GRANDBRIDGE ENERGY INC.

CONDITIONS OF SERVICE

Effective Date: June 01, 2023
Revised Date: May 27, 2024

Preface

The Ontario Energy Board (OEB)'s Distribution System Code (DSC) requires that each distributor produce a "Conditions of Service" document. The purpose of the Conditions of Service is to provide a means for communicating the types and level of service available to the Customers of GrandBridge Energy (GBE). The DSC requires that the Conditions of Service be readily available for review by the general public. In addition, the most recent version of the document must be filed with the OEB for the purpose of facilitating dispute resolutions in the event that a dispute cannot be resolved between the customer and GBE.

GrandBridge Energy's Conditions of Service document is based on the template presented in Appendix A of the DSC and is organized as follows:

Section 1: Introduction
This section contains references to the legislation that covers the Conditions of Service, the rights of the customer and of GBE, and the dispute resolution process.

Section 2: Distribution Activities (General)
This section contains references to services and requirements that are common to all customer classes. This section covers items such as Rates, Billing, Emergency Response, Special Contracts, Power Quality, Available Voltages and Metering.

Section 3: Customer Specific
This section contains references to services and requirements specific to individual Customer classes. This section covers items such as Service Entrance Requirements and Delineation of Ownership.

Other sections in the document include the Glossary of Terms and Appendices.

Subsequent changes will be incorporated in accordance with section 1.4 and be submitted to the OEB. Comments on the Conditions of Service or subsequent revisions can be emailed to customercare@grandbridgeenergy.com. GBE will file with the OEB a summary of public comments received from customers about the Conditions of Service and any subsequent changes.

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SECTION 1: INTRODUCTION

This Conditions of Service describes the operating practices and connection policies of GBE. It sets out the terms and conditions on which GBE offers electricity distribution services to its customers.

1.1 Identification of Distributor and Service Area

GrandBridge Energy Inc., also referred to as "GrandBridge Energy" or "GBE", is a corporation incorporated under the laws of the Province of Ontario to distribute electricity.

GBE is licensed by the OEB to own and operate an electrical distribution system for the customers in its service territory as described in its Distribution License. Additionally, there are requirements imposed on GBE by the various codes referred to in the License, and by the *Electricity Act, 1998* and the *Ontario Energy Board Act*.

GBE is a subsidiary of GrandBridge Corporation.

GBE is limited to operating distribution facilities within its licensed territory as defined in its Distribution License. The Distribution Service Territory as of May 02, 2022 is described in GBE's Electricity Distribution license ED-2021-0280, which can be accessed at www.oeb.ca.

A service territory map is available at:
https://www.oeb.ca/ontarios-energy-sector/ontario-electricity-and-natural-gas-utilities-service-area-map

GBE was formed through the merger of Brantford Power Inc. ("Brantford Power") with Energy+ Inc. ("Energy+") on May 2, 2022. For some time, the rates or policies applied in the service territories of the former Brantford Power and former Energy+ may differ. These cases are indicated in these Conditions of Service using "former Brantford Power Rate Zone" and "former Energy+ Rate Zone". Customers should refer to the GBE website to determine which rate zone they are located in. Generally, the former Brantford Power Rate Zone includes the City of Brantford municipal boundaries as of 1991. The former Energy+ Rate Zone includes all other portions of the GBE Service Territory, including some portions of the current City of Brantford.

1.2 Related Codes and Governing Laws

The supply of electricity or related services by GBE to any Customer shall be subject to various laws, Regulations and Codes, including, but not limited to, applicable provisions of the latest editions of the following and Regulations thereunder:

1. *Electricity Act, 1998*
2. *Ontario Energy Board Act, 1998*
3. *Distribution Licence*
4. *Affiliate Relationship Code*
5. *Transmission System Code*
6. *Distribution System Code*
7. *Retail Settlement Code*
8. *Standard Service Supply Code*
9. *Relevant Rate Order*

In the event of a conflict, the provisions of the Act, the Distribution License and associated regulatory codes shall prevail in the order of priority indicated above. If there is a conflict between a Connection Agreement with a Customer and this Conditions of Service, this Conditions of Service shall govern.

The fact that a condition, right, obligation, or other term appears in this Conditions of Service but not in any of the documents listed above or in a Connection Agreement shall not be interpreted as or be deemed grounds for finding a conflict.

Nothing contained in this Conditions of Service or in any contract for the supply of electricity by GBE shall prejudice or affect any rights, privileges, or powers vested in GBE by law under any Act of the Legislature of Ontario or the Parliament of Canada, or any regulations there under.

Customers and their agents planning and designing for electricity service must refer to all applicable Provincial and Canadian electrical codes, all applicable federal, provincial, municipal laws, regulations, codes and by-laws to ensure compliance. All work on the GBE distribution system, shall be conducted in accordance with the latest edition of the *Ontario Occupational Health and Safety Act* (OHSA), the Regulations for Construction Projects (O. Reg. 213/91), Infrastructure Health and Safety Association (IHSA) rulebook, Ministry of Transportation traffic requirements, and the harmonized Electrical and Utility Safety Association (E & USA) rulebook.

1.3 Interpretations

In these Conditions of Service, unless the context otherwise requires:
Headings, paragraph numbers and underlining are for convenience only and do not affect the interpretation of these Conditions of Service.

Words referring to the singular include the plural, and vice-versa.

Words referring to gender include any gender.

The word "person" includes a firm, a body corporate, an unincorporated association, or an authority.

The word “acceptable” shall mean acceptable to GBE.

Where such terms as “shall”, “must”, “will” and “would” are used, they are to mean a mandatory requirement. Other terms such as “may”, “should”, “preferred” and the like indicate discretionary requirements and deviations, which are subject to individual consideration.

A reference to a document, or a provision of a document, includes any amendment or supplement to, or any replacement of, that document or that provision of that document.

An event that is required under these Conditions of Service to occur on or by a stipulated day, which is not a business day, may occur on or by the next business day that is not a holiday.

1.4 Amendments and Changes

These Conditions of Service will be deemed to have been automatically amended to the minimum extent necessary to achieve compliance with such laws, regulations and codes listed in Section 1.2.

The provisions of these Conditions of Service and any amendment thereto form part of any contract between GBE and any Retailer, Generator, connected Customer or their respective agent(s).

In the event of any changes to these Conditions of Service, an advance public notice will be provided in each Customer's regular bill as per Section 2.4.8 of the Distribution System Code (DSC). The public notice will include a proposed timeline for implementation of the new Conditions of Service and a means by which public comment may be provided. Customers will have at least ten (10) days to provide comments.

GBE will provide the OEB with a copy of the new Conditions of Service once they are implemented. The copy of the revised document will include a cover letter that outlines the changes from the prior document, as well as a summary of any public comments on the changes.

GBE will make its Conditions of Service publicly available and provide a copy to any person requesting it. The Customer is responsible for contacting GBE to ensure that the Customer has the current version of the Conditions of Service, or to obtain a current version. GBE will provide one copy per revision for each person that requests it. GBE may charge a reasonable fee for providing the Customer with multiple copies of this document. Any individual may make a request to receive these Conditions of Service in an accessible format. GBE will make all reasonable efforts to provide this format on a timely basis.

The current version of these Conditions of Service is also posted on the GBE website: www.grandbridgeenergy.com.

It is also available for viewing at GBE offices:

Brantford Location:
150 Savannah Oaks Dr.
Brantford ON,
N3V 1E7

Cambridge Location:
39 Glebe St.
Cambridge, ON.
N1S 2P1

This Conditions of Service document shall be effective as of January 1st, 2023, and supersedes all previous Conditions of Service, whether oral or written, of GBE or its predecessor utilities. Updates have been made to this document related to the Brantford Power Inc (GBE) and Energy+ Inc (Energy+) merger into GBE effective May 2nd, 2022.

1.5 Contact Information

GrandBridge Energy Inc. can be contacted at:

	Former Brantford Power Customers:	**Former Energy+ Customers:**
Address	150 Savannah Oaks Dr. Brantford, ON. N3V 1E8	39 Glebe St. Cambridge, ON. N1S 2P1
Business Hours	Monday to Friday – 8:30 am to 4:30 pm (excluding holidays)	
Phone Number	1-877-871-2215	
Fax Number	519-756-6041	519-621-7420
Email	customercare@grandbridgeenergy.com	
Website	www.grandbridgeenergy.com	
After Hours Outage Reporting	519-752-0422*	1-833-769-3701*

*Available 24/7

Underground Locates – Call Ontario One Call Before You Dig

It is vitally important that a Customer is aware of any underground wiring prior to digging. Please call Ontario One Call 1-800-400-2255 or complete their online form at www.On1Call.com to schedule a free locate. Ontario One Call is available 24 hours a day, 7 days a week, 365 days a year.

1.6 Customer Rights

Nothing contained in this document shall prejudice or affect any rights, privileges or powers vested in the Customer by law, under any act of the Legislature of Ontario or the Parliament of Canada, or any regulations hereunder.

GBE shall only be liable to a Customer and a Customer shall only be liable to GBE for any damages that arise directly out of the willful misconduct or negligence of:

a) GBE in providing distribution services to the Customer;

b) The Customer in being connected to GBE's distribution system; or

c) GBE or the Customer in meeting their respective obligations under these Conditions of Service, their licenses, and any other applicable laws.

Notwithstanding the above, GBE or the Customer shall not be liable under any circumstances whatsoever for any loss of profits or revenues, business interruption losses, loss of contract or loss of good will or for any indirect, consequential, incidental, or special damages, including but not limited to punitive or exemplary damages, whether any of the said liability, loss or damages arise in contract, tort or otherwise.

The Customer or Distributed Generation Facility shall indemnify and hold harmless GBE, its directors, officers, employees and agents from any claims made by any third parties in connection with the construction and installation of a generator by or on behalf of the Customer or the Distributed Generation Facility.

A Customer has the right to receive distribution-related services delivered in accordance with standards established by the OEB.

The Customer is entitled to demand identification from any authorized agent or employee of GBE before permitting access to their premises.

Customers experiencing outages or other disturbances will be advised, upon request, of the cause of the outages.

All metering equipment supplied by GBE is the property of GBE.

Where meters are installed by GBE, a Customer has the right to access current meter and price data, and to interrogate the meter or to assign this right to others, in accordance with any relevant technical specifications and codes.

If the Customer requires metering information, arrangements must be made, in writing, with GBE for Customer access to the information. If a second party is involved, a letter of consent from the Customer will be required. A Customer has the right to receive historical consumer-specific usage, meter and payment data as defined in the OEB's Retail Settlement Code.

If an account is opened in more than one person's name, all such persons are deemed to be Customers and are jointly and severally responsible for compliance with these Conditions of Service and to pay the rates and charges in accordance with these Conditions of Service.

1.7 Distributor Rights

GBE is obligated to sell electricity to every person connected to its distribution system in accordance with Section 29 of the Electricity Act, 1998, its license, and the requirements of the Retail Settlement Code. In accordance with the Retail Settlement Code. A Customer must advise GBE in writing that the Customer does not wish to purchase electricity from GBE.

GBE is obligated to connect any building or facility which lies along any of the lines of GBE's distribution system, in accordance with Section 28 of the Electricity Act, 1998, when requested in writing by a person. GBE may refuse to connect in certain circumstances, as set out in Section 2.1.4 of these Conditions of Service.

GBE has the right to allocate available electricity among Customers if the supply of electricity to GBE is interrupted or reduced as a result of an emergency, breakdown, repair or extension of a transmission or distribution system in accordance with Section 30 of the Electricity Act, 1998.

GBE shall have the right to transfer arrears for Distribution Services, electricity supplied, or other services provided by GBE from one account in a Customer(s) name to any other account in that same Customer(s) name irrespective of rate classification or whether either account is in the name of other person(s) in addition to the Customer(s).

1.7.1 Access

The Customer and/or Owner shall provide to GBE, free of charge or rent, a convenient and safe place satisfactory to GBE, for installing, maintaining, and operating its equipment on, or about the Customer's premises.

GBE shall have powers of entry to the Customer's and/or Owner's premises or private property as provided in Section 40 of the Electricity Act,1998. Access to meters or meter rooms must be available from outside the Customer's and/or Owner's premises with key access provided to GBE. GBE must approve any exceptions to this requirement in writing.

Access by GBE to meters will be for the following tasks:
Install, inspect, read, calibrate, maintain, repair, alter, remove, test or replace a meter.

Inspect, maintain, repair, alter, remove, replace, test or disconnect wires or other facilities used to distribute electricity.

Perform switching operations or interrupt the Customer's and/or Owner's supply to maintain or improve the supply system or to provide new or upgraded services to other Customers.

It is the Customer's and/or Owner's responsibility to ensure that all GBE owned equipment located on private property is kept clear of any obstacles in order to facilitate regular and emergency maintenance. Obstructions may include vegetation, structures, and landscaping. Removal of any obstruction by GBE will be at the expense of the Customer and/or property Owner. All Customers/Owners must comply with GBE's Clearance Standards (latest edition). Customers/Owners shall plant trees in accordance with these Clearance Standards. As well, trees shall be planted at an appropriate distance away from underground electrical plant. Overhead distribution systems shall not be built over or routed immediately adjacent to orchards.

1.7.2 Liability of Damage

GBE's facilities and equipment located on the Customer's and/or Owner's premises are in the care of and at the risk of the Customer and/or Owner. GBE assumes no risk and under no circumstances will GBE be liable for any damages resulting from, arising out of, or related to the presence of GBE's facilities and equipment. The Customers and/or Owners will be required to pay the cost of repairs or replacement of GBE's equipment that has been damaged or lost by the direct or indirect act or omission of the Customer or its agents. If any of GBE's facilities and equipment are damaged or destroyed by fire or any other cause other than ordinary wear and tear, the Customer/Owner shall pay GBE the value of said GBE facilities and equipment or the cost of repairing or replacing same if replacement is required.

The Customer and/or Owner will be required to repair or replace any equipment owned by the Customer and/or Owner that may affect the integrity or reliability of GBE's

distribution system. If the Customer and/or Owner does not take such action within a reasonable time, GBE may disconnect the supply of power to the Customer. GBE's policies and procedures with respect to the disconnection process are further described in section 2.2 of these Conditions of Service. The determination of "reasonable time" shall be the sole discretion of GBE. This includes but is not limited to privately owned pole lines connected to the GBE Distribution System.

The Customer and/or Owner shall not build, or cause to be built, plant or maintain any structure, tree, shrub or landscaping that could obstruct or endanger any GBE facilities and equipment, interfere with the proper and safe operation of the distribution system or any part thereof or affect GBE's compliance with any applicable laws, in the sole opinion of GBE.

Only an employee or an agent of GBE, or other Person lawfully entitled to do so, shall alter, inspect, remove, repair, replace, or tamper with GBEs facilities or equipment on the customer's premise. The Customer and/or Owner shall not allow anyone other than an employee, or authorized agent of GBE, or a Person lawfully entitled to do so.

In those instances where the Customer has the authority to hire a contractor to construct plant which will become part of the GBE's system, the contractor must be approved by GBE.

GBE shall have operating control of all incoming primary switches unless agreed to otherwise in a separate connection agreement. GBE reserves the right to assume operating control of other Customer owned devices with details provided in a separate connection agreement.

The physical location on Customer's and/or Owner's premises at which a distributor's responsibility for operational control of distribution equipment ends is defined in the Distribution System Code as the "operational demarcation point".

1.7.3 Safety of the Customer and Equipment

The Customer/Owner shall comply with all applicable laws and safety regulations, in accordance with Section 1.2 and all aspects of the Ontario Electrical Safety Code. The Customer and/or Owner shall ensure that the Customer's equipment is properly identified and connected for metering and operation purposes and will take whatever steps necessary to correct any deficiencies in a timely fashion. If the Customer and/or Owner does not take such action within a reasonable time, GBE may disconnect the supply of power to the Customer and/or Owner.

Where applicable, Customer owned equipment shall be subject to the reasonable acceptance of GBE and the approval of the Electrical Safety Authority (ESA). GBE's approval of any Customer owned equipment is solely for the purposes of protecting the GBE distribution system. The Customer and/or Owner is responsible for protecting its own property.

The Customer/Owner will be required to repair or replace any equipment owned by the Customer that may affect the integrity or reliability of GBE's distribution system, in accordance with section 1.7.2.

GBE's facilities and equipment located on the Customer's and/or Owner's premises are in the care of and at the risk of the Customer and/or Owner, in accordance with section 1.7.1. GBE will be granted access to GBE's facilities and equipment for maintenance and emergencies, in accordance with section 1.7.1.

To ensure public safety and maintain system reliability, GBE will maintain clearance around its distribution lines on a cyclical or as needed basis. The tree trimming cycle may depend on the extent of storm damage, health of trees, and the vegetation type, or other appropriate factors at GBE's discretion. The Customer/Owner shall not build, plant or maintain or cause to be built, planted or maintained, any structure, tree, shrub or landscaping that would or could obstruct the running of distribution lines or access to meters, endanger the equipment of GBE, interfere with the proper and safe operation of GBE's facilities or adversely affect compliance with any applicable legislation in the sole opinion of GBE.

Initial line clearing and tree trimming on private property is the Customer/Owner's responsibility. This clearing/tree trimming shall be carried out to Electrical Safety Authority (ESA) standards. Subsequent tree trimming, as required to protect service continuity on privately owned primary or secondary lines and to ensure safety, is also the Customer/Owner's responsibility. This hazardous work must be completed by a qualified contractor.

GBE will disconnect and reconnect a service free of charge during normal business hours for a Customer/Owner who is having trees trimmed on privately owned lines or performing maintenance on a Customer owned line or transformer station. The Customer/Owner will be responsible for all of GBE's costs for any work completed outside of normal business hours. GBE reserves the right to charge a Customer if insufficient notice is provided to cancel and/or reschedule a previously scheduled appointment to disconnect and reconnect service.

If GBE determines that a privately-owned line or transformer station requires tree trimming or is deemed unsafe for other reasons (i.e., rotten poles, broken insulators, etc.), GBE will notify the Customer/Owner and the ESA.

GBE will not restore power until inspection and approval from the ESA is received. GBE reserves the right to disconnect the supply of electricity to a Customer/Owner without notice for safety reasons.

The Customer/Owner shall not use or interfere with the facilities of GBE except in accordance with a written agreement with GBE.

The Customer/Owner must grant GBE the right to seal any point where a connection may be made on the line side of the metering equipment.

A Customer who implements power factor correction capacitors shall be responsible for redesign or regulation of the capacitive load as load changes. The power factor for any Customer must always be lagging. A leading power factor is not acceptable as GBE's equipment is not designed to accommodate a leading power factor.

GBE will not perform work in dangerous situations (ex. the presence of any aggressive animal).

1.7.4 Repairs of Defective Customer Electrical Equipment (GBE)

The Customer will be required to repair or replace any equipment owned by the Customer that may affect the integrity or reliability of GBE's distribution system. If the Customer does not take such action within a reasonable time, GBE may disconnect the supply of power to the Customer. GBE's policies and procedures with respect to the disconnection process are further described in section 2.2 of this Conditions of Service. The determination of "reasonable time" shall be the sole discretion of GBE. This includes but is not limited to privately owned pole lines connected to the GBE's Distribution system.

1.7.5 Repairs of Customer's Physical Structures

The Customer is responsible for maintaining, repairing, and replacing, in a safe condition satisfactory to GBE, all the Customer's civil infrastructure on private property including but not limited to poles, underground conduits, cable chambers, cable pull rooms, transformer vaults and transformer pads that GBE deems required to house GBE's Connection Assets.

1.7.6 Testing Customer's Load

The Customer shall allow GBE to install and use meters and other equipment to conduct tests to determine the electrical characteristics of the Customer's Load.

1.7.7 GBE Automatic Reclosing Facilities

In order to safeguard and protect the distribution system, GBE installs facilities for automatic reclosing of circuit breakers and distribution reclosers and from time to time may change the reclosing time of any such reclosing facilities. The Customer/Owner shall be responsible for providing at their own expense:

a) Adequate protective equipment for any electrical apparatus which might be adversely affected by Reclosing Facilities.
b) Such equipment as may be required for the proper reconnection of any apparatus or equipment of the Customer, without adversely affecting the proper functioning of the reclosing facilities.

1.7.8 Force Majeure

Neither GBE nor a Customer shall be held to have committed an event of default in respect of any obligation under these Conditions of Service if prevented from performing that obligation, in whole or in part, because of a force majeure event pursuant to subsection 2.3 of the Distribution System Code.

1.8 Disputes

Any dispute between Customers or Retailers and the Distributor shall be settled according to the dispute resolution process specified in the Distributor License.

GBE is committed to offering a disputes procedure that is:

Accessible – GBE accepts all dispute inquiries however they are made. GBE will work to accommodate every format in consideration of accessibility requirements.

Simple and Easy to Understand – The procedure is simple, and GBE is accessible and easy to contact.

Effective - GBE thoroughly examines all disputes to solve individual problems and endeavours to offer a satisfactory resolution if an error has been made. GBE records details of disputes and analyzes them to investigate where GBE process improvements are necessary.

Prompt - GBE shall provide a full response to the majority of disputes within five (5) working days of receipt. However, for disputes that require more extensive investigations, additional time may be required. The section headed "Disputes Requiring Further Investigation" outlines the process to be followed.

Fair Process - GBE has appointed the President & CEO to consider any appeals. The procedure also includes information on referring problems to the Ontario Energy Board (OEB), which is an independent body, for dispute resolution.

Confidential - Individual's privacy will be respected at all times in accordance with GBE's Privacy Policy and Procedures.

WHAT IS A DISPUTE?
A dispute is any expression of Customer, business or other market participant's dissatisfaction with GBE, its policies, products, or services regardless of whether, in GBE's opinion, the dispute is well founded.

GBE will record all written expressions of dissatisfaction submitted.

STEP 1: SUBMITTING A DISPUTE FOR RESOLUTION
GBE strives to answer all inquiries on the first contact.

Inquiries and complaints should at first be directed to our Customer Care Representatives in writing, by phone, by fax, or by email. GBE's Customer Care team will assign the complaint to the appropriate department on a timely basis and a GBE representative will consult with the complainant regarding resolutions which may be mutually acceptable.

Customer Care Department
GrandBridge Energy Inc.
PO Box 1060 Cambridge
Ontario N1R 5X6

Phone: 1-877-871-2215
Fax: 519-756-6041
Email: customercare@grandbridgeenergy.com
Website: www.grandbridgeenergy.com

Contact us or fill out the Customer Feedback Survey

HOW WE DEAL WITH DISPUTES
Disputes are directed to and dealt with by GBE staff that have the knowledge and background to deal with them. Staff are trained to identify all disputes and pass on the

details to the appropriate part of our organization. This ensures that the correct action is taken and that a record is kept of disputes made for regulatory and/or internal purposes.

DISPUTES REQUIRING FURTHER INVESTIGATION
GBE will endeavour to provide a full response to all disputes within five (5) business days of receipt, however there are certain types of disputes which may require more extensive investigation. For example, investigations regarding meter accuracy and voltage levels may require the installation of equipment at a Customer's property to correctly identify the remedial action necessary. In these cases, the person/department responsible to address the dispute shall provide the Customer with an acknowledgement detailing the interim actions being taken and then provide a full reply when these actions have been investigated and taken.

If Customers would like further information about what is happening to a dispute, they can contact the person dealing with the dispute, whose details will be included in the acknowledgement response.

STEP 2: IF DISPUTE IS NOT SATISFIED WITH INITIAL DISPUTE RESOLUTION
If, having taken a matter through our dispute procedure, the complainant remains dissatisfied, they can ask to have the dispute referred to the President & CEO, by contacting the GBE Corporate Department at 1-877-871-2215, or writing, emailing, or faxing to the above contact information with a clear label "to the attention of the President & CEO". The case will be reviewed by the President & CEO and a written response sent to the Customer within five (5) working days.

