external party to connect to an unmetered service and unmetered secondary bus;
- relocate, at their cost, the secondary conductors of an unmetered service to another designated supply point at Hydro One's request; and
- complete, sign and submit to Hydro One a Customer self-declaration form and data requirement sheet within 60 days of a request by Hydro One, or by any other date specified by Hydro One.

A.2 Hydro One Responsibilities

Hydro One will:

- provide service layouts for each unmetered service location that identifies the supply point and prescribes any applicable Hydro One standards and conditions;
- provide reasonable notice to the Customer, if the supply point requires relocation, including:
 - planned supply point relocations – 90 days' written notice
 - Emergency supply point relocations – when possible
- assign the Unmetered Service Load an energy account for the new connected load; and
- ensure billing information accurately reflects electrical consumption by unit, quantity, load profile and demand. (Devices in the same class, by type or load, may be grouped together and assigned the same billing information.)

B. Data Requirements

B.1 New Unmetered Connected Load Services

New unmetered connected load services must meet the data quality requirements described in [section B](#) below.

Unmetered Customers shall provide Hydro One with the necessary information to complete each unmetered connected service layout.

B.2 Existing Unmetered Connected Load Services

Throughout the lifecycle of the unmetered connected service, unmetered Customers are required to submit updated and accurate data to Hydro One when the data becomes known by the unmetered Customer, or is requested by Hydro One.

The unmetered Customer shall make an annual declaration confirming data accuracy.

C. Data Quality Auditing Requirements and Records Retention

In the event that Hydro One or the unmetered Customer identifies or causes a billing error, Hydro One will rectify the matter consistent with this section B and [section D.7](#) below.

The unmetered Customer shall meet the following data requirements:

C.1 Data Quality Requirements

The unmetered Customer shall collect and retain accurate GPS coordinates and provide such to Hydro One when requested.

Electrical profile, power quality, and usage accuracy studies are required when new unmetered equipment is introduced or when these are requested by Hydro One. The unmetered Customer has two options with which to develop and provide the information to Hydro One:

- an in-house test plan (covering scope, applicability, conditions, quality control, measurement devices, timing, staff competencies, control documents, error resolution process, and external references) for Hydro One approval. Final results and report shall be signed and sealed by a Professional Engineer of Ontario; or
- a signed and sealed certified test report from a Standards Council of Canada or ANSI compliant laboratory having competencies in electrical equipment testing.

Costs for either option will be borne by the unmetered Customer.

Where data errors are identified, the applicable cost treatment described in [section D.7](#) shall apply.

C.2 Data Auditing Requirements

Hydro One may initiate an audit at regular intervals or on notice and the Customer may be required to provide information about their assets.

C.3 Records Retention

The unmetered Customer shall retain information provided to and by Hydro One for a minimum period of seven years while the unmetered connected service is in a state other than “permanently removed” see [section D](#) below for further information.

Once the unmetered connected service has been permanently removed, the retention period shall be a minimum of two years from the removal date.

The retained information shall include the information discussed in this Appendix D and any other relevant correspondence or agreements regarding the unmetered connected service, including the associated service connections and load.

If the unmetered Customer does not retain such records, Hydro One may incur costs associated with research and reconstruction of the missing information as described in [section D.6](#) and [section D.7](#) below. Hydro One reserves the right to recover all of such costs from the unmetered Customer.

D. Service Costs

There are three life cycle states for an unmetered connected load service. They are as follows:

1. Proposed;
2. In-service; or

3. Permanently removed.

In each state, the minimum billing period remains as one month regardless of when the unmetered connected load service lifecycle state changes. Billing of the energy and fixed charges continues monthly in the “in-service” state.

D.1 Proposed

On request of a new connection, the unmetered Customer’s proposal will initiate the service point as “Proposed” for a period of up to 90 days.

D.2 In-Service

An unmetered connected load service is deemed to be “in-service” when it has been energized or it has been electrically isolated (removed from any electrical energy source) at any time between being energized or permanently removed. The two in-service lifecycle states are described as follows:

Energized - An existing unmetered connected load service that has been physically connected to the Hydro One distribution network is deemed to be “Energized”.

Electrically Isolated - An existing unmetered connected load service that has been physically detached from the Hydro One distribution network is deemed to be “Electrically Isolated”. Isolation of the unmetered connected load service may be initiated by Hydro One for power quality, outage events, or data issues (see [section D.7](#) below), or by the Unmetered Load Customer through written request.

In this lifecycle state, Hydro One continues to calculate the bill (energy and fixed charges) on a per month basis for not more than six consecutive months. Following the sixth month of being “electrically isolated”, the unmetered connected load service must be either placed back in an energized state or “permanently removed” from service. Hydro One retains the right to disconnect the service per the terms defined in section 2.2 of Hydro One’s Conditions of Service.

D.3 Permanently Removed

An unmetered connected load service is deemed “permanently removed” following the sixth consecutive month in the “electrically isolated” state, or when the unmetered Customer requests that the unmetered connected load service be permanently cancelled and physically detached from the Hydro One distribution network energy source.

When an unmetered connected load service has been deemed “permanently removed”, billing charges (energy and fixed charges) shall cease as of the next scheduled billing date.

Re-energization of an unmetered connected load service in this lifecycle state shall be treated as a new unmetered connected load service and be subject to the requirements contained within this document for new unmetered connected load service requests.

D.4 Work by Hydro One

Hydro One Connection, isolation and re-energization fees will apply. Note that extra work by Hydro One beyond a simple, Basic Connection onto the overhead or underground Distribution System is at the Unmetered Load Customer’s expense. See section 2.1 of Hydro One’s Conditions of Service.

D.5 Electrical Disturbances

Should Unmetered Customer loads create disturbances on Hydro One’s Distribution System, the unmetered connected load service may be billed for subsequent Hydro One restoration costs, or may be “electrically isolated” or “permanently removed” from the Hydro One distribution network.

For more information on the conveyance of electricity and potential impact of

Customer connections, including electrical disturbances, see section 2.3 of Hydro One's Conditions of Service.

D.6 Audit Costs

Any costs or expenses that are incurred by the Unmetered Load Customer in supporting or responding to the requirements of a Hydro One audit shall be the responsibility of the unmetered Customer.

D.7 Error Costs

Hydro One encourages voluntary data error disclosure and data quality improvement.

Recurring data errors, or data quality problems, may result in an Unmetered Load Customer being "electrically isolated" or "permanently removed" from the Hydro One Distribution network, with the option for the Unmetered Load Customer to upgrade to a metered service from a Hydro One-designated supply point.

When an Unmetered Load Customer volunteers corrected or improved data before commencement of a joint audit, the Unmetered Load Customer will be held responsible for the corrected consumption usage.

To improve the quality of the unmetered connected load service data, Hydro One encourages the Unmetered Load Customer to cooperate in a joint audit as described in [section C.2](#) above. In this case, the Unmetered Load Customer will be responsible for the associated costs and the corrected consumption usage.

If the Unmetered Load Customer provides Hydro One unmetered data that is of insufficient quality (i.e. not meeting audit standards), no data, or late data, the Unmetered Load Customer shall pay Hydro One's field verification and data correction costs, equivalent costs per each unmetered connected load service, and the corrected consumption usage.