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- Complaints should be assessed and dealt with effectively in the shortest time possible
- Record all complaints to improve future service and prevent recurring complaints
- Maintain customer satisfaction
- Ensure consistency and enable effective allocation of CS resources
- All customers are billed accurately and fairly
- London Hydro recovers all revenues owed to it

### **Retailer Dispute Procedure**

- 1) Refer to OEB Retail Settlement Code Article 6-Dispute Resolution  
Retailers may not dispute:    -hourly spot prices  
  -NSLS calculations  
  -other regulated charges

### *References*

- Retail Settlement Code, Appendix C
- Retail Settlement Code, sections 2.7, 4.2, 9 and 12
- Electricity Distribution Handbook, chapters 9 and 11

### **Customer Dispute Procedure**

- 1) London Hydro staff receives the complaint
- 2) Attempt to resolve the issue immediately
- 3) If unable to resolve the issue, the complaint is transferred to the supervisor or delegate
- 4) If the supervisor or delegate is unavailable, the staff member completes a call back form and informs the customer that London Hydro will contact them within 5 business days
- 5) If the supervisor or delegate cannot resolve the problem, the Escalated Call Process is followed whereby the complaint is directed to the Manager
- 6) The Manager attempts to resolve the issue however if unsuccessful, consults the appropriate department and/or the Department Vice President
- 7) If the issue is still outstanding after this time, the complaint is forwarded to the Vice President of the Department or designate
- 8) After considering all options a negotiation may occur to reach a resolution
- 9) Subject to the outcome of #8, London Hydro may proceed to make a final offer
- 10) If the customer disagrees with the proposed resolution they may opt to take the complaint to the Ontario Energy Board. This action would be initiated by the customer, not by London Hydro.

















































































































- (a) a material deterioration of the distribution system reliability resulting from the performance of the Embedded Generator's equipment; or
- (b) a material negative impact on the power quality of an existing or new customer resulting from the performance of the equipment at the Embedded Generation facility; or
- (c) a material increase in Generating capacity at the site where the equipment deemed compliant is located.

### **3.5.2 Micro Generation General Requirements (<10kW)**

#### **3.5.2.1 Documentation**

All Embedded Generators shall provide London Hydro with the following documentation to ensure that the Distribution System is adequately protected from potential damage or increased operating costs resulting from the connection of the Embedded Generation Facility:

- (a) evidence of approval of the Electrical Safety Authority for all the Embedded Generator's owned electrical facilities.
- (b) any other documentation reasonably related to London Hydro's obligations.

#### **3.5.2.2 Disconnection of Embedded Generation Facility**

London Hydro has the right to disconnect an Embedded Generation facility from its distribution system where, in the sole opinion of London Hydro, any of the following conditions exist:

- (a) there is a material deterioration of the distribution system reliability resulting from the performance of the Embedded Generator's equipment;
- (b) there is a material negative impact on the quality of power of an existing or a new Customer resulting from the performance of the equipment at the Embedded Generation facility;

### **3.5.3 General Technical Information Requirements (>10kW)**

#### **3.5.3.1 Documentation**

- a) electrical submissions signed and stamped by a licenced professional engineer; detailed single line diagrams showing all electrical devices associated with the Embedded Generation Facility such as generators, isolating devices, breakers, protection relays, inverter systems, instrument transformers, lightning arresters, fuses and metering.
- b) evidence of approval of the Electrical Safety Authority for all the Embedded Generator's owned electrical facilities.
- c) a copy of the report of the most recent re-verification of protections signed and stamped by a licenced professional engineer
- d) A Letter of Equivalency – Confirmation of Verification Evidence Report, stamped and signed by a Professional Engineer registered in Ontario, shall be provided before a Letter of Completion is issued by London Hydro. The form can be obtained on the London Hydro web site, and

e) any other documentation reasonably related to London Hydro's obligations.