STEP 3: FINAL RECOURSE FOR COMPLAINANT
GBE wants to resolve each dispute to everyone's satisfaction. However, if the complainant is not satisfied, they can seek independent resolution, which is available through the regulator:

Mail: Ontario Energy Board
P.O. Box 2319
2300 Yonge Street, 27th Floor
Toronto, ON
M4P 1E4
Phone: 1-877-632-2727 or 416-314-2455
TTY: 1-844-621-9977 or 416-544-5190 (Consumer Relations Centre)
Fax: 416-440-7656
Email: ConsumerRelations@oeb.ca
Website: www.ontarioenergyboard.ca

GBE shall keep a record of all complaints, whether resolved or not, including the name of the complainant, the nature of the complaint, the date resolved or referred, and the result of the dispute resolution.

SECTION 2: DISTRIBUTION ACTIVITIES (GENERAL)

2.1 Connections

Under the terms of the Distribution System Code, GBE has the obligation to either connect or to make an offer to connect any Customer that lies along the lines in its service area which makes a written request for connection, except in certain circumstances.

The Customer or its representative shall consult with GBE concerning the availability of supply, the supply voltage, service location, metering, and any other details. These requirements are separate from and in addition to those of the ESA. GBE will confirm, in writing, the characteristics of the electric supply.

The Customer or their representative shall apply for new, upgraded, or temporary electricity services in writing. The customer is required to provide GBE with sufficient lead time to ensure:

a) Timely provision of electricity supply to new and upgraded premises.
b) The availability of adequate capacity for additional loads to be connected in existing premises.

GBE shall make every reasonable effort to respond promptly to a Customer's request for Connection and shall comply with the 'Service Quality Requirements' in Section 7 of the Distribution System Code.

In addition to any other requirements in these Conditions of Service, the supply of electricity is conditional upon GBE being permitted and able to provide such a supply, obtaining the necessary apparatus and material, and constructing works to provide the service. Should GBE not be permitted or able to do so, it is under no responsibility to the Customer whatsoever, and the Customer releases GBE from any liability in respect thereto.

In accordance with section 3.1.7 of the Distribution System Code, where GBE is considering replacing certain GBE-owned assets which are at end-of-life, GBE will consult with any customers with a coincident peak equal to or greater than 5 MW that are connected via that asset. GBE may require a capital contribution for the incremental cost of upgrading the asset versus a like-for-like replacement, where it is determined that the customer requires additional capacity.

If GBE agrees to replace an asset before it has reached its end-of-life at the request of a customer, GBE will apply its EEP policy to calculate any costs owed to GBE or any credits provided to the Customer.

2.1.1 Building that Lies Along

For the purposes of these Conditions of Service, "lies along," means a Customer property or parcel of land that is directly adjacent to or abuts onto the public road allowance where GBE has distribution facilities of the appropriate voltage and capacity.

A building or facility "lies along" a distribution line if it can be connected to GBE's distribution system without an expansion or enhancement and meets the requirements listed in this Conditions of Service.

As provided in Section 28 of the Electricity Act, GBE has the obligation to connect a building or facility to its distribution system if:

a) the building lies along any of the lines of GBE's distribution system, and
b) the owner, occupant, or other person in charge of the building requests connection in writing.

The location of the Customer's service entrance equipment is subject to the approval of GBE and the ESA.

GBE may refuse to connect in certain circumstances, as set out in Section 2.1.4 of these Conditions of Service.

For details about connections to specific Customer classes, please refer to Section 3 of these Conditions of Service.

2.1.1.1 Connection Charges – All Customers

GBE shall recover costs associated with the installation of connection assets above GBE's standard level of service as determined for each Customer class in line with GBE's EEP Policy.

2.1.2 Expansions/Offer to Connect

GBE will make an offer to connect a building to its distribution system if:

a) The building is located in the service area of GBE identified in GBE's distribution license or
b) The owner, occupant, or other person in charge of the building makes the request for connection in writing.

The Customer should contact GBE at least twelve (12) months before the required in-service date.

The Customer must provide technical information to GBE regarding location (including municipal address), service size (amperes and voltage), staging of development, drawings (as necessary) and expected load (kW and kVA) for the new building.

The Customer shall obtain a Service Layout from GBE before proceeding with the installation/alteration of any service. Failure to do so may result in the service having to be relocated or extended at the Customer's expense.

The Customer shall provide the proper anchors at the point of attachment for connection of GBE's service conductors. Anchors and guy wires may be requested or specified by GBE.

If an expansion to the GBE main distribution system is needed to connect a Customer, GBE will make an offer in accordance with the Distribution System Code, unless the Customer has been denied connection for the reasons specified in the Section 2.1.3 below. For expansions involving more than one delivery point refer to Section 3.1.6.

If GBE must construct new facilities to its main distribution system or increase the capacity of existing distribution system facilities to be able to connect a specific Customer or group of Customers, GBE will perform an economic evaluation of the expansion project to determine if the future revenue from the Customer(s) will pay for the capital cost and on-going maintenance costs of the expansion project.

The methodology and inputs that GBE will use for all new load and new connection economic evaluations are presented in Appendix B of the Distribution System Code. If the net present value over the revenue horizon period (including the effect of taxes) is positive, no capital contribution will be required from the Customer. If the net present value over the revenue horizon period (including the effect of taxes) is negative, a capital contribution will be required from the Customer.

An expansion to GBE's distribution system results in expansion costs and OM&A Costs. Given that the capital contribution that the Customer shall pay to GBE may not fully offset these costs for GBE, GBE may require the Customer to provide an expansion deposit in addition to the capital contribution. The expansion deposit is intended to hold GBE harmless with respect to the expansion.

An Offer to Connect may require the Customer to provide an expansion deposit in accordance with section 3.2 of the Distribution System Code to cover the difference between the costs associated with the expansion and the amount of the capital contribution paid by the Customer. GBE will require the Customer to provide the expansion deposit, as contained in the Offer to Connect, prior to the commencement of any expansion work or the installation of any connection assets.

GBE may provide, at no charge to the Customer, one offer to connect based on the plans submitted by the Customer. If the Customer subsequently submits revised plans, GBE may provide, at the Customer's expense, a new offer based on the revised plans.

An Offer to Connect from GBE will include the following information:

a) A description of the material and labour required to build the expansion required to connect the Customer.
b) An estimate (or fixed price) of the amount that will be charged to the Customer to construct the distribution system expansion necessary to make the connection.
c) A description and estimate (or fixed price) of the connection charges that would apply to the Offer.
d) Whether the Offer is a firm Offer or is an estimate of the costs that would be revised in the final payment to reflect actual costs incurred.
e) Whether the Offer includes work for which the Customer may obtain an alternative bid and, if so, the process by which the Customer may obtain the alternative bid.
f) Reference to the Conditions of Service and information on how the person requesting the connection may obtain a copy.
g) Security, load guarantee or other financial requirements.

GBE will specify the costs attributable to engineering design, materials, labour, equipment, and administrative activities.

The design for new subdivision and townhome expansion projects will be completed under the direction of GBE. This design shall be based on GBE construction specifications for subdivisions and townhomes (available online at www.grandbridgeenergy.com). All materials, installation and developer contractors shall be approved by GBE and all associated costs shall be included in the capital cost calculation for the work.

For all other expansion projects, GBE shall carry out the preliminary planning, design and engineering specifications in addition to constructing and connecting the expansion and include the costs thereof in the capital cost calculation for the work.

In the event that new un-forecasted Customers connect to an expansion during the Customer connection horizon, the initial contributor shall then be entitled to a rebate from GBE follows:

a) For a period of up to five (5) years, the initial contributor shall be entitled to a rebate without interest, based on apportioned benefit for the remaining period. Following this period, the initial contributor will not be entitled to any rebate.
b) The apportioned benefit shall be determined by considering such factors as the relative load level and the relative line length (in proportion to the line length being shared by both parties).

2.1.2.1 Alternative Bids

A Customer has the choice to obtain an alternative bid from contractors pre-qualified by GBE if the Offer to Connect meets the following conditions:

The project requires a capital contribution from the Customer and
construction work does not involve existing circuits.

The following activities are not eligible for an alternative bid:

a) Distribution system planning.
b) The development of specifications.
c) The design of an expansion.
d) The engineering of an expansion.
e) The layout of an expansion.
f) Any work that requires physical contact with the existing distribution system, unless otherwise expressly approved at the sole discretion of GBE.
g) Any work requiring the temporary de-energization of any portion of the distribution system is the sole responsibility of GBE.

If a Customer utilizes an “alternative bid” and are eligible the customer shall:

a) Assume full responsibility for construction of that aspect of the work.
b) Choose contractors that have been pre-qualified by GBE to perform such work.
c) Select, hire, and pay the contractor.
d) Administer the contract, including acquisition of all required permissions, permits and easements
e) Pay GBE to inspect the constructed assets and verify compliance with GBE’s requirements
f) Pay GBE any or all costs incurred by GBE to construct the expansion and connection assets; and

g) Provide the final cost of the plant constructed by the alternate contractor with details by asset class to the satisfaction of GBE.
h) Take all necessary steps to ensure that the work that is eligible for alternative bid is done in accordance with the distributor's distribution system planning and the distributor's specifications for any of the following:
    a. The design of the expansion.
    b. The engineering of the expansion.
    c. The layout of the expansion.
i) Obtain the GBE's review and approval of plans for the design, engineering, layout, and work execution for the work that is eligible for alternative bid to ensure conformance with the distribution system planning and specifications referred to in paragraph (h) prior to commencing that work.
j) GBE will inspect and approve, at a cost to the customer, all aspects of the constructed facilities as part of a system commissioning activity, prior to connecting the constructed facilities to the existing distribution system.

For further details about "alternative bid", please refer to Section 3.2 of the OEB Distribution System Code. For details about expansions to specific Customer classes, please refer to Section 3 of these Conditions of Service and GBE's Economic Evaluation Model Policy.

For details about standard connection fees, please refer to Section 2.4.1 of these Conditions of Service.

2.1.3 Connection Denial

The Distribution System Code sets out the conditions under which GBE may deny connection. GBE may consider the following reasons to refuse to connect or continue to connect a customer:

a) Contravention of the laws of Canada or the Province of Ontario, including the Ontario Electrical Safety Code.
b) Violations of conditions in GBE's Electricity Distribution License.
c) Materially adverse effect on the reliability or safety of the distribution system.
d) Public safety reasons or imposition of an unsafe worker situation beyond normal risks inherent in the operation of the distribution system.
e) A material decrease in the efficiency of GBE's distribution system.
f) A materially adverse effect on the quality of distribution services received by an existing connection.
g) If the person requesting the connection owes the distributor money for distribution services, or for non-payment of a security deposit. The distributor shall give the person a reasonable opportunity to provide the security deposit.

If GBE refuses to connect a service, GBE will inform the person requesting the connection, in writing, of the reason(s) for not connecting the service. Where GBE is able to provide a remedy, an Offer to Connect will be made. If GBE is unable to provide a remedy to resolve the issue, it is the responsibility of the Customer to do so before a connection may be made.

2.1.4 Inspections Before Connections

All Customer electrical installations that have been altered shall be inspected and approved by the ESA and must also meet GBE's requirements. GBE requires a Connection Authorization from the ESA prior to energization (or re-energization after alterations) of a Customer's supply of electricity. Services that have been disconnected for a period of six (6) months or longer must also be re-inspected and approved by the ESA prior to reconnection.

In the event that a service has been disconnected for electrical work by the customer or as a result of a fire, flood, or illegal activities, GBE requires a Connection Authorization from the ESA prior to energization (or re-energization after alterations) of a Customer's supply of electricity.

Temporary services, typically used for construction purposes, must be approved by the ESA for a period of twelve months and must be re-inspected should the period of use exceed twelve months. GBE requires a Connection Authorization from the ESA prior to energization (or re-energization after alterations) of a Customer's supply of electricity.

Where GBE has requested the Customer to perform specified work associated with the installation of connection assets on the Customer's premises, the Customer is required to obtain acceptance by GBE of said work as a prerequisite to connection to GBE's distribution system.

Before connecting a customer to GBE's distribution system, GBE will exercise its obligation to inspect all electrical connections and provisions for metering to ensure that they satisfy all technical requirements.

GBE may at any time re-inspect any electrical connection or meter installation notwithstanding any previous inspection and acceptance of the installation.

Duct banks shall be inspected and approved by GBE prior to the pouring of concrete and/or backfilling. In the event of ducts blocked by ice or other foreign debris, the owner's representative will be responsible for clearing and roping the ducts prior to cable installation.

Provision for metering shall be inspected and approved by GBE prior to energization and must comply with GBE's metering requirements.

2.1.5 Relocation of Plant

GBE will respond to all Customer requests for relocation of distribution plant in a fair and reasonable manner. GBE will assess the feasibility of the proposed relocation and present a fair and reasonable charge for relocation based on cost recovery principles. If feasible, the Customer and/or Owner will be required to pay all the costs incurred by GBE as a result of the relocation.

After receiving a written request for plant relocation, GBE will respond with an explanation of the feasibility or unfeasibility of the relocation, and an estimate of the cost. Feasibility considerations include but are not limited to, technical considerations and availability of alternate locations.

Relocation of plant owned by the Customer and/or Owner is the Customer's and/or Owner's responsibility, as are any associated costs. The Customer and/or Owner will also be responsible for paying GBE all the costs for connecting the rebuilt plant to the GBE distribution system including labour and material.

Only GBE is permitted to relocate equipment owned by GBE. For relocations requested by a road authority (i.e., City, Township, County, Region, Ministry of Transportation) on road allowance, GBE will follow the provisions of the Public Service Works on Highways Act. Relocations requested by a road authority within five (5) years of the distribution system work being completed shall be one hundred per cent (100%) payable by the road authority.

2.1.6 Easements

The Electricity Act, 1998 provides that all property that is subject to unregistered rights prior to April 1, 1999, will continue to be subject to the unregistered right until the right expires or until the holder of that right releases it.

To maintain reliability, integrity and efficiency of the distribution system, GBE has the right to install supply facilities on private property and requires appropriate easements, registered against title to the property.

Easements are required whenever this plant supplies or will supply in the future a Customer who is not the owner of this property. Easements may also be required to supply the future electrical needs of the distribution system. A "Blanket" easement, in a standard format available from GBE is required for all new condominium/townhome properties where GBE will maintain its underground plant. Refer to Section 3.2.1 for more information.

The Customer shall grant or obtain an easement in favour of GBE at no cost to GBE whenever required to provide service or for future electrical needs. The easement shall be surveyed and registered on title at the expense of the Customer. The width and extent of this easement shall be determined by GBE. The easement shall be granted prior to energization of the service.

The Customer shall prepare, at their own cost, a reference plan and associated easement documents to the satisfaction of GBE and GBE's Legal Counsel prior to its registration and registration of the easement plan. Once approved, the Customer shall, at their own cost, register the reference plan and easement documents. Details will be provided upon application for service in cases where an easement is required.

2.1.7 Contracts

2.1.7.1 Standard Form of Contract for New or Modified Services

GBE shall only connect a building for a new or modified supply of electricity upon receipt of all necessary information by GBE (in writing if required by GBE), payment to GBE of any applicable connection charge, receipt of any required deposit and an inspection and approval by the ESA of the electrical equipment for the new service.

In most cases, Customers will not be required to sign a standard application and contract for electrical services, as in such circumstances the contract shall be implied (see Section 2.1.7.2). However, GBE reserves the right, and shall exercise such at GBE's discretion,

to require any Customer regardless of rate class to sign a standard application and contract for electrical service prior to any connection or delivery of electrical service.

All General Service Customers will be required to submit written information on their expected initial and future load so that GBE can size its electrical distribution equipment properly, determine the amount of any required security deposit and ensure that the appropriate rates are applied.

The owners of all multi-unit buildings (i.e., row housing [freehold or condominium], apartments, high rise condominiums, commercial or industrial malls, etc.) will be required to sign a form acknowledging the specific requirements of multi-unit buildings (i.e., provision of keys to a metering room, provision of a copy of the building layout indicating both municipal address and unit numbers signed as correct, a copy of the meter panel layout indicating the correct corresponding permanent unit numbers signed as correct and acknowledgement that the units, meter bases and main disconnects will have permanent unit numbers/municipal addresses marked according to GBE requirements prior to installation of meters, etc.). For specific details about identification requirements, please refer to GBE drawing MS-001. It is extremely important that multi-unit buildings are labeled properly so that the correct unit is billed the correct amount of electricity.

2.1.7.2 Implied Contracts

In all cases, notwithstanding the absence of a written contract, GBE has an implied contract with any Customer that is connected to GBE's distribution system and receives distribution services from GBE. The terms of the implied contract are embedded in GBE's Conditions of Service, the Rate Handbook, GBE's rate schedules, GBE's license, the Distribution System Code, the Standard Supply Service Code and the Retail Settlement Code, all as amended from time to time.

Any Person(s) who take or use electricity delivered and/or supplied by GBE shall be liable for payment for such electricity. Any implied contract for the supply of electricity by GBE shall be binding upon heirs, administrators, executors, successors or assigns of the Person(s) who took and/or used electricity supplied by GBE.

In the absence of a contract for electricity with a tenant, or in the event the electricity is used by a Person(s) unknown to GBE, then the cost for electricity consumed by such Person(s) is due and payable by the owner(s) of such property.

2.1.7.3 Special Contracts

In certain circumstances, a customized connection contract and/or operating agreement may be required between the Customer and GBE. The Customer will be advised well in advance of connection if this is the case. Special contracts that are customized in accordance with the service requested by the Customer normally include, but are not necessarily limited to, the following examples:

a) Construction sites
b) Mobile facilities
c) Non-permanent structures
d) Special occasions
e) Generation
f) Residential subdivisions
g) Industrial subdivisions

h) Large customers
i) Embedded distributors
j) Embedded generator
k) Customer Connection Agreement
l) Joint Use Agreements

2.2 Disconnection

In the timelines and circumstances permitted by the Distribution System Code, GBE has the right and/or obligation to disconnect or to limit the supply of electrical energy to a Customer for any of the reasons listed below:

a) Adverse effect on the reliability and safety of the distribution system.
b) Imposition of an unsafe worker situation beyond normal risks inherent in the operation of the distribution system.
c) A material decrease in the efficiency of the distributor's distribution system.
d) A materially adverse effect on the quality of distribution services received by an existing connection.
e) Inability of the distributor to perform planned inspections and maintenance.
f) Failure of the consumer or customer to comply with a directive of a distributor that the distributor makes for purposes of meeting its license obligations or as required by law.
g) The customer owes the distributor money for distribution services, or for a security deposit. The distributor shall give the customer a reasonable opportunity to provide the security deposit.

GBE may disconnect the supply of electricity to a Customer without notice in accordance with a court order, or for emergency, safety, or system reliability reasons or at the direction of the ESA.

GBE will disconnect and reconnect a service free of charge during normal business hours for a Customer who is altering their service, carrying out maintenance (i.e., painting, installing siding, etc.) in close proximity to wires, having trees trimmed on privately owned lines or performing maintenance on a Customer owned transformer station. GBE reserves the right to charge a Customer if insufficient notice is provided to cancel and/or reschedule a previously scheduled appointment to disconnect and reconnect service. The Customer will be responsible for all GBE costs for any work completed outside of normal business hours.

GBE may immediately interrupt a Customer without notice for emergency safety; or in order to inspect, maintain, repair, alter, remove, replace, or disconnect wires or other facilities used to distribute electricity or where there is energy diversion, a court order, fraud, or abuse on the part of the Customer.

Under no circumstances will GBE be liable for any damage resulting from, associated with, or related to the disconnection or the limitation of consumption of electricity.

2.2.1 Disconnection for Non-Payment

Overdue amounts payable to GBE are subject to the collection process and may ultimately lead to the service being disconnected in accordance with OEB regulations. No disconnect action will be taken until the Customer has been issued a disconnect notice by hand delivery, prepaid mail, or by posting the notice on the property in a conspicuous place. Reasonable efforts will be made to establish direct contact with the Customer.

Pursuant to Section 40 of the Electricity Act, 1998 and Section 1.7.1 of the Conditions of Service, GBE has the right to enter a Customer's property for the purposes of reading, inspecting, maintaining, repairing, or replacing the meter. Furthermore, GBE reserves the right to physically disconnect or limit the amount of electricity that a Customer can consume for the following reason:

a) Inability of GBE to perform meter reading (manually, automatically, or remotely), planned inspections, maintenance, repairs or replacement of all or any part of a meter Installation.

All costs expended by GBE for the purpose of entering your property in accordance with the Electricity Act, 1998 and these Conditions of Service are the Customer's responsibility.

Service will be restored once satisfactory payment has been made, where required.

Discontinuance of service does not relieve the Customer of the liability of arrears. Due dates falling on a non-business date become payable on the first business date following the due date. GBE shall provide reasonable notice of the proposed disconnection to the person who is responsible for the overdue amount by personal service, telephone, or prepaid mail, or by posting the notice on the property in a conspicuous place. The Fire Safety Notice will be left at the property at the time of the disconnection of the electrical service in a separate envelope.

Collection actions may commence on the next business day following the due date if an outstanding balance remains.

These collection actions may include one or all of the following:

a) The issuance of a reminder notice by telephone, electronic mail (e-mail) or regular mail.
b) The issuance of a disconnect notice, by telephone, electronic mail, hand delivered or regular mail.
c) A follow-up contact attempt a minimum of 48 hours prior to the scheduled date of disconnection.

A reconnection charge, where applicable, shall be billed for those services disconnected for non-payment.

GBE requires bill payments to be made within twenty (20) days after the bill is issued. A bill is deemed to have been issued to a Customer if sent by mail, on the third day after the date on which the bill was printed by the Distributor. Interest will apply to all overdue amounts as specified by the Ontario Energy Board (OEB).

Disconnection does not relieve the Customer from the obligation to pay GBE any amounts payable by the Customer, including electricity arrears. The Customer will be responsible for minimum bills until such time as GBE removes the GBE facilities and equipment associated with the distribution of electricity to the Customer.

2.2.2 Disconnection for Theft of Service

GBE reserves the right to disconnect the supply of electricity to a Customer in cases of energy diversion, fraud, or abuse on the part of the Customer.

Where a power diversion is detected involving the main service to the premises, power will be disconnected as soon as possible. Service will not be restored to the premises until a Connection Authorization is received from ESA verifying that all wiring within the premises has been restored to a safe condition. All charges incurred by GBE arising from unauthorized energy use, including inspections, repair costs, the costs of disconnection and reconnection and unmetered billing charges, must also be paid in full by the Customer before service will be restored.

2.3 Conveyance of Electricity

GBE will endeavor to use reasonable diligence in providing a regular and uninterrupted supply of electricity.

2.3.1 Limitations on the Guarantee of Supply

GBE will endeavor to use reasonable diligence in providing a regular and uninterrupted supply of electricity but does not guarantee a constant supply or the maintenance of unvaried frequency or voltage. GBE will not be liable for damages to the Customer by reason of any failure in respect thereof.

Customers requiring a higher degree of security than that of normal supply as provided pursuant to these Conditions of Service are responsible for providing their own back-up or standby facilities and to pay all associated incremental costs.

Customers may require special protective equipment on their premises to minimize the effect of momentary power interruptions.

Customers requiring a three-phase supply should install protective apparatus to avoid damage to their equipment which may be caused by the interruption of one phase or non-simultaneous switching of phases on GBE's supply.

During an emergency, GBE may interrupt supply to a Customer in response to a shortage of supply, or to effect repairs on the electrical system, or while repairs are being made to Customer-owned equipment.

Although it is GBE's policy to minimize inconvenience to Customers, it is necessary to occasionally interrupt a Customer's supply to maintain or improve GBE's distribution system or to provide new or upgraded services to other Customers. Whenever practical and cost effective, as determined by GBE, arrangements suitable to the Customer and GBE will be made to minimize any inconvenience. GBE will endeavor to provide the Customer with reasonable advance notice except in cases of emergency.

GBE will endeavor to notify Customers prior to interrupting the supply to any individual service. However, if an unsafe or hazardous condition is found to exist, or if the use of electricity by apparatus, appliances or other equipment is found to be unsafe or damaging to GBE or the public, service may be disconnected without notice.

Where personal notification is impractical, depending on the outage duration and the number of Customers affected, GBE may issue a news release, radio bulletin and/or Social Media post to advise the general public of the outage.

GBE maintains a database of Customers where the supply of electricity is critical to a medical condition. Such Customers should contact GBE and provide notification including such information as name, address, telephone number, condition, needs, and possibly the main medical contact. GBE will endeavor to provide priority to the critical care Customers and may attempt to contact such Customers in the event of a prolonged outage.

To allow GBE to inspect, maintain, alter, remove, replace, disconnect, calibrate, read, or repair equipment located on private property, GBE will exercise the right to enter land on which these facilities are located pursuant to Section 40 of the Electricity Act.

To assist with distribution system outages or emergency response, GBE may require a Customer to provide GBE with emergency access to Customer-owned distribution equipment that normally is operated by GBE or GBE-owned equipment on Customer's property.

2.3.2 Power Quality

2.3.2.1 Power Quality Investigations

In response to a Customer power quality concern (i.e., flickering lights, voltage surges, etc.), where utilization of electric power affects the performance of electrical equipment, GBE or a designated contractor will investigate to try and identify the underlying cause.

The supply of power quality investigation services is a competitive business and the OEB's Affiliate Relationships Code clearly states that GBE cannot offer these types of services using our Local Distribution Company (LDC) staff. As a result, the scope of GBE work will be limited to ensuring that the power quality of GBE's supply voltage at the Customer's main switch meets the limits set out in the latest edition of the Canadian Standards Association CAN3-235 "Preferred Voltage Levels for AC Systems 0 to 50,000V".

If the Customer requires investigative work that goes beyond the GBE demarcation point/main switch, GBE will advise to contact a qualified contractor.

Where a Customer provides evidence or data indicating that a power quality or electromagnetic interference (EMI) problem may be originating from GBE's distribution system, GBE will perform investigative analysis to attempt to identify the underlying cause. Depending on the circumstances, this may include review of relevant power interruption data, trend analysis, and power quality monitoring.

Upon determination of the cause resulting in the power quality concern, where it is deemed a system delivery issue and where industry standards are not met, GBE will recommend and/or take appropriate mitigation measures. GBE will take appropriate actions to control power disturbances found to be detrimental to Customers. If GBE is unable to correct the problem without adversely affecting other GBE Customers, then it is not obligated to make the corrections. GBE will use appropriate industry standards (such as IEC or IEEE standards) and good

utility practice as a guideline. If the problem lies on the Customer side of the system, GBE may seek reimbursement from the Customer for the costs incurred in its investigation.

Customer inquiries regarding stray voltage problems will be reviewed and investigated by GBE following the requirements of the OEB Distribution System Code, Appendix H.

2.3.2.2 Voltage Distortion, Motor Starting and Phase Balancing

Customers having non-linear load shall not be connected to GBE's distribution system unless power quality is maintained by implementing proper corrective measures such as installing proper filters, and/or grounding. Further, to ensure the distribution system is not adversely affected, power electronics equipment installed must comply with Institute of Electrical and Electronics Engineers, referred to herein as "IEEE" Standard 519 (latest edition). The limit on individual voltage harmonic distortion is 3%, while the limit on total voltage harmonic distortion is 5%.

Reduced voltage motor starting may be required if there is objectionable voltage flicker or if satisfactory transformer fusing cannot be obtained due to excessive motor starting current or relatively long starting cycle.

Three phase Customers shall ensure their load is balanced between the three phases within 10% of each phase unless specific unbalancing is approved by GBE.

2.3.2.3 Obligation to Help in the Investigation

If GBE determines the Customer's equipment may be the source causing unacceptable harmonics, voltage flicker or voltage level on GBE's distribution system, the Customer is obligated to help GBE by providing required equipment information, relevant data, and necessary access for monitoring the equipment.

2.3.2.4 Timely Correction of Deficiencies

If an undesirable system disturbance is being caused by Customer's equipment, the Customer will be required to cease operation of the equipment until satisfactory remedial action has been taken by the Customer at the Customer's cost. If the Customer does not take such action within a reasonable time, GBE may disconnect the supply of power to the Customer, in accordance with Section 2.2 of these Conditions of Service.

2.3.2.5 Notification for Interruptions

Although it is GBE's policy to minimize inconvenience to Customers, it is necessary to occasionally interrupt a Customer's supply to allow work on the electrical system. GBE will endeavour to provide Customers with reasonable notice of planned power interruptions, whenever possible.

Interruption times may change due to inclement weather or other unforeseen circumstances. GBE shall not be liable in any manner to such Customers for failure to provide such notice of planned power interruptions or for any change to the schedule for planned power interruptions.

Notice may not be given where work is of an emergency nature involving the possibility of injury to persons or damage to property or equipment.

During an emergency, GBE may interrupt supply to a Customer in response to a shortage of supply or to effect repairs on the electrical system or while repairs are being made to Customer-owned equipment.

2.3.2.6 Notification to Customers on Life Support

Customers who require an uninterrupted source of power for life support equipment must provide their own equipment for these purposes.

Customers with a life support system are encouraged to inform GBE of their medical needs and their available backup power. These Customers are responsible for ensuring that the information they provide GBE is accurate and up to date.

For planned interruptions, the same procedure as prescribed in Section 2.3.2.5 will be carried out. For those unplanned power interruptions that extend beyond two hours and the time expected to restore power is longer than what was indicated by Customers (registered on life support) as their available backup power, GBE will endeavour to contact these Customers but will not be liable in any manner to the Customers for failure to do so.

2.3.2.7 Emergency Interruptions for Safety

GBE will endeavour to notify Customers prior to interrupting the supply to any service whenever possible. However, if an unsafe or hazardous condition is found to exist, or if the use of electricity by apparatus, appliances, or other equipment is found to be unsafe or damaging to GBE or the public, service may be interrupted without notice.

2.3.2.8 Emergency Service (Trouble Calls)

GBE will exercise reasonable diligence and care to deliver a continuous supply of electrical energy to a Customer. However, GBE does not guarantee a supply that is free from interruption.

When power is interrupted, the Customer should first ensure that failure is not due to blowing of fuses or tripping of breakers within the installation.

During normal business hours, service calls will be made by GBE at the Customer's request and if the problem turns out not to involve GBE lines or equipment, billed according to the approved schedule of Standard Service Charges. After normal business hours, the Customer may be asked to call an electrician to confirm whether the problem lies with GBE lines or equipment. GBE will pay the service call by the electrician if the problem does lie with GBE lines or equipment. If GBE staff go to a Customer's premises after normal business hours and the problem turns out not to involve GBE lines or equipment, the Customer will be billed for the service call at the overtime rate outlined on the approved schedule of Standard Service Charges.

GBE is available 24 hours a day to provide emergency service to Customers. GBE will initiate restoration efforts as quickly as possible. Customers within GBE's service Territory should call 1-877-871-2215 (former Energy+ Customers) and 519-752-0422 (former Brantford Power Customers) for assistance.

2.3.2.9 Outage Reporting

Depending on the outage, duration and the number of Customers affected, GBE may issue a news release, radio bulletin and/or social media posts to advise the general public of the outage. In turn, news organizations may call for information when they hear of an outage.

An outage information tool for customer within The City of Cambridge, The Township of North Dumfries and The County of Brant provided at the link below: http://outages.energyplus.ca/gridvu/.

Outage information for customers located in The City of Brantford is not currently available on the same online information tool as of the publication date of these Conditions of Service but may be available following the publication date.

2.3.3 Electrical Disturbances

There are levels of voltage fluctuation and other disturbances, which can cause flickering lights and more serious difficulties for Customers connected to the GBE Distribution system.

GBE shall not be held liable for the failure to maintain supply voltages within standard levels defined in Section 2.3.5. Typical voltage excursions that can be expected on electrical systems are capacitor switching transients, voltage sags caused by faults on adjacent feeders and auto-reclose operations.

It is the Customer's responsibility to protect himself/herself from any external disturbance. There are levels of voltage fluctuation and other disturbances that can cause flickering lights and more serious difficulties for Customers connected to GBE's distribution system.

Customers must ensure that their equipment does not cause any disturbances such as harmonics and spikes that might interfere with the operation of adjacent Customer or GBE equipment. Examples of equipment that may cause disturbances include large motors, welders and variable speed drives. In planning the installation of such equipment, the Customer must consult with GBE. Any corrective equipment required initially or in the future shall be purchased and supplied by the Customer.

In planning the installation of such equipment, the Customer must consult with GBE. Some types of electronic equipment such as video display terminals can be affected by proximity of high electrical currents that may be present in transformer rooms. GBE will assist in attempting to resolve any such difficulties at the Customer's expense.

Customers who may require an uninterrupted source of power supply or a supply completely free from fluctuation and disturbance must provide their own power conditioning equipment for these purposes.

Occasionally, a Customer's equipment may be affected by electrical noise interference generated by various sources including power lines. A Customer should contact Innovation, Science and Economic Development Canada (ISED) for information that

instructs a Customer on how to determine if the interference is the result of their own equipment. ISED may be contacted at 1-800-328-6189.

Their website contains useful information on solving interference problems. Should the Customer follow ISED's prescribed steps and still believe that the interference is due to the electrical distribution system, GBE shall work with the Customer to determine the cause. GBE shall verify if the source of the interference is from utility owned equipment and, if so, remove the noise or interference where feasible. If the problem is with the Customer's equipment, a service charge may apply.

ISED Website:
https://www.canada.ca/en/innovation-science-economic-development.html.

Some types of electronic equipment, such as video display terminals, may be affected by the proximity of high current carrying conductors.

2.3.4 Standard Voltage Offerings

The primary voltage to be used will be determined by GBE for both GBE-owned and Customer-owned transformation. A maximum of 300kVA of transformation is available from GBE's 4,160 Grd.Y/2,400V and 8,320 Grd.Y/4,800V primary distribution system. A maximum of 3000kVA at 600 Grd.Y/347V and 1000kVA at 208 Grd.Y/120V of GBE-owned transformation is available from GBE's 27,600 Grd.Y/16,000V primary distribution system. A 27,600 Grd.Y/16,000V Customer owned transformer station will be required when transformation requirements exceed 3000kVA at 600 Grd.Y/347V or 1000kVA at 208 Grd.Y/120V.

The secondary voltage will depend on the type of distribution plant that lies along the property. In residential areas, the supply voltage shall be 120/240V single phase.

GBE can provide the following voltages:

Primary
16,000/27,600V three phase, 4 wire

Secondary
120 / 240 V single phase, 3 wire
120 / 208 V three phase, 4 wire
347 / 600 V three phase, 4 wire

General guidelines for supply from pole mounted (overhead) transformation are as follows:

a) 120/240V, single phase up to 100kVA demand load.
b) 208Grd.Y/120V three phase, four wire up to 300kVA demand load (maximum of 2 runs, 4 cables per run, of 600 mcm).
c) 600Grd.Y/347V three phase, four wire up to 300kVA demand load.

In industrial areas, the supply voltage from pole mounted (overhead) transformation shall be 600 Grd.Y/347V three phase, four wire. 208 Grd.Y/120V three phase, four wire supply is not generally available from pole mounted (overhead) transformation. Where the lines are underground, the supply voltage and limits will be determined upon application to GBE.

General guidelines for supply from padmounted transformation are as follows:

a) 120/240V, single phase up to 100kVA demand load.
b) 208 Grd.Y/120V three phase, four wire up to 1000kVA demand load (300kVA if serviced from the 4,160 Grd.Y/2,400V or 8,320 Grd.Y/4,800V primary distribution system).
c) 600 Grd.Y/347V three phase, four wire up to 3000kVA demand load (300kVA if serviced from the 4,160 Grd.Y/2,400V or 8,320 Grd.Y/4,800 V primary distribution system).

Where the Customer requires voltages other than those listed (i.e. 480V) or has a demand exceeding 3000kVA at 600 Grd.Y/347V or 1000kVA at 208 Grd.Y/120V, a Customer owned transformer station will be required.

Although GBE can provide the above voltages, they are not necessarily readily available from all portions of the existing distribution system. The Customer must inquire with GBE whether a particular voltage is available at a particular site.

It may be necessary to expand or enhance the distribution system in order to provide the requested voltage. If an expansion or enhancement is required, GBE will require the Customer to contribute a portion of the cost to do this work subject to economic evaluation.

A request by a Customer for a service voltage change will be run through GBE's Economic Evaluation Model Policy to determine if any capital contribution is required.

2.3.5 Voltage Guidelines

GBE will normally maintain the service voltage at the Customer's service entrance within the guidelines of CSA Standard CAN3-235 "Preferred Voltage Levels for AC Systems 0 to 50,000V", latest edition.

The recommended voltage variation limits applicable at service entrances are listed in the below table (taken from CSA Standard CAN3-235-83 Reaffirmed 2015).

Table 1: Voltage Limits, (CSA Standard CAN3-235-83 Reaffirmed 2015).

Normal System Voltage	**Normal Operating Conditions**		**Extreme Operating Conditions**	
	Lower Limit	**Upper Limit**	**Lower Limit**	**Upper Limit**
Single-Phase 120/240V	110/220V	125/250V	106/212V	127/254V
Three Phase Four Wire **208 Grd.Y/120V** **600 Grd.Y/347V**	194/112V 550/318V	216/125V 625/360V	190/110V 530/306V	220/127V 634/367V

Where voltages lie outside the CSA limits for normal operating conditions but within the CSA limits for extreme operating conditions, improvement or corrective action will be taken on a planned and programmed basis, but not necessarily on an emergency basis.

Where voltages lie outside the indicated limits for Normal Operating Conditions but within the indicated limits for Extreme Operating Conditions, improvement or corrective action will be taken on a planned and programmed basis, but not necessarily on an emergency basis. The urgency for such action will depend on many factors such as the location and nature of the load or circuit involved, the extent to which limits are exceeded with respect to voltage levels and duration, etc.

GBE shall practice reasonable diligence in maintaining voltage levels but is not responsible for variations in voltage from external forces such as operating contingencies, exceptionally high loads and low voltage supply from the transmitter or host distributor. GBE shall not be liable for any delay or failure in the performance of any of its obligations under this Conditions of Service due to any events or causes beyond the reasonable control of GBE, including without limitation, severe weather, flood, fire, lightning, other forces of nature, acts of animals, epidemic, quarantine restrictions, war, sabotage, act of a public enemy, earthquake, insurrection, riot, civil disturbance, strike, lock-out or other labour dispute, restraint by court order or public authority or action or non-action by or inability to obtain authorization or approval from any governmental authority, or any combination of these causes (section 1.7.8 Force Majeure).

2.3.6 Back-up Generators

Customers with portable or permanently connected emergency generation capability shall comply with all applicable criteria of the Ontario Electrical Safety Code and shall ensure that Customer emergency generation does not back feed on GBE's system.

There shall be proper interface protection between the Customer's electrical circuits and GBE's distribution system. Any Customer emergency back-up energy supply cannot be installed in a manner, which would adversely affect GBE's distribution system.

Customers with permanently connected emergency generation equipment shall notify GBE regarding the presence of such equipment. All applicable environmental requirements are the responsibility of the Customer. Customers should consult with GBE during the planning and prior to the installation of any back-up generation.

The customer/contractor shall obtain a layout from GBE's Engineering Department before installation of any back-up generator or transfer switch. All GBE approved meter socket plug-in Transfer Devices require the customer to sign a waiver with GBE.

Emergency generation installations which may potentially input electrical energy into GBE's distribution system (i.e., not installed to Ontario ESA Code) will result in disconnection of service.

2.3.7 Metering

This section refers to the metering requirements of all classes of Customers.

GBE will supply, install, own, and maintain all meters, instrument transformers, ancillary devices, secondary wiring, and seals required for revenue metering.

GBE utilizes meters of various technologies from various vendors, including meters with Radio Frequency (RF) transceivers for the purpose of remote meter reading and remote meter management.

Metering will typically be installed on the low voltage side of the GBE-owned or Customer-owned transformer ("secondary metering"). Primary metering may be provided at the discretion of GBE. The metering provision and arrangement for service mains in excess of either 600A or 600V shall be submitted to GBE for approval before building construction begins. Additional standards and requirements for services metered above 600V will be made available upon request.

Metered Market Participants in the Independent Electricity System Operator ("IESO") administered wholesale market must meet or exceed all IESO metering requirements. GBE shall have access to Customer property in accordance with Section 40 of the Electricity Act.

In all cases, the Customer shall consult with GBE prior to the start of work to determine the specific metering requirements. For further details about GBE's metering requirements, please refer to the latest edition of GBE's Metering Specifications and GBE's Economic Evaluation Model Policy at www.grandbridgeenergy.com.

Requirements for space and access to metering equipment shall be in accordance with Section 1.7.1. Liability for damage to metering equipment shall be in accordance with Section 1.7.2. Further metering specifications are outlined in Section 3.

On all new and existing general services, the electrical contractor installing metering equipment shall supply a single-line diagram detailing the proposed metering installation. The single-line diagram shall be submitted to GBE before any work is completed on the metering portion of the electrical installation. This requirement allows GBE staff to review the installation and make comments.

2.3.7.1 General

GBE will typically install metering equipment at the Customer supply voltage. The Customer must provide a convenient and safe location satisfactory to GBE for the installation of meters, wires and ancillary equipment. Meters for new or upgraded residential services will be mounted outdoors on a meter socket approved by GBE. The meter base cover plate must be removable (i.e., not enclosed) to allow GBE maintenance access. Three phase metering must always be located inside an accessible building (see section 1.7.1). Outdoor 600V metering is permitted in accordance with GBE's metering specifications.

All Residential and General Service customers less than 50kW shall be provided with a smart meter, in accordance with Bill 21, Energy Conservation and Responsibility Act, 2006. If a Residential or General Service customer less than 50 kW requires the measurement of demand, GBE will provide access to the demand data.

All other General Service customers greater than 50kW shall be provided with an interval meter.

Residential and General Service customers less than 50kW requesting interval meters are responsible for:

a) Paying the difference in cost between the interval meter and the smart meter.

b) The installation and on-going cost of telecommunications protocol for interrogating the meter, as defined by GBE in its Metering Specifications.

The timing of any changes to, or upgrades to interval metering technology, for existing interval metered Customers, shall be at the discretion of GBE.

The Customer is required to supply and install a GBE approved meter socket for the use of GBE's self-contained socket meters.

No person, except those authorized by GBE, may remove, connect, or otherwise interfere with GBE's meters, wires, ancillary equipment, or seals.

The Customer will be responsible for the care and safekeeping of GBE's meters, wires, and ancillary equipment on the Customer's premises. If any GBE equipment installed on Customer premises is damaged, destroyed, or lost other than by ordinary wear and tear, wind or lightning, the Customer will be liable to pay to GBE the value of such equipment, or at the option of GBE, the cost of repairing the same.

Any compartments, cabinets, boxes, sockets, or other workspace provided for the installation of GBE's metering equipment shall be for the exclusive use of GBE. No equipment, other than that provided and installed by GBE, may be installed in any part of the GBE metering workspace.

In order to preserve the integrity and accuracy of GBE's metering systems, no devices other than those required for GBE's purposes shall be permitted to be connected to the metering circuits. Any metering or load control equipment required by the Customer must be connected to the Customer's own current and voltage transformers which must be installed on the load side of GBE's metering equipment. Any secondary arresters, power factor correction capacitors, ground fault indicator lights or other Customer equipment must also be connected on the load side of GBE's metering equipment. The Customer's own metering or load control equipment cannot be installed in the same metering cabinet, or metering cell, as those of GBE. All Customer connections shall be made to the load side of GBE's metering.

Normally, only one service and one metering location will be provided to a property. Should more than one meter be required, the meters must be grouped in a single meter room on the property. However, consideration may be given to providing multiple services and/or multiple meter rooms on a property under single ownership if there are economic and/or electrical advantages to GBE in doing so. This is typically permitted only in the cases of large commercial, industrial or apartment/condominium developments where it isn't practical for GBE to provide only one service or meter room.

If a separate service for a fire pump has been deemed necessary to comply with legislation, codes or regulations under emergency conditions involving a fire, GBE will offer it subject to the following additional requirements:

a) A single line diagram showing the connection of the fire pump and meter base voltage and current ratings shall be submitted to GBE.

b) The main disconnect for the fire pump service shall be located in the same room as the main breaker for the overall service.
c) Laminated warning cards must be located at both the main disconnect for the fire pump service and at the main disconnect for the main secondary service (permanently affixed). They must be red with white lettering and the lettering must be a minimum of 12.7mm (0.5”) in size. The wording on these cards must be “Fire Pump Installed Ahead of Main Breaker. Two (2) separate points of secondary supply exist in this room. There is a possibility of electrical back feed.”

Central metering (installation of instrument transformers at the transformer location to meter secondary running to two or more buildings on the same property and typically installed in rural areas at the transformer pole may be provided at the discretion of GBE.

The location allocated by the Customer for GBE metering shall provide direct access for GBE staff and shall be subject to satisfactory environmental conditions, some of which are:

a) Maintain a safe and adequate working space in front of equipment of at least 1m (39”) and a minimum ceiling height of 2.1m (83”) for the full width of the installation. This space shall not be used for storage, etc.

b) Maintain an unobstructed working space in front of equipment, free from, or protected against, the adverse effects of moving machinery, vibration, dust, moisture, or fumes.

Where there is the possibility of danger to GBE employees or damage to equipment from moving machinery, dust, fumes, moisture, etc., protective arrangements satisfactory to both GBE and the ESA shall be made.

Where excessive vibration may affect or damage GBE metering equipment, adequate shock absorber mounting suitable to GBE will be provided and installed by the Customer. The Customer or their contractor will contact GBE when there is the possibility that such conditions may occur.

If, in the opinion of GBE, building additions, alterations, fencing, tree growth or other obstruction, etc. render the meter inaccessible for reading and servicing, the meter will be relocated to a GBE approved location at the Customer’s expense. In the case of fencing, an unlocked gate may make the meter accessible as long as there is protection from dogs. Where such a condition exists, the Customer will be granted 30 days to relocate the meter or ensure suitable access.

When a residential Customer is changing service size, and the meter is inside, it must be moved outside to a GBE approved location at the Customer’s expense.

When a residential Customer is adding an embedded generation project, and the meter is inside, it must be moved outside to a GBE approved location at the Customer’s expense.

Meter bases shall be installed ahead of (on the line side of) the main disconnect switch for single phase services (unless approval is obtained from GBE for specific circumstances – i.e., multi-unit inside metering).

Meter mounting devices shall be installed downstream (on the load side of) the main disconnect for three phase services.

Each detached, semi-detached or row housing unit (freehold or condominium) will be separately metered by a meter that is located outside. For condominium row housing, all meter bases for each block must be installed using GBE approved ganged metering bases located on one or both ends of each block (as per the design drawing). The Customer is responsible for the extension of the unit services from the meter to the individual units.

Three phase metering cannot be located outside.

When meters are to be mounted outside, the following general guidelines apply. Customer shall consult with GBE prior to start of work to determine specific metering requirements.

a) Meters are to be mounted at a height of 1.5m (5’0”) +/- 150mm (6”) when measured from finished grade to the center of the meter face/glass.
b) Meter bases shall be mounted on the exterior of the building within 1.5m (5’) of the front corner of the building. The front of the building is that side which is nearest to GBE’s main lines.
c) For overhead services, the meter base must meet the requirements of the ESA. For underground services, the meter base must meet the requirements of the ESA and be on the approved GBE list. For the current list of approved meter bases for underground services, please refer to the latest edition of GBE’s Metering Specifications at www.grandbridgeenergy.com. For 400A services, GBE will supply the current transformers.
d) For underground services, a 50mm (2”) conduit is to be supplied and installed by the Customer from the meter base to a point between 500mm (20”) and 600mm (24”) below finished grade. Metallic conduit must be protected by a plastic bushing.