### **3.5.3.2 Metering for Embedded Generation Facilities**

This section only applies to embedded generation facilities installed in larger commercial/industrial facilities with service sizes over 200 Amp. For smaller generators, please contact the Generation Dept. at 519-661-5800 Ext 5723. Also see Appendix C for metering details.

#### **Metering Installations - Installed After May, 2002**

The metering shall be installed at the demarcation point of connection of the Embedded Generation facility to the distribution system. If this is not practical, London Hydro will, where appropriate, apply loss factors to the generation output in accordance with the loss factors applied for Retail settlements and billing.

The Embedded Generator shall install a Four-Quadrant Interval Meter in accordance with the Distribution System Code and London Hydro's standard metering requirements. The Embedded Generator shall provide London Hydro with the technical details of the meter installation.

#### **Embedded Generation Facilities That Do Not Deliver Power to the Distribution System**

Behind the meter generation, that does not deliver power to the distribution system, requires an appropriate meter to be installed on the output of the generator. This is often achieved by the customer engaging a metering service provider (MSP) and enabling London Hydro to read the meter.

Notwithstanding the foregoing, the Embedded Generator shall pay all incremental costs associated with such metering.

#### **Metering Installations - Installed Prior to May, 2002**

Where there is an existing meter installation for an Embedded Generation facility, the Embedded Generator shall take ownership of the meter installation in accordance with London Hydro's requirements by no later than the meter seal expiry date. The Embedded Generator shall provide London Hydro with the technical details of the metering installations for review, if requested.

Embedded Generation facilities that receive energy e.g. for station use or back-up supply, shall be placed in the appropriate Rate class and billed for the energy consumed.

### **3.5.3.3 Transformers**

Any step-up transformation equipment required to step-up the Embedded Generation facility's output voltage to a London Hydro standard secondary voltage shall be supplied, installed, owned and maintained by the Embedded Generator.

For customers connected to the distribution system that wish to install an Embedded Generation facility, London Hydro may, at its sole discretion, permit the Embedded Generation facility to be connected through London Hydro's existing transformer. In such cases, the Embedded Generator shall be responsible for any and all damage to London Hydro's facilities and equipment caused by the operation of the Embedded Generation facility.

### **3.5.3.4 Maintenance Schedules**

The Embedded Generator must implement and adhere to a regular scheduled maintenance plan to assure both London Hydro and the Embedded Generator that the connection devices, protection and control



systems are maintained in good working order. The provisions of the maintenance plan are to be listed in the Connection Agreement. The Embedded Generator must conduct a re-verification at least every 48 months (or as specified in the Connection Agreement) and provide a written report to London Hydro signed by a professional licenced engineer.

London Hydro in its sole discretion, may request to witness the re-verification of any protections that could adversely impact the distribution system. The Embedded Generator shall pay for the re-verification and provide London Hydro a copy of the report giving the results of the re-verification of the protections.

### **3.5.3.5 Reporting Requirements**

All Embedded Generators over 100 kW shall report any significant event to London Hydro within 5 business days. The Connection Agreement may include a list of events deemed significant and provide a standard report format.

The Embedded Generator shall keep a written log of the operation of its protections that result in the tripping of its interrupting devices. On request, the Embedded Generator must provide a copy of the log to London Hydro. The log shall contain, at a minimum, the following information:

- (a) date and time of event/operation of protections
- (b) which relay or protection feature of the relay initiating the trip
- (c) conditions and unit output at the time of the trip that may be related to the operation (e.g. Lightning, outage of feeder, etc.).

### **3.5.3.6 Capital Contribution**

When London Hydro is required to add new London Hydro facilities and equipment, alter existing London Hydro facilities and equipment, or increase the capacity of the distribution system to connect a new Embedded Generation facility (an "Expansion"), London Hydro will perform an economic evaluation to determine the Embedded Generator's capital contribution for the equipment, labour and ongoing maintenance costs of the Expansion as described in the Ontario Distribution System Code (DSC).