When meters are to be mounted inside, the following general guidelines apply. Customer shall consult with GBE prior to start of work to determine specific metering requirements.

a) Meters are to be mounted at a height of 1.7m (5’-6”) +/-150mm (6”) when measured from finished floor elevation to the center of the meter face/glass. If a metering center is used, the minimum height allowed for the bottom row of meters is 0.58m (23”) and the maximum height allowed for the top row of meters is 1.7m (5’-6”). Both dimensions are measured from finished floor elevation to the center of the meter face/glass. It is GBE’s preference to have the middle meter locations filled first.
b) Metering cabinets, if required, shall be mounted at 1.8m (6’) +/- 0.1m (4”) from the finished floor elevation to the top of the metering cabinet.
c) The Customer’s main switch shall be installed so that the top of the switch is 1.8m (6’) or less from the finished floor elevation. The Customer’s main switch

shall permit the sealing and padlocking of the handle in the “open” position and the cover or door in the “closed” position.

d) Lighting levels of at least 6 lux (65-foot candles) shall be maintained.
e) No water, gas, sewer, or other pipes, communications wire or equipment will be permitted to encroach on the safe working space requirements of the metering, as viewed by GBE.
f) Meter rooms shall be accessible to GBE via an outside lockable door at grade level. The minimum door dimensions shall be 2m (6’-8”) by 0.81m (2’-8”). The Customer shall be responsible for supplying a key to GBE. GBE may request that the lock be keyed to GBE specifications. In specific instances and at the sole discretion of GBE, the requirement for an outside door may be waived (i.e., a high-rise apartment building where meter rooms may be required to be located on more than one floor).

The meter installation for new multiple occupancy buildings shall satisfy the following requirements:

a) Meters shall be installed in a central service room that has direct outside access or common access to all metered building structures.
b) The individual or bulk metering must be located ahead of any step-down transformers.
c) A service room shall be separated from the remainder of the building by an approved fire separation.
d) An acceptable key deposit box shall be installed outside the access door to the metering room. Specifications of the key deposit box are available through the Metering Specifications.
e) Any splitter trough cover shall be hinged to open downward and equipped with provision for padlock and seal.
f) A full-sized neutral supply conductor shall be extended from any splitter trough to each meter socket.
g) The conductors to each meter shall be provided with a separate sub-service box.
h) Sub-service boxes shall be identified with an approved address or unit number and the same number shall identify the service panel inside the unit.

2.3.7.2 Current Transformer Boxes

Where instrument transformers are required, the Customer shall consult with GBE prior to the start of work to determine the specific metering requirements. For further details about instrument transformer cabinets, please refer to the latest edition of GBE’s Metering Specifications at www.grandbridgeenergy.com.

2.3.7.3 Interval Metering

All other General Service greater than 50kW shall be provided with an interval meter.

Interval meters will be installed for all new or upgraded services where the monthly average peak demand over a calendar year is forecast to be 50 kW or greater. For any other Customer, please contact GBE for availability.

In all cases, the Customer shall consult with GBE prior to the start of work to determine the specific metering requirements. For further details about interval metering requirements, please refer to the latest edition of GBE's Metering Specifications at www.grandbridgeenergy.com.

2.3.7.4 Meter Reading

The Customer must provide or arrange free, safe, and unobstructed access during regular business hours to any authorized representative of GBE for the purpose of meter reading, meter changing, or meter inspection. Where premises are closed during GBE's normal business hours, the Customer must, on reasonable notice, arrange such access at a mutually convenient time. This access is in accordance with Section 40 of the Electricity Act and section 1.7.1 of these Conditions of Service.

Failure to provide access may prevent GBE from obtaining a reading of the meter on the Customer's and/or Owner's premises, in which case the Customer shall pay a sum based on an estimated demand and/or energy for electricity used since the last meter reading. This is notwithstanding GBE's right to disconnect or limit the supply of electrical energy to the said Customer as per Section 2.2.

Customers requiring specialized metering arrangements such as totalizing or access to metering pulses for load management purposes should consult with GBE. The incremental cost of such arrangements shall be at the Customer's expense.

2.3.7.5 Final Meter Reading

When a service is no longer required, or if the Customer is switching energy providers, the Customer shall provide GBE with sufficient notice of the date so that a final meter reading can be obtained as close to the final reading date as possible. The Customer shall provide access to GBE or its agents for this purpose.

If a final meter reading is not obtained, the Customer shall pay a sum based on an estimated demand and/or energy for electricity used since the last meter reading.

2.3.7.6 Faulty Registration of Meters

Metering electricity usage for the purpose of billing is governed by the federal Electricity and Gas Inspection Act and associated regulations, under the jurisdiction of Measurement Canada. GBE's revenue meters are required to comply with the accuracy specifications established by the regulations under the above Act.

In the event of incorrect electricity usage registration, GBE or Measurement Canada will determine the correction factors based on the specific cause of the metering error and the Customer's electricity usage history. GBE will bill the Customer for energy/demand supplied based on the reading of any meter formerly or subsequently installed on the premises by GBE, due regard being given to any change in the characteristics of the installation and/or the demand. If Measurement Canada determines that the Customer was incorrectly billed, GBE will bill or reimburse the Customer for the amount incorrectly billed up to a period of two (2) years.

If the incorrect measurement is due to reasons other than the accuracy of the meter, such as incorrect meter connection, incorrect connection of auxiliary metering equipment, or incorrect meter multiplier used in the bill calculation, the billing correction will apply for the duration of the error up to a maximum period of two (2) years. GBE will correct the bills for the period in accordance with the regulations under the Electricity and Gas Inspection Act.

2.3.7.7 Meter Dispute Testing

Metering inaccuracy is an extremely rare occurrence. Most billing inquiries can be resolved between the Customer and GBE without resorting to the meter dispute test.

Measurement Canada has jurisdiction, under the federal Electricity and Gas Inspection Act, in a dispute between GBE and its Customer where the condition or registration of a meter or metering installation is in question.

Either GBE or the Customer may request the service of Measurement Canada to resolve a dispute. GBE will inform Customers of the assistance provided by Measurement Canada in dispute investigations.

If the Customer initiates the dispute and where a meter reading dispute is not resolved in favor of the Customer, GBE will charge the meter dispute specific service charge approved by the OEB which can be found on GBE's Tariff of Rates.

2.3.8 Transformation Capacity

The supply voltage governs the limit of transformation capacity that GBE will provide to the Customer. The capacities listed below are for each transformer location. GBE may, at its discretion, provide more than one transformer, if it approves additional delivery points as per Section 3.1.9. GBE will decide the size, voltage, and number of transformers that it will provide. The transformation capacities above and beyond those listed below are subject to GBE approval and the transformation for the same shall be owned, supplied, installed, and maintained by the Customer.

General guidelines for supply from overhead street circuits are as follows:

a) 120 / 240 V single phase up to 100 kVA demand load;
b) 120 / 208 V three-phase, four-wire up to 150 kVA demand load; and
c) 347 / 600 V three-phase, four-wire up to 150 kVA demand load.

OR

Where the Customer is a developer of a new sub-division or town home site:
120/240V single phase up to 167kVA demand load;

OR

Where the Customer and/or Owner provides a transformer foundation on private property:

a) 120 / 240 V single phase up to 167 kVA demand load; or

b) 347 / 600 V three-phase, four-wire up to 3000 kVA demand load; or
c) 120 / 208 V three-phase, four-wire up to 1000 kVA demand load.

GBE does not permit the use of transformer rooms where transformers are located inside buildings.

2.4 Tariffs and Changes

2.4.1 Service Connections

The OEB approves GBE's distribution rates and charges, which are published in the current "Schedule of Rates and Charges". These rates include, at a minimum, the monthly service charge for distribution services, the distribution volumetric charge, competitive and non-competitive electricity charges, and specific service charges. The applicable rates and level of charge may be updated, as approved by the OEB, from time to time. Customers are encouraged to refer to the most recent Schedule of Rates and Charges for the comprehensive and up-to-date listing.

The "Schedule of Rates and Charges" is posted on the website at www.grandbridgeenergy.com, or is available from GBE upon request by a Customer. Customers will be notified via bill message if there are changes to the Schedule of Rate and Charges.

Different Schedules of Rates and Charges may apply to customers in the former Energy+ Rate Zone and the former Brantford Power Rate Zone.

Specific service charges for activities include:

Specific Service Charges Applicable to Both Rate Zones:

a) Easement letter.
b) Credit reference/credit check (plus credit agency costs).
c) Returned cheque (plus bank charges).
d) Account set up charge/change of occupancy charge (plus credit agency costs if applicable).
e) Meter dispute charge plus Measurement Canada fees (if meter found correct)
f) Late Payment Interest Charges.
g) Reconnection (different hourly charges apply for reconnection at Meter vs. Pole, during or after regular.
h) Access to power poles (per pole, per year).

Specific Service Charges Applicable only to former Energy+ Rate Zone:

a) Arrears certificate
b) Statement of account
c) Pulling postdated cheques
d) Duplicate invoices for previous billing
e) Request for other billing information
f) Easement letter
g) Income tax letter
h) Notification charge

i) Account history
j) Returned cheque (plus bank charges)
k) Charge to certify cheque
l) Legal letter charge
m) Account set up charge/change of occupancy charge (plus credit agency costs if applicable)
n) Special meter reads
o) Service call - customer owned equipment
p) Service call - customer-owned equipment - after regular hours

Specific Service Charges Applicable only to former Brantford Power Rate Zone:

a) Temporary service install & remove - overhead - no transformer
b) Temporary service - install & remove - underground - no transformer
c) Meter removal without authorization

In addition to the charges discussed above, GBE also charges on a time and materials-based for activities that are outside of its standard level of service as described in these Conditions of Service. Activities subject to such time and materials-based charges include, but are not limited to the following:

a) Installations of primary and secondary services outside of normal business hours and at the request of the Customer.
b) Reconnections of service not related to collection activities outside of normal business hours and at the request of the Customer.
c) Trouble calls outside of normal business hours and at the request of the Customer.
d) Temporary service installation and removal where a transformer is required.
e) Damage to equipment owned by GBE while in the care and custody of the Customer.
f) Damage to equipment owned by GBE due to Customer neglect or action, for example, pole or transformer hits.
g) Assistance from GBE to resolve electrical disturbances.
h) Specialized metering arrangements.
i) Interval metering equipment beyond GBE's standard level of service.
j) Relocations of GBE equipment like poles at the request of the Customers.
k) Relocations of GBE equipment where services were not located in consultation with GBE or were removed without GBE's consent.
l) Ancillary services including, as examples, isolate and grounds, house moves, lifting lines and pole holding.

2.4.1.1 Customers Switching to Retailer

There are no physical service connection differences between Standard Service Supply (SSS) Customers and third-party Retailers' Customers. Both Customer energy supplies are delivered through GBE with the same distribution requirements. Therefore, all service connection requirements applicable to SSS Customers are applicable to third party Retailers' Customers.

2.4.1.2 Supply Deposits and Agreements

Where an owner proposes the development of premises that require GBE to perform work and/or order equipment, the owner may be required to provide a supply deposit, a signed agreement, an easement, etc., for service to be provided.

For further details please refer to GBE's Economic Evaluation Model Policy at www.grandbridgeenergy.com.

2.4.2 Energy Supply

GBE will provide Standard Supply Service (SSS). Standard Supply Service is the electricity that the Customer will automatically be provided with if he or she chooses NOT to sign with an electricity Retailer.

2.4.2.1 Standard Service Supply (SSS)

All existing GBE Customers are Standard Service Supply (SSS) Customers until GBE is informed of their switch to a competitive electricity supplier. The Service Transfer Request (STR) must be made by an authorized Retailer which has a Service Agreement, as specified in the Retail Settlement Code, with GBE.

2.4.2.1 Retailer Supply

Requests to transfer a Customer from Standard Service Supply (SSS) to a Retailer shall comply with the Service Transfer Request (STR) requirements as outlined in Sections 10.5 through 10.5.6 of the Retail Settlement Code.

All requests shall be submitted and transmitted through the Electronic Business Transaction (EBT) system. A Service Transfer Request (STR) shall contain information as set out in Section 10.3 of the Retail Settlement Code and meet the requirements set out in the EBT standards approved by the OEB.

If the information is incomplete, GBE shall notify the Retailer via the EBT system and await a reply before proceeding to process the transfer.

2.4.2.2 Wheeling of Energy

All Customers considering delivery of electricity through the GBE distribution system are required to contact GBE for technical requirements and applicable tariffs.

2.4.3 Deposits

All new Customer accounts that do not fall into the residential service classification will be reviewed to determine whether a security billing deposit is required. Sufficient identification is also required when applying for service.

If a Customer switches to a Retailer, and depending on the billing options available, the amount of exposure for GBE may vary and, therefore, a security deposit will be reassessed and may be adjusted to reflect the new level of exposure.

Residential Customers, meaning those customers which meet the criteria for the residential service classification per GBE's Tariff of Rates and Charges, as approved by the OEB, will not be required to pay a security deposit.

General Service Customers will be required to pay a security deposit equal to an average monthly bill at the address being serviced times the billing factor of 2.5, as estimated by GBE. If the Customer has a payment history which discloses more than one disconnection notice in a relevant 12-month period, GBE may use that Customer's highest actual or estimated monthly load for the most recent 12 consecutive months within the past 2 years.

If the Customer is enrolled in the Automatic Payment Plan, the required deposit will be equal to an average billing, times a billing factor of 2.0.

2.4.3.1 Requirement for a Security Deposit

Security deposits may be required at the time the Customer initially applies for service, or subsequently when a Customer has failed to maintain a good payment history. A Customer shall be provided with specific reasons for requiring a security deposit.

GBE may require a security deposit unless:

The Customer provides a letter from another electricity distributor or gas distributor in Canada confirming a good payment history with that distributor for the length of time set out below:

Customer Type	Good Payment History
General Service<50kW*	3 Years
General Service–All other	7 Years

For Security Deposit purposes, Bulk Metered Condominium Customers are deemed to fall under the General Service – All Other Customer type.

* For Security Deposit purposes, Unmetered Scattered Load Customers are deemed to fall under the General Service <50kW Customer type.

A good payment history is defined as having no more than one disconnection notice, or returned cheque due to insufficient funds, or returned pre- authorized payments or collection activity for the period of time specified by Customer Type.

a) The time period that makes up the good payment history must be the most recent period of time and some of the time period must have occurred in the previous 24 months; - or –

b) A Customer, other than a Customer in a 5000kW or greater demand rate class, authorizes GBE to initiate a credit check, at the Customer's expense, with results satisfactory to GBE; - or –

c) The Customer is billed by a Competitive Retailer under Retailer-Consolidated Billing.

A deposit will be waived or reduced subject to:

a) Satisfactory payment record for General Service accounts at GBE.
b) Proof of satisfactory payment record for General Service accounts as defined in section 2.4.3.4 with another Distributor or Gas Distributor.
c) A credit check satisfactory to the utility. Where a business Customer in the General Service 50 to 4,999 kW or Large User rate classes has a credit rating from a recognized credit rating agency, the maximum amount of a security deposit which the Distributor may require the Customer to pay shall be reduced

in accordance with Section 2.4.3.4. The cost of such a credit check, as revised from time to time, shall be billed to the Customer.

2.4.3.2 Change in Status requiring a Security Deposit
A requirement for a security deposit from a Customer will be initiated if the Customer does not meet the requirements defined in 2.4.3.1, or for the period of time defined by Customer Type, the Customer:

a) Receives more than one disconnection notice.
b) More than one NSF cheque has been returned.
c) More than one pre-authorized payment has been returned.
d) A disconnect/collect trip has occurred.

2.4.3.3 Calculation of the Security Deposit
The maximum amount of security deposit payment that GBE may collect shall be calculated as follows:

Billing Cycle Factor x Estimated Bill = Security Deposit

The Billing Cycle Factor is 2.5 for monthly-billed Customers.

The Estimated Bill is based on the Customer's average monthly load with GBE during the most recent 12 consecutive months within the past two years. Where relevant usage information is not available, the load shall be based on a reasonable estimate calculated by GBE.

Where a Customer has a payment history with more than one disconnection notice in a relevant 12-month period, GBE will use the Customer's highest actual or estimated monthly load for the most recent 12 consecutive months within the past 2 years for the purpose of calculation of the maximum amount of security deposit required.

For low-volume or designated Consumers who are billed under Standard Supply Service (SSS) or Distributor-Consolidated billing, the price estimate used in calculating competitive electricity costs shall be the same as the price used by the IESO for the purpose of determining maximum net exposures and security deposit obligations for distributors, low-volume Consumers and designated Consumers.

For the purposes of calculating the Estimated Bill for all other Customers billed under SSS or Distributor-Consolidated billing, the price estimate used in calculating competitive electricity costs shall be the same as the price used by the IESO for the purpose of determining the maximum net exposures and security deposit obligations for market participants other than distributors, low-volume Consumers and designated Consumers.

2.4.3.4 Eligibility for a Reduced Security Deposit
A General Service Customer (other than a < 50kW demand rate class) who has a credit rating from a recognized credit rating agency, may have their security deposit reduced from the maximum, based on the results of the credit rating, in

accordance with the table below. This example uses Standard and Poor's ratings, but GBE may utilize other recognized credit rating agencies with equivalent ratings.

Credit Rating (Using Standard & Poor's Rating Terminology)	Eligible Reduction in Security Deposit
AAA- and above or equivalent	100%
AA-, AA, AA+ or equivalent	95%
A-, From A, A+ to below AA or equivalent	85%
BBB-, From BBB, BBB+ to below A or equivalent	75%
Below BBB- or equivalent	0%

For more information on Eligibility for a Reduction in Security Deposit please contact GBE's Customer Care Department by phone at 1-877-871-2215 or by email at customercare@grandbridgeenergy.com.

2.4.3.5 Form of Payment of Security Deposit

General Service Customer

Payment shall be cash, cheque, money order, bank draft, or credit card using a bill payment system powered by Paymentus Corporation. An irrevocable letter of credit from a bank, as defined in the Bank Act, may be provided. An irrevocable letter of credit may not be cancelled without adequate notice. Please check with the Customer Care Department for specific payment locations.

2.4.3.6 Terms of Payment of Security Deposit

A Customer has the option to pay their security deposit in equal installments over four consecutive monthly bills for a General Service customer. A Customer may, at their discretion choose to pay the security deposit over a shorter period.

An exception to the installment option is outlined in 2.4.3.8 below.

2.4.3.7 Interest on Security Deposit

Interest shall accrue monthly on security deposit amounts made by way of cheque, money order, bank draft or credit card, commencing on receipt of the first payment of the required security deposit.

The interest rate shall be Prime Business Rate as published on the Bank of Canada website (www.bank-banque-canada.ca) less 2%, updated quarterly.

The interest accrued shall be paid out at least once every 12 months or on return or application of the security deposit or closure of the account, whichever comes first. The Customer's account may be credited with the amount, or otherwise.

2.4.3.8 Security Deposit Review and Update

Once in every calendar year every Customer's security deposit will be reviewed to determine the status of the security deposit being held.

During the review, the Customer's account must reflect a good payment history for the period of time determined by Customer Type (defined in 2.4.3.1). The review may determine a return or an adjustment either upward or downward.

During the review process, should the maximum amount of security deposit required be increased, the additional amount is due by the Customer as their next regular bill comes due. A customer may request four installments to pay this.

Existing General Service Customers are required to maintain their deposits. Security deposits may be adjusted by GBE after twelve months of active account history, based on the usage pattern history of the Customer in those twelve months.

Federal, Provincial or Municipal government operations will be exempt from deposit requirements.

In the case of a Customer in a >5000kW demand rate class, where the review determines the Customer has a seven-year good payment history, GBE will return 50% of the security deposit held and the balance will be held until the account is closed.

A Customer may submit a written request for a review of the status of their security deposit, no earlier than 12 months after receipt by GBE of the security deposit. If the review determines that some or all of the security deposit should be returned to the Customer, the Customer's account will be promptly credited.

Where a Customer is closing their account, the security deposit will be used to set off any amounts owing by the Customer and any balance due to the Customer will be paid out within 6 weeks of the account being closed.

Deposits will be returned upon:

a) A Customer switching to Retailer-Consolidated Billing.
b) Three (3) years of good payment history for a General Service <50 KW rate class or seven (7) years of good payment history for a General Service Customer in any other rate class. For Customers that are in a General Service > 5000 kW (or Large Use) demand rate class, only 50% of the security deposit held by the GBE will be returned.
c) Termination of services.

2.4.3.9 Change In Service To Retailer Consolidated

A Customer's security deposit shall be applied to a Customer's final bill prior to a change in service where the Customer changes from SSS to a competitive Retailer that uses Retailer Consolidated Billing or a Customer changes billing options from Distributor Consolidated Billing to Split Billing or Retailer Consolidated Billing. Any unused balance shall be promptly returned to the Customer.

GBE will not issue a bill to a Customer. The Retailer is responsible for issuing the bill to the Customer, and for Customer non-payment risk. GBE would not require a security deposit from the Customer.

In cases where the Customer changes from Distributor Consolidated Billing to Split Billing, GBE may retain a portion of the security deposit amount that reflects the non-payment risk associated with the new billing option. Any excess deposit amount will be returned to the Customer. For Customers making a new application for service, GBE may impose an amount of security deposit, depending upon an assessment of the Customer's likely risk of non-payment as per the Security Deposit Requirements in Section 2.4.3.

2.4.3.10 Enforcement where Security Deposit Not Paid

Payment of a Security Deposit identified as a Condition of Service or continuing service, will be enforced through collection activities for amounts due, up to and including disconnection of service. (Please refer to Disconnection - Section 2.2 in these Conditions of Service).

Failure to meet any condition in this policy will result in service disconnection until the condition is met to the satisfaction of GBE.

Where GBE carries out work that is chargeable to the Customer, the Customer will be required to furnish a suitable deposit before GBE commences the work.

2.4.3.11 Treatment of Security Deposits

Security deposits provided shall be considered as advanced payments on accounts and will become the property of GBE until refunded. Security deposits are not considered Security as defined in the Bankruptcy and Insolvency Act (1992), Section 69(1).

2.4.4 Billing

GBE may, at its option, render bills to its Customers on either a weekly, monthly, every two months, quarterly or annual basis. Bills for the use of electrical energy may be based on either a metered rate or a flat rate as determined by GBE.

The Customer may dispute charges shown on the Customer's bill or other matters by contacting and advising GBE of the reason for the dispute. GBE will promptly investigate all disputes and advise the Customer of the results.

GBE has the ability to accommodate:

a) Retailer-Consolidated Billing, in which GBE will bill the designated Retailer for all competitive and non-competitive electricity costs incurred on behalf of the Customer and the Customer will only receive a bill from the Retailer.
b) Distributor-Consolidated Billing, in which GBE will issue a bill to the Customer that includes the full cost of delivered electricity, with the portion of the bill attributable to competitive electricity costs based on the contract terms between the Customer and the Retailer, or at spot market prices for Standard Supply Service.
c) Split Billing, in which GBE shall issue one bill to the Customer that covers all non-competitive electricity costs, less any administrative costs paid by the Retailer. The Customer's Retailer is responsible for issuing the bill that covers the cost of

competitive electricity services based on the price and other contractual terms agreed to by the Customer and the Retailer.

2.4.4.1 Billing Errors

Consistent with the OEB's Retail Settlement Code, billing errors will be dealt with in the following manner, where Measurement Canada has not become involved.

Where GBE has over billed a Customer or Retailer by an amount that is equal or exceeds the Customer's or retailer's average monthly billing amount, GBE will within 10 days of determination of error, notify the Customer or retailer of the over billing and advise that the Customer or retailer may elect to have the full amount credited to their account or repaid in full by cheque, within 11 days of requesting payment by cheque. Where the Customer or retailer has not requested payment by cheque within 10 days of notification of the error, GBE may credit the full amount to the account.

Where GBE has over-billed a Customer or retailer by an amount that is less than the Customer's or retailer's average monthly billing amount, GBE shall credit the account in the next regularly scheduled bill issued to the Customer.

If there are outstanding arrears on the Customer's or retailer's account, GBE may apply the over-billed amount as a credit or repay the remaining balance.

Where GBE has under-billed a Customer who is not responsible for the error, GBE shall allow the Customer to pay the under-billed amount in equal installments over a period at least equal to the duration of the billing error, up to a maximum of 2 years.

Where GBE has under-billed a Customer who is responsible for the error, whether by way of tampering, willful damage, unauthorized energy user or other unlawful actions, GBE may require payment of the full under-billed amount by means of a corresponding charge on the next regularly scheduled bill. Where disconnection has occurred, GBE may require payment of such bill prior to reconnection.

Where GBE has under-billed a Customer or Retailer, the maximum period of under billing for which the distributor is entitled to be paid, is 2 years. Where the distributor has over-billed the Customer or retailer, the maximum period of over- billing for which the Customer or retailer is entitled to be repaid is 2 years.

GBE may charge interest on under-billed amounts only where the Customer or retailer was responsible for the error, whether by way of tampering, willful damage, and unauthorized energy use or other unlawful actions. Such interest shall be equal to the prime rate charged by the distributor's bank.

Where GBE has over billed a Customer or retailer and the billing error is not the result of a GBE standard documented billing practices, GBE shall pay interest on the amount credited or repaid to the Customer or Retailer equal to the prime rate charged by GBE's bank.

These provisions relating to billing errors do not apply if GBE issues a corrected bill within 16 days of the issue date of the original erroneous bill.

2.4.5 Payments and Late Payment Charges

Bills are rendered for electrical energy used by the Customer. All bills issued by GBE are to be considered due when rendered. In the normal course of business, Customers are allowed 20 days to pay from the time that the bill is issued. Bills are payable in full by the due date. After that time, a late payment charge is added to the account as per our Schedule of Rates and Charges. The interest amount will appear on the following month's bill. GBE staff will initiate action to collect Customer accounts which remain outstanding after the due date.

Outstanding bills are subject to the collection process and may lead to the service being disconnected. Service will be restored once a satisfactory payment has been made. Discontinuance of service does not relieve the Customer of the liability for arrears and continuing fixed charges.

GBE shall not be liable for any damage to the Customer's premises resulting from such discontinuance of service. A reconnection charge may apply where the service has been disconnected.

The Customer will be required to pay additional charges for the processing of returned items. Customers will pay special charges and deposits, on request, as outlined in the Retail Settlement Code.

2.4.5.1 Payment Options

Customers may pay their electricity bills using any of the following methods:

a) GBE offers two Automatic Payment Plans:
    a. a Variable Plan, or
    b. an Equal Payment Plan.
b) At most Canadian financial institutions through automated banking machines, telephone banking, or internet bill payment services.
c) Cheque, money order, or cash.
d) Credit Card using a bill payment system powered by Paymentus Corporation. A Convenience Fee may be applied to the customer.
e) Debit through a third-party service - Moneygram, located at most Canada Post locations. A convenience fee will be charged by Moneygram.
f) Night Deposit Box at the GBE Cambridge and/or Brantford office locations (for Cheque or Money Order payments only).

All payments must be in Canadian dollars.

An Equal Monthly Payment Plan for Residential and General Service < 50kW Standard Supply Accounts is available as follows:

a) The Equal Monthly Payment Plan covers a 12-month period, beginning when the Customer signs up for the plan.
b) Participation in the Pre-Authorized Payment Plan is an option for residential customer of the Equal Monthly Payment Plan.
c) The customer is required to pay an equal amount each month by way of any of the accepted methods listed above.

d) Variances between the amounts billed under the equal billing plan and the amount owed by the customer based on actual electrical usage are reviewed quarterly or semi-quarterly. Equal monthly payment amounts are adjusted in the event of material changes in a Customer's electricity consumption or electricity charges.

GS < 50kW customers may be eligible at GBE's discretion unless any of the following apply to the customer:

a) Has fewer than 12 months' billing history.
b) Is in arrears on payment to the distributor for the electricity charges, as defined in the Distribution System Code, or whose participation in the equal monthly payment plan in the past 12 months was cancelled due to non-payment.
c) Has a consumption pattern that is not sufficiently predictable to be estimated on an annual basis with any reasonable degree of accuracy.

The Customer's account is reconciled annually in compliance with Section 2.6.2 of the Standard Supply Service Code, and where the annual reconciliation demonstrates that funds are owing to the Customer in an amount that is less than the Customer's average monthly billing amount, GBE shall credit the amount to the Customer's account. Where the annual reconciliation shows that the funds are owing to the Customer in an amount that is equal to or exceeds the Customer's account the Customer will be advised that they may contact GBE within 10 days of the date of the bill to request refund of the overpayment by cheque, and GBE shall make the payment within 11 days of the Customer's request.

Where the annual reconciliation demonstrates the customer owes Customer an amount that is less than the Customer's average monthly amount, GBE may collect the full amount owed by a corresponding charge on the bill issued to the Customer in the 12th month of the equal monthly payment plan. Where the annual reconciliation demonstrates that the Customer owes an amount equal to or greater than the Customer's average monthly bill, GBE will roll over the balance due to the following year's equal monthly payment plan and recover the balance over the first 11 months of the following year's equal payment plan.

2.4.5.2 Payments and Late Payment Charges

A late payment charge is applied to all accounts not paid by the due date. It is calculated by applying the daily interest rate for the number of days since the bill was outstanding as approved by the Ontario Energy Board.

Bills are due and payable 20 days from the time the bill is issued. This charge is levied on any bill, including final bills, with no minimum set. Where the consumer has made a partial payment on or before the due date, the late payment charge will apply only to the amount of the bill outstanding at the due date, inclusive of arrears from previous bills.

GBE staff will make all reasonable efforts to personally contact the Customer prior to taking action to disconnect service.

2.4.6 Damaged Electrical Equipment

Customers and/or Owners will be required to pay the cost of repair or replacement of GBE equipment which has been damaged through the Customer's and/or Owner's action, neglect, or any other reason.

2.4.7 Relocation of Plant Equipment

The cost associated with the relocation of GBE or Customer and/or Owner owned plant and equipment shall be treated in accordance with Section 2.1.5

2.4.8 Bypass Compensation

Consistent with its obligations under section 3.5 of the Distribution System Code, GBE shall require customers with a non-coincident peak demand that exceeds 5 MW to pay a bypass compensation amount in the following circumstances:

a) The customer disconnects its load facility from GBE's distribution system and connects that facility to a generation facility or to another load facility that is not owned by GBE such that the GBE will no longer receive rate revenues in relation to that disconnected facility; or

b) The customer, while retaining its connection to GBE's distribution system, also connects its load facility to a generation facility or to another load facility that is not owned by GBE such that the customer reduces its load served directly by GBE's distribution system, and GBE's rate revenues in relation to that facility will be reduced.

Bypass calculation will be calculated in accordance with the methodology set out in Section 3.5.3 of the Distribution System Code.

Consistent with Section 3.5.2, GBE will not charge bypass compensation in the following circumstances:

a) When a load customer provides its own facility to serve new load or transfers new load to the facility of another person.

b) For any reduction in a customer's existing load served by GBE's distribution system that the customer has demonstrated to the reasonable satisfaction of GBE (such as by means of an energy study or audit) has resulted from embedded renewable generation, energy conservation, energy efficiency or load management activities.

c) Where a GBE-owned asset has been overloaded, and a customer transfers the overload to its own facility or to the facility of another person.

2.5 Customer Information

Customer bills, when taken together with any applicable published rate schedules, will show all of the information required for a Customer to calculate and verify the amount of their bill. Specifically, the invoice will display the past and current meter readings, billing multipliers and any applicable discounts or late payment charges.

Customer information is collected subject to privacy regulations. Customers and authorized agents of Customers (Retailers) have the right to access current and historical usage information and data. Customer information is collected for the sole purpose of providing electricity distribution services and all related activities.

To view GBE's Privacy Statement, visit our website www.grandbridgeenergy.com.

Upon written authorization of the Customer(s) or their authorized agents have the right to access current and historical usage information as specified in the Retail Settlement Code (Sections 11.2 and 11.3). When requests are received for historic billing information, GBE shall verify that the individual requesting the information is a legitimate representative of the Customer (i.e., an authorized representative of the Customer). Where a third party is requesting information on behalf of the Customer, a written release must be provided by the Customer authorizing the release of information to the third party. Requests from Retailers shall preferably be submitted electronically through the Electronic Business Transaction (EBT) system.

Requests for information and reports provided from GBE's Customer Information System (i.e., printing Customer's reading or transaction history) will be billed in accordance with GBE's approved standard charges.

In keeping with the Retail Settlement Code issued by the OEB, the following historical information (For non-interval metered Customers) will be provided to Customers or their designated agent on request:

a) Account Number, Customer Service Address, and Customer Billing Address.
b) Indication that the meter is a non-interval meter Identify if the meter is read remotely or manually.
c) Identification of current rates that apply to the Customer.
d) Multiplied kWh's used in each billing period (and each Time of Use Period or Tiered Rate if applicable).
e) Multiplied kW for each billing period (if demand metered) Multiplied kVA for each period (if relevant).
f) Date of estimated or actual read for each period and Type of read for each period
g) Next scheduled meter read date and bill date.
h) Total Loss Factor for the billing period (may be provided separately if it is a constant across billing periods and Customers).

For interval metered Customers, all of the previous information will be provided, but on an hourly basis for each billing period. The fact that the meter is an interval meter and whether it is read remotely or manually will also be provided. In addition, the following metering data will be provided:

a) Meter number Meter manufacturer.
b) Meter model number and serial number Meter owner (if other than GBE) Last seal date.

GBE will not release information pertaining to a Customer without the written consent of the Customer except where such information is required to be disclosed:

a) For billing or market operation purposes.
b) For law enforcement purposes.
c) For the purpose of complying with a legal requirement.

d) For the purpose of past-due accounts of the Customer which have been passed to a debt-collection agency.

Historic billing information will be provided for up to 24 billing periods or the maximum period for which history is available on-line. Normal practice will be to retain 3 years of billing history on GBE's Customer Information System (18 periods for bi-monthly accounts or 36 billing periods for monthly accounts). The Retail Settlement Code requires that a minimum of one year's worth of history be provided unless the Customer has been connected for less than that time.

At the request of a Customer, GBE will provide a list of Retailers who have Service Agreements in effect within its distribution service area. The list will inform the Customer that an alternative Retailer does not have to be chosen to ensure that the Customer receives electricity and state the terms of service that are available under Standard Service Supply.

Upon receiving an inquiry from a Customer connected to its distribution system, GBE will either respond to the inquiry if it deals with its own distribution services or provide the Customer with contact information for the entity responsible for the item of inquiry in accordance with chapter 7 of the Retail Settlement Code.

2.6 House, Equipment and Vessel Moving

All costs incurred by GBE relating to the moving of a house, equipment or vessel, will be provided based on the proposed route and the dimensions of the house, equipment, or vessel being moved.

A deposit based on the estimated cost will be required prior to moving. Any house, equipment or vessel moving may or may not be approved by GBE.

All requests for house, equipment or vessel moving must be accompanied with the proper permits and licenses. If the height of the house, equipment or vessel being moved is higher than provided for in the estimate, the move will be cancelled until a new estimate is completed based on the actual heights.

SECTION 3: CUSTOMER SPECIFIC

3.1 Residential

This section refers to the supply of electrical energy to customers deemed Residential where the supply of energy is used exclusively in separately metered living accommodations. This includes detached, semi- detached, row/town housing, condominium complex and apartment buildings with a Residential Zoning requiring a single-phase service. The units could be freehold, condominium or rental. Servicing to residential buildings requiring a three-phase service are covered in Sections 3.2, 3.3, 3.4 (General Service Customers).

All residential units requiring a single-phase service will be metered individually by GBE at the Residential Rate.

There shall be only one service to a building except for semi-detached buildings and buildings of connected townhouse units, which may have more than one service due to the nature of their building style.

For all existing apartment buildings, the owner may choose to switch from bulk metering to GBE individual metering. The individual GBE metering must be located ahead of any step-down transformers. The owner shall be responsible for all the costs for the change including those of GBE. All work must comply with these Conditions of Service. If the transformer is not owned by GBE, a transformer allowance will not be applicable in the case of individual metering. At the time of transformer replacement, the Customer owned transformer must meet the maximum losses specified in CSA Standard C802 (latest edition).

GBE will supply and install the basic connection and there may also be a variable connection charge.

The Customer shall maintain, in proper working condition, all Customer-owned service disconnecting devices (such as main switch and secondary breakers) that GBE may need to operate for the safety of its operations. GBE shall not be liable if a switch/breaker becomes inoperative or gets damaged as a result of its operation.

3.1.1 General

GBE's Economic Evaluation Model Policy applies to new and/or upgraded residential connections. Consult the latest version of this document available at www.grandbridgeenergy.com for details about the financial aspects of new and/or upgraded residential connections.

Residential Services will include all services up to and including 400A 120/240V single-phase three-wire where feasible. Residential Customers requiring a service of more than 400A or any other voltage shall consult GBE.

In overhead areas, GBE will supply and install up to 30m (100') of overhead service conductor complete with existing overhead distribution transformation capacity at no cost to connect a Customer as long as no other work is required to be completed by GBE. If any other work is required to be carried out by GBE, the project is an expansion of GBE's distribution system, and the cost will be determined using GBE's Economic Evaluation Model Policy (see Section 2.1.2).

If the Customer wishes to have an underground service in an overhead area, the Customer may have it installed by a third party (subject to restrictions on work within public road allowance) or have GBE install the underground service at the cost of the Customer. An equivalent credit will be made to reflect that the overhead service wire is not required, as long as no other work is required to be completed by GBE. If any other work is required to be carried out by GBE, the project is an expansion of GBE's distribution system, and the cost will be determined using GBE's Economic Evaluation Model Policy (see Section 2.1.2).

A Customer requesting a change from overhead to underground service or upgrading an existing underground service shall pay the full cost of the change. GBE will not be responsible for restoration on private property.

If the distance from GBE's main lines to the service entrance is more than 60m (200'), GBE may require that the service be designed and installed at primary voltage. In some cases, a Municipal bylaw, GBE policy or conditions on-site will dictate that the service must be installed underground.

There shall be only one delivery point to a dwelling.

In circumstances where two or more existing services are installed to a dwelling, and one service is to be upgraded, the upgraded service will replace all the existing services.

GBE will maintain services installed by GBE or its contractor unless specifically documented otherwise that the Customer is responsible for the maintenance of the service.

The location of a padmount transformer shall be approved by GBE and must comply with Ontario Electrical Safety Code Rule 26-242.

Road crossings, where necessary, shall be installed by GBE at the Customer's expense.

GBE will not proceed with any work requiring excavation while frost conditions are present unless the Customer is willing to pay the additional costs.

3.1.2 Early Consultation

The Customer shall make a request for electrical service, (Service Application Form – www.grandbirdgeenergy.com) and supply the following to GBE well in advance of installation commencement:

a) Required in-service date.
b) Location (including Municipal address).
c) Name, address, telephone number, fax number and e-mail address of the Customer.
d) Name, address, telephone number, fax number and e-mail address of the person to contact regarding technical aspects of the service.
e) Requested service entrance capacity (Amperes) and voltage rating of the service.
f) Staging of development.
g) Drawings (as requested and as necessary, in Autocad .dwg format and Adobe Acrobat .pdf format preferably electronically): a site plan (showing the building(s) in relation to existing and proposed property lines, other buildings, streets and

driveways and the location of other existing and proposed services such as gas, telephone, water and cable TV), grading plan, a legal reference plan prepared by a land surveyor, a single line diagram, equipment, electrical, architectural, mechanical, civil, etc.

h) Expected load (kW and kVA) both initial and future.

Such a request must provide adequate lead-time to permit acquisition of major materials. This shall apply for the installation of a new service, upgrade of an existing service or addition of electrical loads not included in an initial load calculation.

The Customer or GBE may request a site meeting to review the service requirements. If special equipment is required, or equipment delivery problems occur, then longer lead times may be necessary. The Customer will be notified of any extended lead times.

In consultation with the Customer, GBE will make the final determination of where the service will connect to the GBE distribution system, the route that the service will take, and the location of the service entrance at the building.

3.1.3 Point of Demarcation

The operational demarcation point means the physical location at which a Distributor's responsibility for operational control of distribution equipment, including connection assets ends and the Customers responsibility starts.

A residential Customer's ownership demarcation point is typically at the electric meter for underground services and at the top of the service mast for overhead services. However, in some cases this is not the case (i.e., if the Customer supplies the wire).

In all cases, the delivery and demarcation points will be determined by GBE. Any deviation from these points, at a Customer's site shall be at the sole discretion of GBE and shall be confirmed by the Customer, when required. The Customer must obtain a delivery point location and demarcation points from GBE before proceeding with the installation of any service. Failure to do so may result in the delivery point having to be relocated at the Customer's expense.

3.1.4 Access

The Customer shall provide unimpeded and safe access to GBE (or its authorized agents) at all times for the purpose of installing, removing, maintaining, operating, reading or changing metering and/or distribution equipment.

3.1.5 Service Identification

Proper identification is required to ensure accurate billing for each service in a multi-unit building. This identification is relied upon not only by GBE but is also essential for the safety of electrical contractors and fire fighters.

a) GBE requires that permanent identification be supplied, installed, and maintained for each building or unit where an electrical service exists in accordance with applicable municipal bylaws.

b) For single service properties, the civic address must be permanently mounted and clearly visible from the street as long as there is an electrical service connected to that property.
c) When a building has more than one meter, GBE requires that each main disconnect, meter cabinet (or base), and the distribution panel in each unit be permanently marked with a unit number, and the number be affixed to the front entrance of that unit.
d) Building Owners must inform GBE before unit numbers are posted or changed to ensure that they match the billing records.

3.1.6 Metering

To accommodate GBE's meter installation, the Customer and/or Owner shall make provision as follows:

a) Where the rating of a Customer's main disconnecting device does not exceed 200A.
b) Where the rating of a Customer's main disconnecting device is greater than 200A but does not exceed 400 A the Customer and/or Owner shall provide an outdoor combination meter socket and metering transformer enclosure connected on the supply side of the main disconnecting device and equipped with:
   a. 120/240 V, 20 A - 5-jaw meter socket with automatic circuit-closing device.

The meter installation shall be in a location as outlined in Section 2.3.7.1 General and installation must comply with GBE's Metering Specifications.

Where existing revenue metering is located inside a residence, the owner will relocate it to the exterior of the building at the time of a service size increase. This does not apply to standard panel changes where the service size is not being upgraded.

All new meter installations shall conform to GBE's Metering Specification.

General metering criteria are described in Section 2.3.7. All new meter installations shall conform to GBE's Metering Specification. For further details about metering requirements, please refer to the latest edition of GBE's Metering Specifications at www.grandbridgeenergy.com.

3.1.6.1 Multi-occupancy Metering and Billing

New condominium or apartment buildings shall be either individually unit metered or bulk metered. GBE may supply, install, and maintain such metering facilities, subject to contractual agreements with the Customer.

GBE may supply, install, and maintain individual meters in existing bulk metered multiple occupancy condominium buildings or apartment buildings upon request from the Customer as per the provisions of Section 5 of the Distribution System Code. The individual or bulk metering must be located ahead of any step-down transformers.

Other, new multi-occupancy buildings or existing bulk-metered multi-occupancy buildings that require individual metering shall be individually metered and billed. GBE shall supply, install and maintain such metering facilities, subject to

contractual agreements with the Customer. The individual or bulk metering must be located ahead of any step-down transformers.

The meter installation for new multiple occupancy buildings shall satisfy the following requirements as set out in Section 2.3.7.

The owner shall be responsible for all of the costs of the change including those of GBE's costs.

3.1.7 Inspection

Inspection criteria are as described in Section 2.1.4 and should be reviewed by the Customer prior to the commencement of any new service installations or alterations to existing supplies.

GBE requires a Connection Authorization from the ESA prior to energization (or re-energization after alterations) of a Customer's supply of electricity.

Provision for metering shall be approved by GBE prior to energization.

3.1.8 Residential Subdivisions

This section refers to the supply of electrical energy to and within a construction project consisting of a number of residential units to be built on a tract of land where a Development Agreement, Subdivision Agreement or Site Plan Agreement is required between The City of Brantford, The City of Cambridge, The Township of North Dumfries or The County of Brant and the developer. It includes detached, semi- detached and row housing units (freehold or condominium). Where block development within a plan of subdivision includes schools, churches, shopping plazas or apartment buildings, the hydro servicing agreement will reflect the construction of three-phase distribution to the blocks. The individual block servicing is covered under relevant sections of these Conditions of Service under separate site servicing agreements.

The electrical distribution system will be underground utilizing padmounted transformers and underground ducted primary and secondary conductors. Street lighting, on behalf of the Municipality, is installed at the same time and must meet the requirements of the ESA and the Municipality. The supply voltage to any residential unit shall be 120/240 Volts single-phase, three-wire in accordance with these Conditions of Service.

Section 3.2 of the Ontario Energy Board's (OEB) Distribution System Code (DSC) permits a developer to acquire an alternative bid from a pre-approved qualified contractor to complete work that has, in the past, been carried out by GBE. For details, please refer to Section 2.1.2 of these Conditions of Service.

For further details about electrical servicing to residential subdivisions, please refer to the latest edition of GBE's Materials and Construction Specifications for Residential Subdivisions at www.grandbridgeenergy.com.

GBE's Economic Evaluation Model Policy applies to residential subdivisions. Please refer to the latest edition of this document for details about how it affects residential subdivisions at www.grandbridgeenergy.com.

3.1.8.1 New Developments

In all new condominium and townhome developments and new privately owned multi-unit rental properties, other than multi-story apartment style buildings, GBE shall own underground primary and secondary cables (up to the Customer meter bases), transformers and associated cable ducts and transformer vaults located on private property. As per Section 2.1.6, the Owner / Developer shall provide a blanket easement on their property to allow GBE uninterrupted access to its plant. The service to the property shall not be energized until this easement is registered and a copy of the same submitted to GBE.

GBE owned electrical plant and the associated civil structures described above, may be installed by the Developer/Owner and shall be subject to economic evaluation for the recovery of costs as per the Capital Contribution Model prescribed by OEB in the Distribution System Code.

3.1.9 Additional Delivery Points

GBE will normally supply one delivery point per property. Where GBE determines it is not technically or financially feasible to have only one delivery point, GBE may, at its sole discretion, supply additional delivery points on the same property. Under no circumstances shall such delivery points be electrically connected, at the secondary or primary voltage, within the Customer's and/or Owner's property.

The following guidelines are applicable if GBE determines, at its sole discretion, that additional delivery points are acceptable:

a) If additional delivery points are approved by GBE for an existing Customer, the existing service shall be considered as the 'first' delivery point.
b) If additional service(s) are approved by GBE for a new Customer, then GBE may assign any one of these services as the first delivery point.

Supply of transformation for each delivery point shall be as per Section 2.3.8. There shall be only one service to a building. No additional services are permitted unless approved by GBE.

A separate connection for a Distributed Generator may be allowed on the same property that has an existing delivery point for a load Customer. Refer to Section 3.5 for information on Distributed Generators.

3.1.10 Core Areas

Specific rules apply to the core areas of Brantford and Cambridge (Galt, Preston and Hespeler). Appendix A contains drawings which illustrate the core areas. The areas designated by these drawings shall have all services installed underground when a change in service or new service is necessary. This requirement will not include changes in existing overhead services to residential detached, semi-detached or row housing units in the specific areas identified for each core.

In core areas, the maximum three-wire 120/240V single-phase service will be 400A.

If the distance from GBE's main lines to the service entrance is more than 60m (200'), GBE may require that the service be designed and installed at primary voltage.

The Customer will provide, supply, and install to the specifications of GBE all required trenching, concrete encasement of PVC ducts, backfilling, and restoration on private property. All work on road allowance shall be completed by GBE at the expense of the Customer.