### **3.5.3.7 Disconnection of Embedded Generation Facility**

London Hydro has the right to disconnect an Embedded Generation facility from its distribution system where, where in the sole opinion of London Hydro, any of the following conditions exist:

- (c) there is a material deterioration of the distribution system reliability resulting from the performance of the Embedded Generator's equipment;
- (d) there is a material negative impact on the quality of power of an existing or a new Customer resulting from the performance of the equipment at the Embedded Generation facility;
- (e) the Embedded Generator has failed to re-verify the protection and control systems every 48 months or as specified in the Connection Agreement or failed to submit the report within 30 days; or
- (f) the Embedded Generator's report of the re-verification of the protection and control systems shows unacceptable deficiencies.

### **3.6 Embedded Market Participant**

Under the "Market Rules for the Ontario Electricity Market", Chapter 2, Section 1.2.1, "No persons shall participate in the IESO - administered Markets or cause or permit electricity to be conveyed into, through or out of the IESO - controlled grid unless that person has been authorized by the IESO to do so".

According to the Distribution System Code Section 6.1.4 "A distributor shall enter into a Connection Agreement with a customer that is connected to the distributor's distribution system and is a wholesale market participant."

"Wholesale Market Participant", means a person that sells or purchases electricity or ancillary services through the IESO-administered markets.

All Embedded Market Participants within the service jurisdiction of London Hydro, once approved by the IESO, are required to inform London Hydro of their approved status in writing, 30 days prior to their participation in the Ontario Electricity Market.

Pursuant to the OEB's *Distribution System Code*, the Owner shall provide a communication option to the remote metering cabinet in accordance with the requirements set forth in London Hydro's Engineering Instruction EI-22, *Guidelines for Supplying Interval-Style Revenue Metering Systems* as found in Appendix E.

The Customer is responsible to maintain and repair any equipment downstream including, but not limited to, any metering CTs and PTs, the Measurement Canada and/or IESO compliant electric meter and any other metering equipment. London Hydro is responsible for maintaining and repairing all equipment upstream of the point of demarcation.

Prior to adding any new or additional Embedded Generation, Embedded Wholesale Market Participants must execute a Generation Connection Agreement and be granted an offer to connect by London Hydro.

### **3.7 Embedded Distributor**

All Embedded Distributors within the service jurisdiction of London Hydro are required to inform London Hydro of their status in writing 30 days prior to the supply of energy from London Hydro. The terms and conditions applicable to the connection of an Embedded Distributor shall be included in a Connection Agreement with London Hydro.

### **3.8 Unmetered Connections**

This section pertains to the conditions of service and supply of electrical energy for unmetered connections.

All un-metered loads must be connected to a known fixed loads or defined duty cycles. Un-metered sporadic, event, or weather driven loads must be metered. Historically this has included cable TV power packs, bus shelters, telephone booths, traffic lights, and railway crossings.

The level of the consumption will be agreed to by the distributor and the customer, based on detailed manufacturer information/documentation with regard to electrical consumption of the unmetered load or periodic monitoring of actual consumption.

The customer must notify London Hydro of any changes to load impacting operations or demand/consumption characteristics.

London Hydro reserves the ability to require metering on already established un-metered loads. London Hydro reserves the ability to group unmetered services for the same customer onto one bill or with bills for metered services.

### **3.8.1 Street Lighting**

The location of supply for street lighting circuits will vary and must be established through consultation with London Hydro for each application. Underground feeds will generally be supplied from padmount transformers, network vaults, or from an overhead system through a cable riser. Overhead systems will normally be fed by way of individual connections for each street light from the secondary spun bus, or from a separate City of London owned street lighting circuit.

All underground cable feeds must be enclosed in separate conduit from the power source to the first pull box or disconnect switch. All underground street lighting services will require a separate disconnect switch to allow for isolation of the service without requiring the presence of London Hydro personnel. The overhead street lighting systems will not require disconnect switches unless the system is supplied from a separate City of London owned street lighting circuit.