The City of Brantford has the following specifications for the Core Area:

a) The designated Brantford downtown area is the area bounded by Nelson Street, West Street, Brant Avenue, Colborne Street East, and Clarence Street. All electrical facilities are underground or in padmount enclosures.
b) Areas where the main runs are underground or in padmount enclosures, the secondary services are left overhead and are placed underground when the service is renewed or upgraded. This is the area on Colborne Street West between Lorne Bridge and Sherwood Drive, on Colborne Street and Dalhousie Street between Clarence Street and Stanley Street and on Brant Avenue between Colborne Street and St. Paul Avenue.
c) Areas where the overhead lines are constructed on concrete poles and all secondary lines, which cross the street, are underground.

Additional distribution system requirements within the designated underground areas are specified below in Sections 3.1.12.2

3.1.11 Private Pole Lines

The Customer shall contact GBE prior to commencement of the work to obtain approval for the location and proposed construction of the line. Failure to do so may result in the pole or poles having to be relocated at the Customer's expense. The line shall be constructed by the Customer at the Customer's expense. GBE will provide the Customer with the point of connection.

All private pole lines must be inspected and approved by the ESA and must also comply with the Ontario Electrical Safety Code, Section 75 and GBE's technical requirements. Any specific GBE requirements will be identified to the Customer.

The following summarizes GBE's general requirements:

a) Overhead primary lines will be framed and insulated for 46kV.
b) Overhead primary and neutral conductors will be minimum 1/0 ACSR.
c) The pole upon which GBE will hang a single-phase polemount transformer shall be minimum 12.2m (40 feet) Class 3. This pole must be set a minimum of 1.8m (6') in the ground and include all necessary guys and anchors. A 1.37m (54") fiberglass rod shall be used in all guys.
d) All wood poles must be pressure butt treated with an approved wood preservative to approximately 300mm above ground level. Date nails shall be located 3m (10') above the butt.
e) Customer is to ground the transformer pole in accordance with GBE standards.

GBE will supply and install, on the Customer's pole, the transformer and associated equipment and will frame that part of the pole related to the transformer installation including the lightning arrester and fusing. All servicing work required by GBE to connect a private pole line is subject to GBE's Economic Evaluation Model Policy.

For the replacement of an existing transformer pole, the Customer shall supply and install a new pole. GBE will transfer all of its equipment at its expense to the new pole. The Customer is responsible for the transfer of its equipment (i.e., service conduit, boxes, etc.). Any re-deadening of conductors and/or new or longer guy wires as a result of the new pole shall be the responsibility of the Customer.

A private pole line can cause serious injury or death if it is not maintained adequately. Section 1.7.2 discusses important safety issues with respect to private pole lines.

3.1.12 Secondary Services

3.1.12.1 Overhead Distribution Areas

Where GBE specifies that the building is in an overhead distribution area, the following shall apply:

a) The ownership and operational demarcation point shall be located at the Customer's conductors emerging from the service head or mast or the first pole located at the edge of and on the Customer's and/or Owner's property, if such a pole exists.
b) If an extended pole line, including service wires or other attachments are required on the Customer's and/or Owner's property, these shall be erected and maintained by the Customer and/or Owner. This pole line shall be in accordance with the Ontario Electrical Safety Code. GBE must be contacted to confirm requirements such as location and/or guying.
c) At the Customer's request and where practical, secondary services 400A and less may be installed underground to GBE's overhead distribution system. In this case the Customer can request GBE to provide an underground service. The customer shall be responsible for the costs of going from overhead to underground. The Customer may also at its own expense complete the entire service from the service entrance at the building to GBE's distribution pole using a qualified contractor. GBE will provide to the Customer an equivalent credit for the cost of up to 30m of overhead secondary conductor. If there is no pole on the same side of the street as the building, then GBE may install an overhead service to a GBE pole on the street right-of-way subject to availability of space, or to a Customer installed pole on private property. The Customer installation shall be subject to approval by ESA and ownership and maintenance responsibility of these installations shall remain with the Customer.

3.1.13 Primary Services

Primary Services are not normally supplied for the Residential Customer classification; however, a service to a Residential building that requires a primary service will be treated the same as a General Service covered in Sections 3.2, 3.3, and 3.4.

3.2 General Service Below 50kW

This section refers to the supply of electrical energy to business Customers with industrial and commercial facilities including but not limited to plazas, offices, existing bulk metered residential buildings, as well as combined business or residential or residential and agricultural buildings.

This classification refers to a non-residential account taking electricity at 750 volts or less whose average monthly peak demand is less than, or is forecast to be less than, 50 kW. For new Customers, the Customer's forecast demand will be used to determine the appropriate rate class.

Existing apartment or condominium buildings that are bulk metered by GBE will be billed at the appropriate General Service rate until a change is made to GBE individual metering. Existing apartment or condominium residential units that are individually metered by GBE will be billed at the Residential Rate.

For all existing apartment or condominium buildings, the owner may choose to switch from GBE bulk metering to GBE individual metering or from GBE individual metering to GBE bulk metering. The individual or bulk metering must be located ahead of any step-down transformers. The owner shall be responsible for all of the costs for the change including those of GBE. All work must comply with these Conditions of Service. If the transformer is not owned by GBE, a transformer allowance will not be applicable in the case of individual metering. At the time of replacement, the losses for the Customer owned replacement transformer must not exceed the maximum losses specified in CSA Standard C802.1 (latest edition).

The CSA Standard can be purchased through the CSA website link below: http://shop.csa.ca/en/canada/energy-efficiency/c8023-15/invt/27014682015&bklist=icat,5,shop,publications,energy,energyefficiency

New apartment or condominium buildings requiring a three-phase service may be individually metered by GBE or bulk metered by GBE at the choice of the owner. The GBE individual or bulk metering must be located ahead of any step-down transformers. The additional costs for individual metering will be reflected in the Economic Evaluation. If the transformer is not owned by GBE, a transformer allowance will not be applicable. In the case of individual metering at the time of replacement, the losses for the Customer owned replacement transformer must not exceed the maximum losses specified in CSA Standard C802.1 (latest edition).

New shopping plazas or industrial malls may be metered individually or in bulk at the choice of the owner. The GBE individual or bulk metering must be located ahead of any step-down transformers. The additional metering costs for individual metering will be reflected in the Economic Evaluation. If the transformer is not owned by GBE, a transformer allowance will not be applicable in the case of individual metering.

For all existing shopping plazas/industrial malls or additions to existing shopping plazas/industrial malls, the owner may choose to switch from GBE bulk metering to GBE individual metering or from GBE individual metering to GBE bulk metering. The individual or bulk metering must be located ahead of any step-down transformers. The owner shall be responsible for all of the costs for the change including those of GBE. All work must comply with these Conditions of Service. If the transformer is not owned by GBE, a transformer allowance will not be applicable in the case of individual metering. At the time of replacement, the losses for the Customer owned replacement transformer must not exceed the maximum losses specified in CSA Standard C802.1 (latest edition).

The Customer shall maintain in proper working condition all Customer-owned service disconnecting devices (such as main switch and secondary breakers) that GBE may need to operate for the safety of its operations. GBE shall not be liable if a switch/breaker becomes inoperative or gets damaged as a result of its operation.

3.2.1 General below 50kW

GBE's Economic Evaluation Model Policy applies to new and/or upgraded General Service connections. View a copy of the latest edition of this document for details about the financial aspects of new and/or upgraded General Service connections at www.grandbridgeenergy.com.

This Section applies to all new services and upgrades where the monthly average peak demand during a calendar year is less than or is forecast by GBE to be less than 50kW.

It refers to the supply of electrical energy to buildings housing General Service Customers. For available voltages, please refer to Section 2.3.4. A request by a Customer for a service voltage change will be subject to GBE's Economic Evaluation Policy to determine any capital contribution.

In circumstances where two or more existing services are installed to a property, and one service is to be upgraded, the new service must consolidate all services. Consideration may be given to providing multiple services on a property under one ownership if there are economic and/or electrical advantages to GBE in doing so. This is typically permitted only in the cases of large commercial, industrial or apartment/condominium developments where it isn't practical to provide only one service.

GBE reserves the right to size the transformer(s) initially and in the future irrespective of service size. GBE may change out or replace transformer units as required to match the size of the transformer installation to the load.

If the distance from GBE's main lines to the service entrance is more than 60m (200'), GBE may require that the service be designed and installed at primary voltage.

In some cases, a municipal bylaw, GBE policy or conditions on-site will dictate that the service must be installed underground.

For single and three-phase underground secondary services installed from overhead plant, the Customer shall supply and install all trenching, sand padding, backfilling, and restoration (subject to restrictions on work within public road allowance). The maximum cable size shall be 500mcm. The cable shall be installed up the pole in PVC conduit, complete with a weatherhead and a minimum of 1.2m (4') tails. Coreflex / teck cable is not permitted on GBE poles.

For details on a typical primary duct bank and underground primary terminations at a riser pole, please refer to GBE drawing UCS-1.

For details on underground secondary terminations at a riser pole with a three-phase transformer bank, please refer to GBE drawing UCS-2.

For details on underground secondary terminations at a riser pole with a single-phase transformer, please refer to GBE drawing UCS-3.

For details on underground secondary terminations at a riser pole without a transformer, please refer to GBE drawing UCS-4.

Road crossings, where necessary, shall be installed by GBE at the Customer's expense.

GBE will not proceed with any work requiring excavation while frost conditions are present unless the Customer is willing to pay the additional costs.

3.2.2 Early Consultation

Customer shall supply the following to GBE well in advance of installation commencement:

a) Required in-service date.
b) Location (including Municipal address).
c) Name, address, telephone number, fax number and e-mail address of the Customer.
d) Name, address, telephone number, fax number and e-mail address of the person to contact regarding technical aspects of the service.
e) Requested service entrance capacity (Amperes) and voltage rating of the service.
f) Staging of development.
g) Drawings (as requested and as necessary, preferably electronically): a site plan (showing the building(s) in relation to existing and proposed property lines, other buildings, streets and driveways and the location of other existing and proposed services such as gas, telephone, water, and cable TV), grading plan, a legal reference plan prepared by a land surveyor, a single line diagram, equipment, electrical, architectural, mechanical, civil, etc.
h) Expected load (kW and kVA) both initial and future.
i) Details respecting heating equipment, air conditioners, motor starting current limitation and any equipment which demands a high consumption of electrical energy.

3.2.3 Point of Demarcation

A General Service Customer's ownership demarcation point is typically at the top of the service mast for overhead services. If the General Service Customer is supplied from an underground system, the ownership demarcation point is typically the secondary spades of the padmount transformer. If the General Service Customer is supplied underground from an overhead system, the ownership demarcation point is typically the point of connection to the overhead secondary bus on the pole. For General Service Customers, the operational demarcation point is typically the electric meter. In all cases, the delivery and demarcation points will be the decision of GBE. The Customer must obtain a delivery point location and demarcation points from GBE before proceeding with the installation of any service. Failure to do so may result in the delivery point having to be relocated at the Customer's expense.

3.2.4 Access

The Customer will provide unimpeded and safe access to GBE (or its authorized agents) at all times for the purpose of installing, removing, maintaining, operating, reading, or changing metering and/or distribution equipment.

The location of the supply point, primary and secondary cables, transformer, and metering will be established through consultation with GBE for both new and upgraded services. Failure to receive approvals from GBE may result in relocation of the service at the Customer's expense.

3.2.5 Service Identification

Proper identification is required to ensure accurate billing for each service in a multi-unit building. This identification is relied upon not only by GBE but is also essential for the safety of electrical contractors and fire fighters.

a) GBE requires that permanent identification be supplied, installed, and maintained for each building or unit where an electrical service exists in accordance with applicable municipal bylaws.
b) For single service properties, the civic address must be permanently mounted and clearly visible from the street as long as there is an electrical service connected to that property.
c) When a building has more than one meter, GBE requires that each main disconnect, meter cabinet (or base), and the distribution panel in each unit be permanently marked with a unit number, and the number be affixed to the front entrance of that unit.
d) Building Owners must inform GBE before unit numbers are posted or changed to ensure that they match the billing records.

3.2.6 Metering

General metering criteria are described in Section 2.3.7. All new meter installations shall conform to GBE's Metering Specification. For further details about metering requirements, please refer to the latest edition of GBE's Metering Specifications at www.grandbridgeenergy.com.

Prior to energization of service, GBE will require notification of approval from the ESA. GBE will supply and install revenue meters, instrument transformers, test switches and all interconnecting wiring as required.

The Customer and/or Owner will provide, at the Customer and/or Owner's expense, space and access to GBE for the installation of its revenue metering equipment as per Section 1.7.1 and shall be liable for damages to this equipment as per Section 1.7.2. All meters shall be grouped in a central location, which is readily accessible to and approved by GBE.

All locations accessible to the general public where meters and service equipment are located will have a lockable enclosure or room for the service equipment and meters provided by the Customer and/or Owner, as follows:

a) An electrical room.
b) A metal metering cabinet approved by GBE.
c) A metal enclosed switchgear approved by GBE and the ESA.

All locations will comply with the requirements listed in Section 2.3.7.

Protective arrangements shall be provided by the Customer and/or Owner to the approval of GBE where the possibility of danger exists to workers, or damage to equipment from moving machinery, vibration, dust, fumes, or moisture.

Services with suspected poor power factor will be required to install the appropriate meter facilities for metering both kW and kVA demand.

3.2.6.1 Electrical Room Requirements

a) Where the Customer and/or Owner is required to supply and maintain an electrical room, it shall be of sufficient size to accommodate the Service entrance and meter requirements of the tenants and provide clear working space in accordance with the Ontario Electrical Safety Code.
b) To allow for an increase in load, the Customer and/or Owner shall provide spare wall space so that at least thirty (30) percent of the Customers supplied through meter sockets can accommodate meter cabinets at a later date.
c) If the electrical service room is to be located above the main floor level, a stairway built in accordance with the Ontario Building Code shall be installed. Please note that ladders are not acceptable.
d) The electrical room shall not be used for storage or to contain equipment foreign to the electrical installation within the area.
e) All stairways leading to electrical rooms above or below grade shall have a handrail on at least one side, as per Ontario Building Code, and shall be located indoors.
f) The electrical room must be locked. The Customer and /or Owner shall install a padlock with mortise strike. GBE shall provide a secure arrangement so that a GBE padlock can be installed as well as the Customer's and/or Owner's padlock.
g) Outside doors must provide access to electrical rooms and have at least 150mm clearance between final grade and the bottom of the door. Electrical rooms "on" or "below" grade must have a drain, including a "P" trap, complete with a non-mechanical priming device and a backwater valve connected to the sanitary sewer. The electrical room floor must slope 6mm/300mm, or 2% toward the drain.
h) The electrical room shall have a minimum ceiling height of 2.2m clear, be provided with adequate lighting at the working level, as per I.E.S. standards, and include a 120 V convenience outlet.
i) The lights and convenience outlet required in article i (above), and any required vault circuit, shall be supplied from a panel located and clearly identified in the electrical room.
j) The Owner shall identify each Customer's metered service by address and/or unit number in a permanent and legible manner. The identification shall apply to all main switches, breakers, and to all meter cabinets or meter mounting devices that are not immediately adjacent to the switch or breaker.
k) The electrical room shall be permanently and visibly identified from the outside.

3.2.7 Inspection

Prior to energization of the service, GBE requires notification from the ESA that the electrical installation has been inspected and approved by the ESA.

Provision for metering shall be approved by GBE prior to energization.

3.2.8 Industrial Subdivisions

This section refers to the supply of electrical energy to and within an industrial subdivision. The individual lot servicing is covered under relevant sections of these Conditions of Service under separate site servicing agreements.

The main electrical distribution system will be overhead and installed in accordance with GBE's Overhead Framing Standards and the detailed design drawings for the subdivision. If there is a municipal requirement that the main lines are buried, then the installation will be completed underground in accordance with GBE's specifications.

The services to individual lots will be underground. Concrete encased duct structures crossing the road from GBE's poles to the lot lines will be installed at 100% developer cost. Street lighting is installed at the same time and must meet the requirements of the ESA.

The developer shall enter into an industrial subdivision servicing agreement with GBE which will establish the specific details of electrical servicing to the industrial subdivision.

The individual lot owner will be responsible for supplying and installing the underground secondary service from GBE's pole to the building. This service shall be 600Grd.Y/347V three-phase, four-wire with a maximum capacity of 400A. For services in excess of 400A, please refer to Sections 3.2.8.1 and 3.2.8.2.

GBE requires a Connection Authorization from the ESA prior to energization (or re-energization after alterations) of a Customer's supply of electricity, a minimum of two business days prior to connection of any service.

Section 3.2 of the Distribution System Code ("Alternative Bids") permits a developer to complete work that has in the past been carried out by GBE, subject to certain conditions. For details, please refer to Section 2.1.2.

GBE's Economic Evaluation Model Policy applies to industrial subdivisions. View a copy of the latest edition of this document for details about how it affects industrial subdivisions at www.grandbridgeenergy.com

3.2.8.1 GBE Owned Padmount Transformers

GBE's Economic Evaluation Model Policy applies to GBE padmount transformers. View a copy of the latest edition of this document for details about how it affects padmount transformers at www.grandbridgeenergy.com.

The Customer shall provide a suitable location for the GBE padmount transformer acceptable to GBE and must comply with Ontario Electrical Safety Code Rule 26-242 which specifies minimum separations. The padmount transformer must be located within 3m of paved access.

For GBE padmount transformer installations, the Customer shall supply and install the necessary secondary conductors commencing from the secondary spades of the transformer to the main disconnect. The installation is subject to ESA inspection and approval. The Customer is to inform GBE in writing of the type and number of secondary conductors to be used in order that GBE can obtain the appropriate secondary compression connectors. GBE will not supply lugs larger than 1000mcm and will not allow coreflex/Teck conductors into GBE padmount transformers. A maximum of eight (8) secondary conductors per phase shall be allowed into the padmount transformer. A minimum of 8m of secondary tails, measured from where the secondary enters the transformer vault is required. Any less may require secondary cables to be re-installed to the correct lenght. GBE does not allow splices in the cable.

The Customer shall supply and install 4x100mm (4") diameter PVC concrete encased ducts. Ducts must be clean and free of debris. A ¾", 2500 lbs polyester measuring / pulling tape (mule tape) must be installed. It must be a continuous piece from one end of the pull to the other (Do not tie or tape any piece end to end or knot together). A 150mm (6") wide polyethylene red warning tape with the message "Caution – High Voltage Electric Line Buried Below", placed 457mm (18") below finished grade shall be installed continuously along the length of all trenches. The construction of this duct bank is subject to GBE inspection and approval prior to concrete encasement. For further details, please ask for a copy of GBE drawing UCS-1.

Road crossings, where necessary, shall be installed by GBE at the Customer's expense.

3.2.8.2 Customer Owned Transformers Stations

GBE's Economic Evaluation Model Policy applies to Customer owned transformer stations. View a copy of the latest edition of this document for details about how it affects Customer owned transformer stations at www.grandbridgeenergy.com.

If a Customer supplies their own transformation and wants to have their load metered at the secondary voltage level, then the transformer must be built in accordance with CSA Standard C802 (latest edition). A copy of the transformer test results must be provided to GBE six (6) weeks prior to the in-service date.

A pulling vault, satisfactory to GBE, must be installed on installations with underground cable to store extra primary cable in case there is a termination failure.

Early in the design stage, the Customer shall submit two sets of preliminary plans to GBE. Accompanying these plans shall be an approximate in-service date and an estimated initial and future kVA demand. Plans prepared for submission must contain the following:

Schematic (One Line Diagram)

a) All voltages of the proposed installation
b) Transformer(s) rating, impedance, type of cooling, etc.
c) Station bus continuous current rating

d) Primary and secondary protective and switching devices and their short circuit rating
e) Where additions or alterations are being made, clearly distinguish changes from unaltered portions of the installation.

Site Plan
The site plan should indicate the location of the transformer station relative to buildings, structures, roads, gas, water, sewers, property lines and electrical equipment not associated with the transformer station. It should also identify landscaping and grades (existing and proposed). A legal reference plan prepared by a land surveyor should also be provided.

Electrical Arrangement
This portion of the plan must provide the following:

a) Plan, elevation, and profile views of the electrical and physical arrangement of the building.
b) Dimensions to clearly indicate the clearances and relative locations of the equipment.
c) Fencing arrangements, where required, for outdoor transformer stations.
d) Details of vault construction, where required, in indoor installations.
e) Grounding details.
f) Interlock arrangements and an explanation of the sequence of operation.
g) A bill of material properly referenced to the drawings.
h) Provisions made for metering equipment.
i) Manufacturer's drawings of tower structures, power transformer(s) and metal clad switchgear showing the internal arrangement of equipment, means of access and provisions for personnel safety shall be provided. Except in special cases, manufacturer's drawings of other equipment will not be required.
j) Copy of electrical specifications.
k) Copy of protection coordination study to ensure that Customer's protection coordinates with upstream protection.

GBE will review the submitted plans and information and provide comments and requirements to the Customer. Once items are finalized, GBE will make an "Offer to Connect".

All Customer-owned transformer station connections are 27.6/16 kV three-phase, four-wire. The Customer is required to bring out a neutral conductor for connection to GBE's system neutral. If not required for Customer's use, this neutral shall be terminated to the Customer's transformer station ground system.

The Customer shall provide the following to GBE:

a) Ten (10) working days' notice for final assembly and installation of the metering backplate
b) Minimum One (1) week notice for energizing transformer station
c) Test data of the transformer(s) including losses, ratio, impedance, etc.
d) Confirmation of operating control of certain switches, etc.

The transformer station will be energized only after all requirements of GBE and the ESA have been satisfied.

GBE provides its own lock for all transformer station entrance gates and primary switches. GBE shall have operating control of all incoming primary switches unless agreed to otherwise in a separate connection agreement. The Customer must make arrangements in advance of scheduled work with GBE's Control Centre in order to gain access and arrange necessary safety procedures such as supporting guarantees. Please refer to Section 2.2 for details on disconnection of a Customer owned transformer station for maintenance.

A Customer owned transformer station can cause serious injury or death if it is not maintained adequately. Section 1.7.3 discusses important safety issues with respect to Customer owned transformer stations.

The Customer must install and maintain their transformer station in accordance with all applicable laws, codes, regulations, and requirements of GBE.

3.2.8.3 Temporary Services

Temporary services are provided where feasible. Temporary services may be supplied overhead or underground, at GBE's discretion. Early consultation should be made to GBE to confirm the availability of supply arrangements.

Where the temporary service, either underground or overhead, does not require a transformer, the Customers in the Brantford Rate Zone will be charged the specific service charge as approved by the OEB for the installation and removal of the service. For Customers in the former Energy+ Rate Zone, there is a non-OEB approved charge updated annually.

The Customer shall make an application to GBE giving details of the requested location, voltage and service size for the temporary service. GBE will then determine the feasibility of supplying a temporary service. If feasible, the following will apply:

a) If the requested service is 120/240V up to 400A and is within 30m of GBE's 120/240V secondary bus, a flat rate non-refundable charge will apply. The charge will cover installation, connection, and removal during normal business hours. For a length greater than 30m, charges will be calculated on an individual basis. Where GBE's secondary bus is underground, a Customer supplied and installed temporary service pole or post on private property may be required. If the preceding conditions apply but in addition a single-phase transformer is required, a higher flat rate non-refundable charge will apply to cover the additional costs of transformer installation and removal
b) If the requested service is three-phase up to 400A and is within 30m of GBE's three-phase secondary overhead bus, a flat rate non-refundable charge will apply. The charge will cover installation, connection and removal during normal business hours. For a length greater than 30m, charges will be calculated on an individual basis. Where GBE's secondary bus is underground, a Customer supplied and installed temporary service pole or post on private property may be required. If the preceding

conditions apply but in addition a three-phase transformer bank is required, a higher flat rate non-refundable charge will apply to cover the additional costs of transformer installation and removal.

c) For situations other than those identified above, charges will be calculated on an individual basis.
d) In all cases, if additional line work is required on private property, it shall be carried out by the Customer at the Customer's expense and to the standards of GBE and the ESA.
e) Payment shall be made in advance for all work being completed by GBE.
f) For overhead services, the Customer will provide a suitable termination pole, a pole line (if required), a mast with a meter base and a distribution panel.
g) The receipt of ESA approval is required a minimum of two business days prior to connection of any service.
h) GBE will continue to bill and deliver electricity until notice is given by the Customer to GBE to disconnect the service. At this time, GBE will remove its meter, wires and other plant and send the Customer a final bill.

3.2.9 Additional Delivery Points

GBE will normally supply one delivery point per property. Where GBE determines it is not technically or financially feasible to have only one delivery point, GBE may, at its sole discretion, supply additional delivery points on the same property. Under no circumstances shall such delivery points be electrically connected, at the secondary or primary voltage, within the Customer's and/or Owner's property.

The following guidelines are applicable if GBE determines, at its sole discretion, that additional delivery points are acceptable:

a) If additional delivery points are approved by GBE for an existing Customer, the existing service shall be considered as the 'first' delivery point.
b) If additional service(s) are approved by GBE for a new Customer, then GBE may assign any one of these services as the first delivery point.

Supply of transformation for each delivery point shall be as per Section 2.3.8. There shall be only one service to a building. No additional services are permitted unless approved by ESA and GBE.

A separate connection for a Distributed Generator may be allowed on the same property that has an existing delivery point for a load Customer. Refer to Section 3.5 for information on Distributed Generators.

3.2.10 Core Areas

Specific rules apply to the core areas of Brantford and Cambridge (Galt, Preston and Hespeler). Appendix A contains drawings which illustrate the core areas. The areas designated by these drawings shall have all services installed underground when a change in service or new service is necessary.

3.2.10.1 Cambridge

In Cambridge core areas, the maximum three-wire 120/240V single-phase temporary service will be 400A and the maximum 600 Grd.Y/347V three-phase, four-wire service will be 200A. 208 Grd.Y/120V three-phase, four-wire services and larger 600 Grd.Y/347V three-phase, four-wire services will be supplied only if the Customer provides for the placement of a padmount transformer. For details about padmount transformers, please refer to Section 3.2.8.

If the distance from GBE's main lines to the service entrance is in excess of 60m (200'), GBE may require that the service be designed and installed at primary voltage.

The Customer will provide, supply and install to the specifications of GBE all required trenching, concrete encasement of PVC ducts, backfilling and restoration on private property. All work on road allowance shall be carried out by GBE at the expense of the Customer.

3.2.10.2 Brantford

The City of Brantford has the following specifications for the Core Area:

a) The designated Brantford downtown area is bounded by Nelson Street, West Street, Brant Avenue, Colborne Street East and Clarence Street. All electrical facilities are underground or in padmount enclosures.
b) Areas where the main runs are underground or in padmount enclosures, the secondary services are left overhead and are placed underground when the service is renewed or upgraded. This is generally the area on Colborne Street West between Lorne Bridge and Sherwood Drive, on Colborne Street and Dalhousie Street between Clarence Street and Stanley Street and on Brant Avenue between Colborne Street and St. Paul Avenue.
c) Areas where the overhead lines are constructed on concrete poles and all secondary lines, which cross the street, are underground.

Economic evaluation in these areas may consider all loads serviced from the transformer based on the estimated load as determined by GBE.

Servicing requirements shall be as appropriate for the Customer's rate classification.

Additional distribution system requirements within the designated underground areas are specified below in Sections 3.2.12.2

3.2.11 Private Pole Lines

The Customer shall contact GBE prior to commencement of the work to obtain approval for the location and proposed construction of the line. Failure to do so may result in the pole or poles having to be relocated at the Customer's expense. The line shall be constructed by the Customer at the Customer's expense. GBE will provide the Customer with the point of connection.

All private pole lines must be inspected and approved by the ESA and must also meet GBE's requirements. Any specific GBE requirements will be identified to the Customer. The following summarizes GBE's general requirements.

a) Primary lines will be framed and insulated for 46kV.
b) Overhead primary and neutral conductors will be minimum 1/0 ACSR.
c) The pole upon which GBE will hang a single-phase polemount transformer shall be minimum 12.2m (40 feet) Class 3. This pole must be set a minimum of 1.8m (6') in the ground and include all necessary guys and anchors. The pole upon which GBE will hang a three-phase polemount transformer bank shall be minimum 13.7m (45') Class 3. This pole must be set a minimum of 2m (6.5') in the ground and include all necessary guys and anchors. A 1.37m (54") fiberglass rod shall be used in all guys.
d) All wood poles must be pressure butt treated with CCA an approved wood preservative to approximately 300mm above ground level. Date nails shall be located 3m (10') above the butt.
e) Customer is to ground the transformer pole in accordance with GBE's standards.

GBE will supply and erect, on the Customer's pole, the transformer and associated equipment and will frame that part of the pole related to the transformer installation including the lightning arrester and fusing. All servicing work required by GBE to connect a private pole line is subject to GBE's Economic Evaluation Model Policy.

For the replacement of an existing transformer pole, the Customer shall supply and install a new pole. GBE will transfer all of its equipment at its expense to the new pole. The Customer is responsible for the transfer of its equipment (i.e., service conduit, boxes, etc.). Any re-deadening of conductors and/or new or longer guy wires as a result of the new pole shall be the responsibility of the Customer.

A private pole line is capable of causing serious injury or death if it is not maintained adequately. Section 1.7.3 discusses important safety issues with respect to private pole lines.

3.2.12 Secondary Services

3.2.12.1 Overhead Distribution Areas

Where GBE specifies that the building is in an overhead distribution area, the following shall apply:

a) The ownership and operational demarcation point shall be located at the Customer and/or Owner conductors emerging from the service head or mast, or the first pole located at the edge of and on the Customer's and/or Owner's property, if such a pole exists.
b) The Customer shall be entitled to a connection and may be subject to variable Connection charge all in accordance with Section 2.1.1 of these Conditions of Service.
c) If an extended pole line, including service wires or other attachments are required on the Customer's and/or Owner's property, these shall be erected and maintained by the Customer and/or Owner. This pole line shall be in accordance with the Ontario Electrical Safety Code. GBE must be contacted to confirm requirements such as location and/or guying.

d) At the Customer's request, and where practical, secondary services may be installed underground to GBE overhead distribution system. In this case, the Customer, at its own expense, shall install the entire service from the Service entrance at the building to GBE's distribution pole. If there is no pole on the same side of the street as the building, then GBE may install an overhead service to a GBE pole on the street right-of-way subject to availability of space, or to a customer installed pole on private property.
e) The Customer installation shall be subject to approval by ESA and ownership and maintenance responsibility of these installations shall remain with the Customer.

3.2.12.2 Underground Distribution Areas

For underground general services, GBE shall not install secondary on private property. The ownership and operational demarcation point shall be at the secondary terminals of the transformer.

The Customer shall supply, install and maintain all electrical conductors, conduit and equipment on private property from the demarcation point to the service entrance. The installation shall be in accordance with the Ontario Electrical Safety Code.

3.2.13 Primary Services

Primary services are generally supplied for the General Service under or over 50kW classification, however if required a primary service will be treated the same as general service in Section 3.3 of these Conditions of Service.

3.3 General Service (Above 50kW)

3.3.1 General Service (50kW to 999kW)

This rate class refers to Customers located in the former Energy+ Rate Zone only.

General Service refers to the supply of electrical energy to business customers, bulk-metered residential buildings and combined residential and business or residential and agricultural buildings. Apartment / Condominium buildings that are bulk metered will be billed at the appropriate General Service rate. This classification refers to a non-residential account whose average monthly peak demand is equal to or greater than or is forecast to be equal to or greater than, 50 kW but less than 1,000 kW. For new Customers, the Customer's forecast demand will be used to determine the appropriate rate class.

3.3.2 General Service Greater Than 50 KW

This rate class refers to Customers located in the former Brantford Power Rate Zone only.

3.3.2.1 General

This Section refers to the supply of electrical energy to General Service Customers with electrical loads greater than 50 kW but less than 1500kW, and that meet the following conditions:

a) The building lies along a distribution line; and

b) The service entrance equipment is rated at one of the following:

120 / 208 V 2500A or less

347 / 600 V 1600A or less

Customers requiring capacity in excess of 1000 kW at 120/208V or 1500kW at 347/600V shall be supplied in accordance with Section 3.3.5.

For general services (above 50 kW) that have the following service sizes, see Section 3.3.3 above:

120 / 240 V 400A or less

120 / 208 V 400A or less

347 / 600 V 200A of less

For this class of General Service Customers in the designated Brantford underground areas and the downtown area refer to Section 3.1.10 of these Conditions of Service. The Customer shall obtain prior approval from GBE for the use of any specific voltage at any specific location. The Customer shall supply, install and maintain all secondary electrical conductors, conduit, and equipment on private property, from the secondary terminals of the transformer to the service entrance. All work by the Customer must be in accordance with GBE specifications and the Ontario Electrical Safety Code. All work by the Customer must be inspected by GBE in accordance with Section 2.1.4 of these Conditions of Service and/or ESA.

3.3.2.2 Primary Service

Primary services in an overhead or underground distribution area shall be provided as follows:

3.3.2.2.1 Underground Services to Transformer

a) If service is through underground cables in ducts from the property line to the transformer base or room, then the ownership and operational demarcation point shall be located at the secondary terminals of the transformer.
b) The Customer and/or Owner shall supply, install, and maintain all primary ducts, base or room for transformer and primary switch and all associated civil works and grounding on private property, in accordance with GBE's specifications.
c) GBE shall own and be responsible for the supply, installation and maintenance of all primary cables, transformation, primary switch, pole and terminations and the Customer and/or Owner shall provide the necessary easements to GBE for the purpose as per Section 2.1.7 of these Conditions of Service.

3.3.2.2.2 Overhead Services to Transformer

a) If service from GBE is through an extended pole line on the Customer's and/or Owner's property, then with the exception of GBE's

transformation assets on the property, the ownership demarcation point shall be located at a suitable sectionalizing point on the first Customer and/or Owner installed pole inside the property as determined by GBE.

b) The operational demarcation point shall be at the transformer protection supplied by GBE, to be installed on the Customer and/or Owner dip-pole as determined by GBE. GBE shall own and be responsible for the supply, installation, operation, and maintenance of the transformation equipment. The Customer and/or Owner shall provide the necessary easements to GBE for the purpose as per Section 2.1.6 of these Conditions of Service.

c) The primary service beyond the property line, including, poles, wires, cables, terminations, conduits, civil works, and other attachments as required shall be erected and maintained by the Customer and/or Owner. The pole line shall be in accordance with the Ontario Electrical Safety Code. GBE must be contacted to confirm requirements such as location and/or guying.

d) The Customer and/or Owner shall be liable to maintain adequate clearances from the overhead lines and protection of life and property on the ground from the primary conductors on his property, at all times.

e) The Customer and/or Owner shall supply, install, and maintain the transformer base or room including all associated civil works, cable ducts and grounding on his property, in accordance with GBE's specifications.

Primary services installed prior to the effective date of these Conditions of Service may not be compliant with these Conditions of Service. The ownership and operational demarcation points may not be as indicated above, and existing Customers may be contractually responsible for primary cabling. GBE may be prepared to take over ownership, at no cost to GBE, and assume responsibilities for the maintenance of these assets subject to a complete review of the facilities by GBE and agreement with each Customer.

3.3.2.3 Transformation

3.3.2.3.1 General Information

GBE will provide transformation according to the capacity limits indicated in Section 2.3.8. Unless noted otherwise, transformation will be located on the Customer's and/or Owner's property, and on foundations or in transformer rooms supplied by the Customer and/or Owner. GBE will determine the size of the transformer that it will supply. Acceptable installation facilities shall be provided by the Customer and/or Owner to accommodate and protect transformers owned by GBE, including adequate provision for cooling to maintain transformers at normal operating temperatures. Detailed specifications are available from GBE.

Access to GBE owned transformer(s) shall be provided by the Customer and/or Owner as per Section 1.7.1. When transformation is supplied by GBE, it must be located within 3m (10 feet) of an accessible roadway capable of carrying heavy trucks. This roadway is required to facilitate the

installation, repair or replacement of the transformer by GBE personnel. This roadway, when required, will be installed, and maintained by the Customer and/or Owner. Exception to these criteria shall be at the sole discretion of GBE and be approved by GBE.

3.3.2.3.2 Oversized Service Entrances

In cases where the service is in an overhead distribution area and GBE determines that in the interim the actual load on the service will be 150 kVA or less, GBE will supply pole-mounted transformation. In these cases, the Customer and/or Owner shall still supply and install a transformer pad and duct bank for future primary cables, all in accordance with GBE specifications.

The Customer shall supply and install the secondary cables and neutral wire from the Service entrance, through the transformer pad and primary ducts to and up the service pole.

In the future, if the actual load on the service indicates that more than a 150 kVA transformer is required, GBE shall be responsible for the supply, installation and maintenance of the primary cables and terminations. GBE will also supply and install a padmount transformer.

3.3.2.4 Location of Service and Equipment

The location of the supply point, primary and secondary cables, transformer, and metering will be established through consultation with GBE for both new and upgraded services. Failure to comply may result in relocation of the service at the Customer's expense.

3.3.2.5 Access

See Section 1.7.1.

3.3.2.6 Inspection

See Section 2.1.4.

3.4 General service (Above 1000 kW)

3.4.1 General Service (1000kW to 4999kW)

This rate class refers to Customers located in the former Energy+ Rate Zone only.

General Service refers to the supply of electrical energy to business customers, bulk-metered residential buildings and combined residential and business or residential and agricultural buildings. Apartment buildings that are bulk metered will be billed at the appropriate General Service rate. This classification refers to a non-residential account whose average monthly peak demand is equal to or greater than or is forecast to be equal to or greater than, 1,000 kW but less than 5,000 kW. For new Customers, the Customer's forecast demand will be used to determine the appropriate rate class.

3.4.2 General Service (Large Users)

This rate class refers to Customers located in the former Energy+ Rate Zone only.

General Service refers to the supply of electrical energy to business customers, bulk-metered residential buildings and combined residential and business or residential and agricultural buildings. Apartment buildings that are bulk metered will be billed at the appropriate General Service rate. This classification refers to an account whose average monthly peak demand is equal to or greater than or is forecast to be equal to or greater than, 5,000 kW. For new Customers, the Customer's forecast demand will be used to determine the appropriate rate class.

3.4.3 General Services – Customer Owned Transformation

This rate class refers to Customers located in The City of Brantford only.

3.4.3.1 General

This Section refers to the supply of electrical energy to General Service Customers with continuous or momentary electrical loads, as determined by GBE, that exceed 1000 kVA at 120/208Vor are greater than1500 kVA at 347/600V. Service will be provided at 27.6 kV three phase 4 wire.

3.4.3.2 Primary Service

Service in an overhead or underground distribution area shall be provided as follows:

a) The ownership demarcation point shall be located at the supply terminals of the Customer's main primary disconnect switch or at a suitable sectionalizing point, as determined by GBE.
b) The operational demarcation point shall be the Customer's main primary disconnecting switch, this shall be under the operating control of GBE.
c) The Customer's main primary disconnect switch shall be located on the Customer's and/or Owner's property/pole or on a GBE pole, at the sole discretion of GBE. It shall be protected by suitable surge arresters on its supply side, where required by GBE.
d) The Customer's main disconnecting switch shall be load break capable and the type (overhead or underground) and rating shall be approved by GBE.
e) GBE shall own and be responsible for the supply, installation and maintenance of primary wires/cables terminations and conduits up to the ownership demarcation point.
f) The Customer shall supply, install, and maintain all poles, primary wires/cables, terminations, and conduits on the load side of the ownership demarcation point.

3.4.3.3 Transformation

Customers within the General Service 50 kVA-1500kVA classification shall provide, own and be responsible for transformation facilities from high voltage to low voltage for all transformers rated above 1000kVA at 120/208V or above 1500kVA at 347/600V, at the Customer's premises and, as such, shall construct, maintain and operate said transformation facilities in accordance with the requirements of the Ontario Electrical Safety Code.

Customer-owned transformers connected to GBE's distribution system shall be built in accordance with CSA Standard CAN/CSA–C88–M90 Power Transformers

and Reactors latest edition. As a general guideline, these transformers shall meet CSA C802 standard specifications with respect to impedances and efficiencies. The Customer and/or Owner must submit the following for review and approval by GBE before purchasing and installing their transformation assets:

a) specification of the transformer, including but not limited to:

- kVA capacity;
- short-circuit rating;
- manufacturer's performance curves;
- primary and secondary voltages;
- configuration;
- tap positions and bushing design;
- core and winding construction details;
- cable termination details;
- basic impulse levels;
- insulation class;
- operating temperature and cooling details;

b) any non-standard loading conditions (e.g., harmonic loading etc.).
c) all certified factory and field acceptance test results including but not limited to:

- resistance measurements;
- no-load loss at rated voltage;
- exciting current at rated voltage;
- impedance and load loss;
- applied potential tests;
- induced potential tests;
- polarity and phase relation tests;
- ratio test, low frequency test; and
- chopped wave and full wave impulse tests (losses shall be corrected to 850C)

d) a coordination study, which demonstrates co-coordinated protection between GBE's over-current protection installed at the point of primary supply (where applicable), the transformers (or substation's) high-voltage over-current protection and the transformer's (or substation's) low-voltage over-current protection.
e) one set of as-built name plates and outline drawings of the transformer and any high-voltage (and where applicable, medium-voltage) switchgear.
f) one set of design and as-built site plans of the transformer station showing the equipment layout, proposed primary connections, grounding and fence details, where applicable.

GBE may provide transformation for this class of Customers as per Section 3.3.2.3, if the load is distributed at several locations within the property and is fed from a single delivery point (e.g., malls and commercial developments with multiple

buildings). The transformers shall be looped together, if possible, at the primary voltage and shall not be interconnected at the secondary voltage.

The transformation supplied by GBE shall be within its prescribed capacity limits as per Section 2.3.8.

3.4.3.4 Location of Service and Equipment

The location of the supply point, primary cables, transformer, and metering will be established through consultation with GBE for both new and upgraded services. Failure to comply may result in relocation of the service at the Customer's expense.

3.4.3.5 Access

See Section 1.7.1.

3.4.3.6 Inspection

See Section 2.1.4.

3.5 Embedded Generation

This classification applies to an electricity distributor licensed by the Board that is provided electricity by means of this distributor's facilities. All Embedded Distributors within the service territory of GBE are required to inform GBE of their status in writing 30 days prior to the supply of energy from GBE. The terms and conditions applicable to the connection of an embedded distributor shall be included in the Connection Agreement with GBE.

GBE's Economic Evaluation Model Policy applies to Embedded Distributors. View a copy of the latest edition of this document for details about how it affects Customer owned transformer stations at www.grandbrigdeenergy.com.

3.5.1 Application

This section applies to Customers whose embedded generation facility is not directly connected to the IESO-controlled grid but instead is connected and operated in parallel with GBE's distribution system. This also includes embedded generators that are using renewable energy resources to generate electricity and are contracted by the IESO's (formerly Ontario Power Authority's) FIT and microFIT program under the former Green Energy Act (GEA) of the Province of Ontario.

Generator proponents under the applicable IESO program with a name plate capacity in excess of10kW are classified as FIT embedded generators while those with a name plate capacity less than or equal to 10kW are classified as microFIT embedded generators.

3.5.2 Information

GBE requires early consultation before planning a connection of an embedded generation facility to GBE's distribution system.

GBE will make available its Guidelines for Applicants Connecting Distributed Generation to GBE's Distribution System as part of the General Information Package available on GBE's website in accordance with Section 6.2.3 of the Distribution System Code.

3.5.3 Process and Technical Requirements

GBE will process applications in accordance with Appendix F – Process and Technical Requirements for Connecting Embedded Generation Facilities, of the Distribution System Code.

"Load Displacement" means, in relation to a generation facility that is connected on the customer side of a connection point, that the output of the generation facility is used or intended to be used exclusively for the customer's own consumption
The following size categories are classified for embedded load displacement generation facilities:

Generator Classification	Rating
FIT	> 10 kW, contracted under the IESO's FIT program, connected to the GBE distribution system
MicroFIT	Less than or equal to 10 kW, contracted under the IESO's microFIT program, connected to the GBE distribution system
Micro	< 10 kW, for Customer's own use
Small	< 500 kW connected on distribution system voltage < 15 kV < 1 MW connected on distribution system voltage > 15 kV
Mid-Sized	> 1MW but < 10 MW connected on distribution system voltage > 15kV
Large	> 10 MW

3.5.4 Connection Requirements

Prior to connection all embedded Generators shall execute a Connection Agreement with GBE and shall satisfy the applicable requirements of these Conditions of Service. The Connection Agreement will be developed in accordance with Appendix E – Contracts and Applications for Connecting a Generator to the Local Distribution System and Information in a Connection Agreement for a Large Embedded Generation Facility of the Distribution System Code.

In accordance with Section 2.2 of these Conditions of Service, GBE may refuse connection of any Generator that does not execute a Connection Agreement and may disconnect any Generator that breaches their Connection Agreement conditions.
GBE will not allow Generator Connections to the distribution system and will disconnect existing Generation from its distribution system that may adversely affect the power quality and reliability of the distribution system or the safety of GBE's personnel, customers, or the public.

Prior to the signing of the Connection Cost Agreement, an embedded Generator greater than 10kW shall be responsible for all costs associated with GBE performing studies and developing plans for risk mitigation that are to the satisfaction of GBE. Preparations for

and attendance at preliminary meetings to discuss the basic feasibility of a Generator Connection shall be at GBE's expense.

The Generator shall follow the communication protocols as outlined in the Connection Agreement, especially when GBE is under 'Hold Off' protection from its Controlling Authority.

If the Generator proposes to materially change the mode of operation, the installed capacity and/or the protective devices, the Generator must submit the information to GBE, as required for reassessment of the impact of the operation of the facility prior to making such changes.

If the Customer requires metering information, a request must be made, in writing, with GBE for Customer access to the information. If a second party is involved, a letter of consent from the Customer will be required.

All new meter installations shall conform to GBE's Metering Specifications. Details are available from GBE and GBE website www.grandbridgeenergy.com.

GBE shall supply and install revenue meters as required. The Customer shall provide, at the Customer's expense, space and access to GBE for the installation of its revenue metering equipment as per Section 1.7.1 and shall be liable for damages to this equipment as per Section 1.7.2.

Note: All metering equipment supplied by GBE is the property of GBE.

3.6 Embedded Market Participant

Embedded market participants are subject to the terms and conditions of the IESO. Market participants are responsible for all Local Distribution Company (LDC) charges as approved by the OEB.

3.7 Embedded Distributor

This classification applies to an electricity distributor licensed by the Board that is provided electricity by means of this distributor's facilities. All Embedded Distributors within the service territory of GBE are required to inform GBE of their status in writing 30 days prior to the supply of energy from GBE. The terms and conditions applicable to the connection of an embedded distributor shall be included in the Connection Agreement with GBE.

GBE's Economic Evaluation Model Policy applies to Embedded Distributors. View a copy of the latest edition of this document for details about how it affects Customer owned transformer stations at www.grandbridgeenergy.com.

The following terms and conditions apply to the connection of an Embedded Distributor.

3.7.1 Contact Information

The contact information will be reviewed annually. Each party will notify each other by November 1 of each year to confirm or update such information. If either party proposes to make a change affecting the embedded connected point, then notice of such change

will be given in writing. Such notice will be given a minimum of thirty (30) days prior to any planned implementation of the change. Any change will require the approval of both Parties.

The Customer acknowledges and agrees that GBE may provide any information provided by the Customer under the terms of the Standard Embedded Distributor Agreement to GBE's representatives, provided that GBE:

a) Provides such information to only those of GBE's representatives who need to know the information.
b) Has directed such representatives to use the information in accordance with the terms hereof.

3.7.2 Energy Supply
As the host Distributor, GBE reserves the right to limit the amount of energy that it agrees to supply the Customer at each embedded connection/delivery point, and this amount shall be agreed upon by both parties.

The Customer shall notify and include GBE in any discussion, planning and interconnection design of any proposed embedded generation facility that the Customer proposes to connect to its portion of the distribution system.

3.7.3 Billing
GBE shall bill the Customer on a billing cycle each month for the provision of distribution services by GBE, and for all other applicable charges approved or authorized by the OEB, pursuant to GBE's rate orders or any codes issued by the OEB.