The service voltage for overhead street lighting connections will be 120 volts, single phase, 2 wire and the service voltage for underground street lighting feeds will be 120 volts, single phase, 3 wire. The onus is on the installer to ensure a balanced loading between the two 120 volt legs of the supply.

Prior to the energization of a new street lighting service, London Hydro will require notification from the Electrical Safety Authority that the installation has been inspected and approved. The final power source connection will be made by London Hydro.

All street lighting services will be unmetered and energy consumption will be based on the connected wattage and the calculated hours of use using the approved methods and rates established by the OEB. A connection fee will apply as described in Appendix A based on London Hydro's approved commercial connection charges. London Hydro personnel must be involved in the disconnection and reconnection of existing street light services fed from padmount transformers or vaults where there is no disconnect switch accessible to the City of London's street light Contractor. A charge per trip will apply as described in Appendix A.

### **3.8.2 Traffic Signals**

The location of supply for traffic signal systems will vary and must be established for each application through consultation with London Hydro.

Feeds may be from either the overhead or underground electrical systems and in all cases a disconnect switch will need to be installed and approved by the Electrical Safety Authority. All cabling used for the purpose of traffic signal installations, must be installed in dedicated conduits separate from street lighting or any other secondary duct work.

The service voltage for traffic signal systems will be 120 volts, single phase, 2 wire.

Prior to the energization of a new traffic signal service, London Hydro will require notification from the Electrical Safety Authority that the installation has been inspected and approved. The final power source connection will be made by London Hydro.

All traffic signal services will be unmetered and energy consumption will be based on the connected wattage and the quantity of devices used in the installation using the approved methods and rates

established by the OEB. A connection fee will apply as described in Appendix A based on London Hydro's approved commercial connection charges. London Hydro personnel must be involved in the disconnection and reconnection of existing traffic signal services fed from padmount transformers or vaults where there is no disconnect switch accessible to the City of London's traffic signal Contractor. A charge for disconnection/reconnection will apply as described in Appendix A.

### 3.8.3 Bus Shelters

The service location for bus shelters will vary and must be established for each application through consultation with London Hydro. The service voltage will be 120 volts, single phase, 2 wire and the method of supply could be from either overhead or underground circuits.

All underground feeds must be in separate conduit from the bus shelter to the power supply location. For feeds originating from London Hydro's overhead system, the underground conduit for the cable riser will generally extend from the bus shelter to the nearest power supply pole. However, the service location could vary and London Hydro must be consulted for each application.

Prior to the energization of a new bus shelter service, London Hydro will require notification from the Electrical Safety Authority that the installation has been inspected and approved. The final power source connection will be made by London Hydro.

Bus service shelters will be unmetered and energy consumption will be based on the connected wattage and the calculated hours of use using the methods and rates approved by the OEB. A connection fee will apply as described in Appendix A based on London Hydro's approved commercial connection charges.

### 3.8.4 Other Small Services

Small power supplies, communication amplifiers, utility cathodic protection, railway crossings, and similar small customer loads are included in this section. The service voltage will be either 120 volts, single phase, 2 wire or 120/240V, single phase, 3 wire. Feeds may be from either the overhead or underground electrical systems and in all cases a disconnect switch will need to be installed and approved by the Electrical Safety Authority.

Prior to the energization of a new service, London Hydro will require notification from the Electrical Safety Authority that the installation has been inspected and approved. The final power source connection will be made by London Hydro.

These small services may be unmetered and energy consumption will be based on the connected wattage and the calculated hours of use using the methods and rates approved by the OEB. A connection fee will apply as described in Appendix A based on London Hydro's approved commercial connection charges.

### 3.8.5 Updating Unmetered Load Data

It is the responsibility of the unmetered load customer to notify London Hydro of any change such as wattage or usage pattern (ie. calculated hours of daily use) that would impact the billing amounts so that adjustments can be made to the bill on a go forward basis. Information regarding changes to streetlighting should be emailed to [backofficesupport@londonhydro.com](mailto:backofficesupport@londonhydro.com). Information for all other unmetered loads should be emailed to [engadmin@londonhydro.com](mailto:engadmin@londonhydro.com). This information must be supplied by a qualified individual who understands the operation of the device.

The unmetered load customer or London Hydro can initiate an audit at regular intervals or as required to ensure accurate billing.

### 3.8.6 Notification of Material Changes Affecting Unmetered Load Customers

London Hydro will communicate with all affected unmetered load customers in the event there is a material change that impacts them. These changes could relate to items such as preparation of cost allocation studies, load profile studies or other rate-related items.

## 4 GLOSSARY OF TERMS

**"Affiliate Relationships Code"** means the code, approved by the Ontario Energy Board.

**"Billing Demand"** means the metered demand or connected load after necessary adjustments have been made for power factor, intermittent rating, transformer losses and minimum billing. A measurement in kilowatts (kW) of the maximum rate at which electricity is consumed during a billing period.

**"Building"** means a building, portion of a building, structure, or facility.

**"Conditions of Service"** means a document developed by a Distributor in accordance with subsection 2.4 of the Distribution System Code that described the operating practices and connection rules for Distributors.

**"Connection"** means the process of installing and activating connection assets in order to distribute electricity to a Customer.

**"Connection Agreement"** means an agreement entered into between the Distributor and a person connected to its distribution system that delineates the conditions of the connection and delivery of electricity to that connection.

**"Connection Assets"** means that portion of the distribution system used to connect the Customer to the existing main distribution system, and consists of the assets between the point of connection on a Distributor's main distribution system and the ownership demarcation point with that Customer.

**"Connection Authorization"** when concerning supply of electrical energy to an electrical installation from a supply authority, shall mean written permission by the Electrical Safety Authority to London Hydro or any other person or corporation, to supply electric energy to a particular electrical installation; or

when concerning supply of electric energy from one part of an electrical installation to another, or from a source of electric energy other than that of London Hydro, shall mean permission from the inspection department to a contractor to connect a particular electrical installation or part thereof to a source of electric energy.

**"Consumer"** means a person who uses electricity that the person did not generate.

**"Consumer's Service"** shall mean all that portion of the Consumer's installation from the service box or its equivalent up to and including the point at which London Hydro makes connection.

**"Contract"** shall mean a contract for the supply of electrical service or energy.

**"Contractor"** shall mean any person who as principal, servant, or agent, by himself or herself or by associates, employees, servants or agents performs or engages to perform either for his or her own use and benefit or for that of another and for or without remuneration or gain any work with respect to any electrical installation or any other work to which the Ontario Electrical Code applies.

**"Customer"** shall mean the person or persons contracting for the supply of electric service or energy from London Hydro, including person or persons who are currently attached to the distribution grid and in receipt of electricity through default pursuant to the deregulation of the electricity market in May 2002. Customer should also include developers of residential or commercial subdivisions.

**"Customer in Arrears"** shall mean a Customer who owes to London Hydro charges or accounts for power after the due date, including an unpaid security deposit or reconnection fee. **"Demand"** means the average value of power measured over a specified interval of time, usually expressed in kilowatts (kW).

**"Demand Meter"** means a meter that measures a Consumer's peak usage during a specified period of time.

**"Demarcation Point or Point of Demarcation"** means the physical location at which a Distributor's responsibility for operational control or ownership and maintenance of distribution equipment including connection assets ends at the Customer. The demarcation point for operational control may be different than the demarcation point for the ownership and maintenance of equipment.

**"Developer"** means a Person or Persons owning property for which new or modified electrical services are to be installed.

**"Disconnection"** means deactivation of connection assets that result in cessation of distribution services to a Customer.

**"Distribution Loss Factor"** means a factor or factors by which metered loads must be multiplied such that when summed equal the total measured load at the supply point(s) to the distribution system.

**"Distribution Losses"** means energy losses that result from the interaction of intrinsic characteristics of the distribution network such as electrical resistance with network voltages and current flows.

**"Distribution Services"** means services related to the distribution of electricity and the services the Board has required Distributors to carry out, for which a charge or rate has been approved by the OEB under Section 78 of the Ontario Energy Board Act.

**"Distribution System Code"** means the code approved by the Ontario Energy Board.

**"Distributor"** means a Person who owns or operates a Distribution System.

**"Electrical Safety Authority" or ESA** means the Person or body designated under the Electricity Act Regulations as the Electrical Safety Authority.

**"Electricity Act"** means the Electricity Act 1998, SO 1998.

**"Embedded Distributor"** means a Distributor who is not a Wholesale Market Participant and that is provided electricity by a Host Distributor.

**"Embedded Generator or Embedded Generation Facility"** means a Generator whose generation facility is not directly connected to the IESO - Controlled Grid but instead is connected to a Distribution System.

**"Embedded Retail Generator"** means an Embedded Generator that settles through a Distributor's Retail Settlement System and is not a wholesale market participant.

**"Embedded Wholesale Consumer"** means a Consumer who is a Wholesale Market Participant whose facility is not directly connected to the IESO - Controlled Grid but is connected to a Distribution System.

**"Embedded Wholesale Generator"** means an Embedded Generator that is a Wholesale Market Participant.

**"Energy Competition Act"** means the Energy Competition Act, 1998, SO-1998.

**"Energy Diversion"** means the electricity consumption unaccounted for but that can be quantified through various measures upon review of the meter mechanism, such as unbilled meter readings, tap off load(s) before revenue meter or meter tampering.

**"Enhancement"** means a modification to an existing distribution system that is made for purposes of improving system operating characteristics such as reliability or power quality or for relieving system capacity constraints resulting, for example from general load growth.

**"Expansion"** means an addition to a distribution system in response to a request for additional Customer connections that otherwise could not be made: for example, by increasing the length of the distribution system.

**"EUSA"** is the Electrical and Utility Safety Authority.

**"Gross Peak Demand"** in the context of cogeneration billing is equal to Import energy *plus* generation energy *less* export energy.

"IESO" means the Independent Electricity System Operator of Ontario.

**"IMO"** means the Independent Electricity Market Operator (IESO) established under the Electricity Act.

**"Inspector"** shall mean any person duly appointed by the Electrical Safety Authority for the purpose of enforcing the Ontario Electrical Code.

**"Load Factor"** means the ratio of average demand for a designated time period (usually one month) to the maximum demand occurring in that period.

**"Load Transfer"** means a network supply point of one Distributor that is supplied through the distribution network of another Distributor and where this supply point is not considered a wholesale supply or bulk sale point.

**"Load Transfer Customer"** means a Customer that is provided distribution services through a load transfer.

**"Market Rules"** means the rules made under the Electricity Act.

**"Measurement Canada"** means the Special Operating Agency established by the Electricity And Gas Inspection Act, 1980-81-82-83, C.87.

**"Meter Service Provider"** means any entity that performs metering services on behalf of a Distributor.

**"Meter Socket"** means a mounting device for accommodating a socket type revenue meter.

**"Multi-Family Residential Dwelling"** means a dwelling zoned residential by the City of London, used for dwelling purposes, containing more than one single family dwelling unit that are either individually metered or are metered with a bulk-meter having a service entrance capacity greater than 200 amps.

**"Non-regulated price (NRPP) customer"** refers to all SSS or Retailer associated customers that are not eligible to participate in the RPP or have elected to opt of the RPP.

**"OEB"** is the Ontario Energy Board, the regulatory authority in Ontario responsible for electricity and gas.

**"Ontario Energy Board Act"** means the Ontario Energy Board Act, 1998, S.O. 1998, C.15.



**"Overdue Accounts"** means amounts which are overdue in respect to a Customer's account including any unpaid security deposit.

**"Permit"** shall mean the official written permission of the Electrical Safety Authority, on a form provided for the purpose, authorizing work to be commenced on any electrical installation.

**"Person"** includes an individual, corporation, a sole proprietorship, partnership, unincorporated organization, unincorporated association, body corporate, and any other legal entity.

**"Physical Distributor"** with respect to a load transfer, means the Distributor that provides physical delivery of electricity to a load transfer Customer, but is not responsible for connecting and billing the load transfer Customer directly.

**"Point of Demarcation"** see Demarcation Point.

**"Premise"** or **"Premises"** means the location at which an electrical Service is provided that has a London Hydro account.

**Regulated price plan (RPP) customer** refers to Low volume and designated customers that meet participant criteria defined in the OEB SSSC and Ontario Legislation or Regulation.

**"Retail"** with respect to electricity means,

- a) to sell or offer to sell electricity to a Consumer
- b) to act as agent or broker for a retailer with respect to the sale or offer for sale of electricity, or
- c) to act or offer to act as an agent or broker for a Consumer with respect to the sale or offering for sale of electricity.

**"Retail Settlement Code"** means the code approved by the Ontario Energy Board.

**"Retailer"** means a person who retails electricity.

**"Secondary Service"** means any service which is supplied with a nominal voltage less than 750 volts.

**"Service Agreement"** means the agreement that sets out the relationship between a licenced retailer and a Distributor in accordance with the provisions of Chapter 12 of the Retail Settlement Code.

**"Service Area"** with respect to a Distributor, means the area in which the Distributor is authorized by its licence to distribute electricity.

**"Single Family Residential Dwelling"** shall be a dwelling zoned residential by the City of London, used for dwelling purposes, and having only one electric meter with a service entrance capacity of 200 amps or less.

**"Standard Supply Service Code"** means the code approved by the Ontario Energy Board.

**"Supply Service"** shall mean any one set of conductors run by London Hydro from its electrical system to a Consumer's service.

**"Wholesale Market Participant"** means a person that sells or purchases electricity or ancillary services through the IESO - administered markets.

**"Wholesale Settlement Cost"** means costs for both competitive and non-competitive electricity services billed to a Distributor by the IESO or a Host Distributor or provided by an Embedded Retail Generator or by a neighbouring Distributor.

**"Wholesale Supplier"** means a person who sells electricity or ancillary services through the IESO administered markets or directly to another person other than a Consumer.

**APPENDICES**

**Appendix A - Commercial Charges for Electric Servicing**

**Appendix B - Disconnection & Reconnection of Residential Service Cables**

**Appendix C - Electric Metering Requirements**

**Appendix D - Design & Interconnection Requirements for Customer-Owned Electric Power Substations**

**Appendix E - Guidelines for Supplying Interval-Style Revenue Metering Systems**

**Appendix F - Approved Retail Rates**



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# **APPENDIX A**

## **COMMERCIAL CHARGES FOR ELECTRIC SERVICING**

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# **APPENDIX B**

## **DISCONNECTION AND RECONNECTION OF RESIDENTIAL SERVICE CABLES**

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# **APPENDIX C**

## **ELECTRIC METERING REQUIREMENTS**

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# **APPENDIX D**

## **DESIGN AND INTERCONNECTION REQUIREMENTS FOR CUSTOMER-OWNED ELECTRIC POWER SUBSTATIONS**



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# **APPENDIX E**

## **GUIDELINES FOR SUPPLYING INTERVAL-STYLE REVENUE METERING SYSTEMS**

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# **APPENDIX F**

## **APPROVED RETAIL RATES**