GBE shall provide non-competitive electricity services based on the rates approved by the OEB and by the requirements of the Retail Settlement Code. GBE shall adjust the Customer's usage by the applicable total loss factor for the purpose of determining the Customer's non-competitive electricity costs.

If the Customer is not a Wholesale Market Participant, then GBE shall provide revenue metering for the settlement and monthly billing of the Customer. If the Customer is or becomes a Wholesale Market Participant Distributor, then the Independent Electricity System Operator shall settle the Customer's monthly energy bill.

If the Customer is or becomes a Wholesale Market Participant Distributor, then GBE can arrange for a default Metering Service Provider (MSP) which can then enter into a Metering Service Provider Agreement with the Customer.

3.7.4 Ownership
All GBE owned equipment, including the revenue metering equipment and instrument transformers, shall continue to be vested in GBE, unless the Parties have specified otherwise in the Embedded Distributor Agreement.

All Customer equipment and facilities shall continue to be vested in the Customer unless the parties have specified otherwise in the Embedded Distributor Agreement.

3.7.5 Assignment of Responsibility
The electrical distribution systems shall be under the operating control of a Controlling

Authority at all times.

The responsibility for regular maintenance of equipment rests with the Customer and/or Owner. GBE and the Customer shall ensure that only qualified persons perform the operation and maintenance of their respective electrical distribution systems.

Each party shall be responsible for maintenance, protection, and power quality of each party's portion of the shared distribution feeder that each party owns. Each party shall ensure that its portion of the feeder has proper fault protection and voltage within proper limits.

GBE and the Customer shall maintain their respective equipment in efficient condition with proper devices, according to electrical distribution utility standards. If, in the opinion of GBE or the Customer, maintenance is not properly performed, the identifying party will notify the other in writing.

3.7.6 Normal Operations

Control Authorities will inform each other at least seven calendar days in advance of any planned work, which would affect the other Party's electrical distribution system.
Applications for work involving load interruptions shall be initiated at least ten (10) calendar days in advance, to permit proper notification of other Customers who would be interrupted.

Each Control Authority is responsible for establishing the appropriate conditions for, and the co-ordination of, switching on the equipment under its control.

The Control Authority of the equipment under its control shall issue work protection on the equipment when work is done on that equipment. Each Control Authority is responsible for establishing a safe work environment, in accordance with industry standards, for their forces while carrying out planned or emergency maintenance. Each party is responsible for providing isolation at devices under their operating control to assist the other party.

3.7.7 Communication

Communications between Controlling Authorities must be readily available to deal with routine and unforeseen system conditions.

The Controlling Authority of each party agrees to communicate as follows for normal operating communications regarding outage planning, work protection and switching, etc.:

a) Provide each other with information relative to prearranged outages, power interruptions or system problems, which materially affect the supply of power to each other's distribution system.
b) Provide each other with information relative to feeder trips or re-closure operations caused by equipment under each party's ownership or control.
c) During regular working hours GBE's Controlling Authority will not authorize the re-energization of a feeder owned by GBE, following a breaker opening, until contact has been made with the Customer's Controlling Authority.
d) After regular working hours, and if no "Hold Off" is in effect, GBE has authorized its Controlling Authority to allow one minute prior to attempting re-energization, following a breaker opening. After one attempt at re-energization, no further

attempts to re-energize a feeder owned by GBE will be made until contact has been made with the Customer.

e) When a permanent fault occurs on a feeder which supplies GBE and Customer load, the GBE Controlling Authority will notify the Customer's Controlling Authority during regular working hours, and the Customer's authorized person "on call" for afterhours permanent faults. Once communication is established and if the location of the fault is not known, GBE and/or Customer staff will be dispatched to patrol their systems and may assist each other in sectionalizing the faulted feeder.

Since GBE and the Customer each own portions of, and share, a common feeder, both Parties agree to provide each other with the following information:

a) GBE shall provide the Customer with fault current information and protection settings of upstream protective devices.
b) The Customer shall provide GBE with load forecasting information.
c) GBE and the Customer agree to maintain phase balance within acceptable industry standards.
d) GBE and the Customer agree to adhere to acceptable standards pertaining to power quality and voltage levels on the section of feeder each party owns.
e) GBE and the Customer agree to provide each other, on request, with maintenance schedules and records on the section of feeder each party owns.

3.7.8 Emergency Operations

Each party will co-operate fully in case of emergencies to facilitate restoration of the system back to normal, and to permit the organization of possible repairs.

On the request of one Controlling Authority, the other Controlling Authority's staff or agents will provide the required timely isolation of equipment as required for emergency switching, or to establish a Condition Guarantee.

3.7.9 Metering and Fault Protection

GBE agrees to deliver electricity to the Customer's distribution system through an Interval Meter, for settlement purposes.

If the Customer is, or becomes, a Wholesale Market Participant Distributor registered with the IESO, the Customer will be responsible for the wholesale metering installation(s) metering data as per the Ontario market rules. GBE shall have read-only access to such wholesale meter installations.

The parties shall act, at all times, in accordance with the Distribution System Code, for situations where GBE or the Customer provides distribution services through a load transfer.

GBE and the Customer shall each manage their own portion of a supply feeder and ensure that their respective portion of the feeder has proper fault protection and voltage within proper limits in accordance with industry standards.

The Owner of the feeder breaker is responsible for maintaining appropriate relay settings for overall feeder protection, and both GBE and the Customer are responsible to provide the required information to accomplish this.

3.7.10 Costs

Once the request for connection has been approved, and upon receipt of a Purchase Order or equivalent from the Customer, GBE shall prepare detailed engineering specifications for required system enhancements, obtain cost estimates for the specified work, and determine cost-sharing arrangements.

GBE agrees to provide the Customer, in writing, a project description and Letter of Intent that includes:

a) A description of the work to be performed by GBE.
b) A summary of the work to be performed by the Customer.
c) GBE's capital investment in the project.
d) Customer's financial contribution to the project.

3.7.11 Liability

GBE shall only be liable to the Customer, and the Customer shall only be liable to GBE, for any damages which arise directly out of the willful misconduct or negligence:

a) Of GBE in providing distribution services to the Customer.
b) Of the Customer in being connected to GBE's distribution system; or
c) Of GBE or the Customer in meeting their respective obligations under the Distribution System Code, their licenses, and any other applicable law.

The Distributor-Customer agrees to take out liability insurance in the amount of $5,000,000 to which the Corporation of the City of Brantford and GBE are added as additional named insured, and to provide proof of such insurance.

Despite the above, neither GBE nor the Customer shall be liable under any circumstances whatsoever for any loss of goodwill or for any indirect, consequential, incidental or special damages, including but not limited to punitive or exemplary damages, whether any of the said liability, loss or damages arise in contract, tort or otherwise notwithstanding the Customer financial contribution.

3.7.12 Force Majeure

Subject to the items below, neither party shall be held to have committed an event of default in respect of any obligation under the Embedded Distributor Agreement if prevented from performing that obligation, in whole or in part, because of a force majeure event.

If a force majeure event prevents a party from performing any of its obligations under the DSC and the Embedded Distributor Agreement, that party shall:

a) promptly notify the other party of the force majeure event and its assessment, in good faith, of the effect that the event will have on its ability to perform any of its obligations. If the immediate notice is not in writing, it shall be confirmed in writing as soon as reasonably practicable.
b) Not be entitled to suspend performance of any of its obligations under the Embedded Distributor Agreement to any greater extent, or for any longer time, than the force majeure event requires it to do.
c) Use its best efforts to mitigate the effects of the force majeure event, remedy its inability to perform, and resume full performance of its obligations.

d) Keep the other party informed of its efforts.
e) Provide written notice to the other party when it resumes performance of any obligations affected by the force majeure event.

Notwithstanding any of the foregoing, settlement of any strike, lockout or labour dispute constituting a force majeure event shall be within the sole discretion of the party to the Embedded Distributor Agreement involved in the strike, lockout, or labour dispute. The requirement that a party must use its best efforts to remedy the cause of the force majeure event mitigates its effects and resume full performance under the Embedded Distributor Agreement and the DSC shall not apply to strikes, lockouts, or labour disputes.

3.8 Unmetered Connections

This classification refers to an account taking electricity at 750 volts or less whose average monthly average peak demand is less than, or is forecast to be less than, 50 kW and the consumption is unmetered. Such connections include existing unmetered cable TV power packs, bus shelters, telephone booths, traffic lights, railway crossings, street lighting, sentinel lighting, etc. but new or modified sentinel lighting connections must be metered. The customer will provide detailed manufacturer information/documentation regarding electrical demand/consumption of any unmetered load. Metered connections will be billed in accordance with the appropriate GBE service classification typically General Service Less than 50kW service classification.

Unmetered Scattered Load will be offered in limited circumstances and at the sole discretion of GBE. The Customer shall provide detailed documentation regarding electrical demand or consumption of each proposed unmetered load. The level of the billing demand and consumption will be agreed to by GBE and the Customer, based on detailed manufacturer information, documentation and/or periodic monitoring of actual consumption. On a monthly basis, the Customer will be billed for the predetermined average load or consumption and a fixed charge, at rates approved by the OEB.

A completed load study acceptable to GBE may be required for determination of load and hours of usage. At the time of connection, an agreement may be required between the Customer and GBE.

If, at any time, GBE determines that an electric meter should be installed to measure electricity consumption at an existing unmetered connection, the Customer shall install all equipment necessary, in accordance with this Conditions of Service, within 60 days of receipt of notice from GBE to do so in order that GBE can install an electric meter and bill according to actual usage.

The ownership and operational point of demarcation between GBE and an unmetered connection is the supply point. The Customer is responsible for installing and maintaining the service conductors from the supply point to the load. If for some reason a supply point is relocated, the Customer will be contacted and informed that the service conductors must be extended at a cost to the Customer to the new supply point.

The Customer is obligated and responsible to notify GBE of any changes to existing equipment or new equipment and connections added to the distribution system by the Customer. Upon receiving such notification, the number of connections and level of billing demand and consumption may need to be revised. GBE may request further information from the Customer or may require the completion of a load study. The revised number of connections, and level of

demand and consumption will be agreed to by GBE and the Customer, and GBE will subsequently bill the Customer by applying the OEB approved rate to these revised units.

From time-to-time GBE may undertake studies to inform rate-setting applications before the OEB. At such times, GBE will notify its unmetered load customers, and may request updated information related to a Customer's unmetered load connections.

Charges related to unmetered connection will be recovered from the Customer. Re-design and inspection services are at the expense of the Customer. The Customer is responsible for installing, maintaining, and repairing its equipment and/or facilities, including the service conductors from the supply point to the load. If for any reason a supply point is relocated, the Customer will be contacted and informed that the service conductors must be extended at a cost to the Customer to the new supply point. Where additional facilities must be installed to specifically serve the Customer, the Customer may be required to pay for the additional facilities and perpetual maintenance thereof.

3.8.1 Street Lighting

This section refers to an account for roadway lighting with a Municipality, Ministry of Transportation and private roadway lighting operation, controlled by photocells. The consumption for these unmetered customers will be based on the calculated connected load times the required lighting times established in the approved OEB street lighting load shape template.

Street lighting plant, facilities or equipment are subject to the ESA requirements. GBE requires a Connection Authorization from the ESA prior to energization (or re-energization after alterations) of a Customer's supply of electricity.

The normal service voltage will be 120V. The method and location of supply will vary and will be established for each application through consultation with GBE.

Street lighting is owned by the Municipalities and other parties are maintained by their authorized contractor. Attachment of streetlights to GBE-owned poles and electrical supply to streetlights is subject to approval of GBE.

It is the responsibility of the Customer to report to GBE in writing any change of consumption. GBE may at its own discretion from time to time implement measures to confirm the usage patterns provided by the customer.

3.8.2 Traffic Signal

This section pertains to the supply of electrical energy for traffic signals and pedestrian cross walk signals and beacons owned by or operated for a Municipality or the Province of Ontario.

The method of supply will vary and will be established for each application through consultation with GBE.

Traffic Signals and Pedestrian Cross Walk Signals/Beacons are subject to the ESA requirements. GBE requires a Connection Authorization from the ESA prior to energization (or re-energization after alterations) of a Customer's supply of electricity.

The normal service voltage will be 120/240V. The method and location of supply will vary and will be established for each application through consultation with GBE.

The energy consumption will be based on the connected wattage and the calculated hours of use. The Customer will provide detailed manufacturer information/documentation with regard to electrical demand/consumption of the proposed unmetered load. The Customer is responsible for notifying GBE of any change in load.

Existing unmetered traffic signals and pedestrian crosswalk signals/beacons shall be billed in accordance with GBE's Unmetered Scattered Load service classification. New traffic signals and pedestrian crosswalk signals/beacons shall be metered and billed in accordance with GBE General Service Less than 50kW service classification.

3.8.3 Bus Shelters

This Section pertains to the supply of electrical energy for bus shelters, telephone booths, cable TV amplifiers and power supplies and similar small un-metered loads.
The method and location of supply will vary and will be established for each application through consultation with GBE. The service will be un-metered. This service will be classed and billed as Unmetered Scattered Load, as approved by the OEB. Energy consumption will be based on connected wattage information submitted by the Customer and calculated as per hours of use. It is the responsibility of the Customer to report to GBE in writing any change of consumption to the installation. GBE may from time to time, at its sole discretion, verify the consumption and hours of use provided by the customer.

Where transformation does not exist, it will be provided and considered an expansion of the system. An economic evaluation will be completed, and a capital contribution may be required.

The Customer and/or Owner will supply the service conductors.

GBE will require connection authorization from the ESA prior to energization of service.

3.8.4 Sentinel Lighting

This Section pertains to the supply of electrical energy to accounts that are unmetered lighting load supplied to a sentinel light. The service is limited only to customers currently participating in the program. GBE will maintain and service existing Sentinel lights only. GBE will not offer any additional Sentinel lights. All new street lighting must be metered, except under special circumstances that will be determined by GEB.

Service conductors will be supplied by the Road Authority. GBE will require connection authorization from the ESA prior to energization of service.

3.8.5 Decorative Lighting and Tree Lighting

This section pertains to the supply of electrical energy for decorative lighting and tree lighting owned by or operated for a municipality or the Province of Ontario.

Decorative lighting and tree lighting are subject to the ESA requirements. GBE requires a Connection Authorization from the ESA prior to energization (or re-energization after alterations) of a Customer's supply of electricity.

The normal service voltage will be 120V. The method and location of supply will vary and will be established for each application through consultation with GBE. The energy consumption will be based on the connected wattage and the calculated hours of use. The Customer will provide detailed manufacturer information/documentation with regard to electrical demand/consumption of the proposed unmetered load. The Customer is responsible for notifying GBE of any change in load.

Decorative lighting and tree lighting shall be billed in accordance with GBE's Unmetered Scattered Load service classification.

3.8.6 Other

The method and location of supply will vary and will be established for each application through consultation with GBE.

3.8.6.1 Distributed Generation

The connection and operation of a Customer's distributed generation facility must not endanger workers or jeopardize public safety, or adversely affect or compromise equipment owned or operated by GBE, or the security, reliability, efficiency and the quality of electrical supply to other Customers connected to GBE's distribution system. If damage or increased operating costs result from a connection with a generator, GBE shall be reimbursed for these costs by the generator.

When a distributed generation facility is connected to GBE's distribution system, the Customer shall provide an interface protection that minimizes the severity and extent of disturbances to GBE's distribution system and the impact on other Customers. The interface protection shall be capable of automatically isolating the generator(s) from GBE's distribution system for the following situations:

a) Internal faults within the generator.
b) External faults in GBE's distribution system.
c) Certain abnormal system conditions such as over/under voltage, over/under frequency

The Customer must comply with the detailed requirements outlined in the document GBE General Requirements for Distributed Generation. Please ask GBE for a copy of the latest edition of this document or view a copy at www.grandbridgeenergy.com.

A Distributed Generation Facility shall enter into a Connection Agreement in a form acceptable to GBE prior to the generator's in-service date.

GBE will make net metering available to eligible generators in accordance with the Net Metering Regulation, on a first come first serve basis, unless the cumulative generation capacity from net metered generators equals one percent of our peak load for our service area, averaged over three years, as determined by the OEB from time to time. The Customer must comply with the detailed requirements outlined in the document GBE General Requirements for Distributed Generation. Please ask GBE for a copy of the latest edition of this document or view a copy at www.grandbridgeenergy.com.

3.8.6.2 Embedded Wholesale Consumer

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".
All Embedded Wholesale Consumers within the service territory of GBE, once approved by the IESO, are required to inform GBE of their approved status in writing 30 days prior to their participation in the Ontario electricity market.

An Embedded Wholesale Consumer shall enter into a Connection Agreement in a form acceptable to GBE prior to directly participating in the Ontario IESO administered electricity market.

3.8.6.3 Small Loads

This section pertains to the supply of existing unmetered and new metered electrical energy for telephone booths, bus shelters, signs, cable TV power supplies, cathodic protection, railway signals, flasher beacons and similar small loads.

All of these installations are subject to the ESA requirements. GBE requires a Connection Authorization from the ESA prior to energization (or re-energization after alterations) of a Customer's supply of electricity.

The normal service voltage will be 120/240V. The method and location of supply will vary and will be established for each application through consultation with GBE.

For existing unmetered energy, consumption will be based on the connected wattage and the calculated hours of use. The Customer will provide detailed manufacturer information/documentation regarding electrical demand/consumption of the unmetered load. The Customer must provide satisfactory information to GBE if the Customer wants a value other than connected wattage used. The Customer is responsible for notifying GBE of any change in load.

These existing unmetered small services shall be billed in accordance with GBE's Unmetered Scattered Load service classification. New small loads shall be metered and billed in accordance with GBE General Service Less than 50kW service classification.

Signs, phone booths, bus shelters, etc. that are located on private property with an existing electrical service must be supplied as a metered sub-service of this existing service (either from the "house service" or as a separately GBE metered sub-service).

3.8.6.4 Load Transfer Customers

This section refers to Customers that are provided distribution services through a load transfer agreement between GBE and another licensed distributor. With respect to a load transfer, the distributor that is licensed to service the load transfer customer is responsible for billing the load transfer customer through a contractual

arrangement with a distributor within another service area, where the supply point is not considered a wholesale supply or bulk sale point.

SECTION 4: GLOSSARY OF TERMS

Sources for Definitions:

A	Electricity Act, 1998, Schedule A, Section 2, Definitions.
MR	Market Rules for the Ontario Electricity Market, Chapter 11, Definitions.
DL	Distribution License, Part I, Definitions.
TL	Transmission License, Pat I, Definitions.
DSC	Distribution System Code Definitions.
RSC	Retail Settlement Code Definitions.

Term	**Definition**
Affiliate Relationships Code	The code, approval by the OEB and in effect at the relevant time, which among other things, establishes the standards and conditions for the interaction between electricity distributors or transmitters and their respective affiliated companies; (DL). http://www.ontarioenergyboard.ca/OEB/Industry/Rules+and+Requirements/Rules+Codes+Guidelines+and+Forms#arcelec
apartment building	A structure containing four or more dwelling units having access from an interior corridor system or common entrance.
Apparent Power	The total power measured in kilovolt amperes (kVA).
application for service	The agreement or contract with GBE under which electrical service is requested.
Conditions of Service	The document developed by a distributor in accordance with Subsection 2.4 of the Distribution Systems Code that describes the operating practices and connection rules for the distributor; (DSC).
Connection	The process of installing and activating connection assets in order to distribute electricity; (DSC).
Connection Agreement	An agreement entered into between a distributor and a person connecting to its distribution system that delineates the conditions of the connection and delivery of electricity to or from that connection; (DSC).
connection cost agreement	The agreement referred to in Section 6.2.18 of the DSC; (DSC).
connection assets	The portion of the distribution system used to connect a Customer to the existing main distribution system and consists of the assets between the point of connection on the distributor's main distribution system and the ownership demarcation point with that Customer.
Consumer	A person who uses, for the person's own consumption, electricity that the person did not generate; (A, MR, DL, DSC). For the purpose of these

	Conditions of Service, Customer shall include the definition of both "consumer" and "customer" as appropriate.
Control(ling) Authority	The Authority assigned by the party that owns equipment to a person who is responsible for performing, directing or authorizing changes in the condition or physical position of electrical apparatus or devices. However, Control Authority is not synonymous with ownership.
Customer	A person that has contracted for or intends to contract for connection of a building or an embedded generation facility or an Embedded Distributor. This includes developers or residential or commercial subdivisions; (DSC). For the purpose of these Conditions of Service, Customer shall include the definition of both "consumer" and "customer" as appropriate.
demand	The average value of power measured over a specified interval of time, usually expressed in kilowatts (kW). Typical demand intervals are 15, 30 and 60 minutes.
demand meter	A meter that measures a Customer's peak usage during a specified period of time; (DSC).
detached	A dwelling that is situated on a separate lot and is not affixed by any means to any other dwelling.
disconnection	A deactivation of connection assets that results in cessation of distribution services to a consumer; (DCS).
distribute	To convey electricity at voltages of 50 kilovolts or less; (A, MR, DL, DSC).
distributed generation facility	A generation facility which is not directly connected to the IESO-controlled grid but instead is connected to a distribution system and has the extended meaning given to it in Section 1.9 of the DSC; (DCS).
distributed wholesale consumer	A Consumer who is a wholesale market participant whose facility is not directly connected to the IESO-controlled grid but is connected to the distribution system; (DSC).
Distribution License	The license under which GBE operates.
distribution services	Services related to the distribution of electricity and the services the OEB has required distributor to carry out; (DSC).
distribution system	A system for distributing electricity, and includes any structures, equipment or other things used for that purpose. A distribution system is comprised of the main system capable of distributing electricity to many Customers and the connection assets used to connect a Customer to the main distribution system; (DSC).
Distribution System Code	The code, approved by the Board, and in effect at the relevant time, which, among other things, establishes the obligations of a distributor with respect

(DSC)	to the services and terms of service to be offered to Customers and retailers and provides minimum technical operating standards of distribution systems; (DSC). http://www.ontarioenergyboard.ca/OEB/Industry/Rules+and+Requirements /Rules+Codes+Guidelines+and+Forms#arcelec
distributor	A person who owns or operates a distribution system.
Electricity Act	The Electricity Act, 1998, S.O. 1998, c.15, Schedule A; (DSC). http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_98e15_e.htm
Electrical Safety Authority (ESA)	The person or body designated under the Electricity Act regulations as the Electrical Safety Authority; (DSC).
Embedded Distributor	A distributor who is not a wholesale market participant and that is provided electricity by a host distributor; (DSC).
emergency	Any abnormal system condition that requires remedial action to prevent or limit loss of a distribution system or supply of electricity that could adversely affect the reliability of the electricity system; (DSC).
emergency backup generation facility	A generation facility that has a transfer switch that isolates it from a distribution system; (DSC).
energy	The product of power multiplied by time, usually expressed in kilowatt-hours (kWh).
energy diversion	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	A modification to the main distribution system that is made to improve system operating characteristics such as reliability or power quality or to relieving system capacity constraints resulting, for example, from general load growth but does not include a renewable enabling improvement; (DSC).
Environmental Protection Act (EPA)	The Environmental Protection Act is Ontario's key legislation for environmental protection. The act grants the Ministry of the Environment broad powers to deal with the discharge of contaminants which cause negative effects. http://www.ontario.ca/laws/statute/90e19
expansion	A modification or addition to the main distribution system in response to one or more requests for one or more additional Customer connections that

	otherwise would not be made, for example, by increasing the length of the main distribution system, and includes the modifications or additions to the main distribution system identified in Section 3.2.30 of the DSC but in respect of a renewable energy generation facility excludes a renewable enabling improvement; (DSC).
extreme operating conditions	The conditions are defined in the Canadian Standards Association (CSA) Standard CAN3-235 “Preferred Voltage Levels for AC Systems 0 to 50,000V” (latest edition).
FIT Embedded Generator	This classification applied to an electricity generation facility contracted under the IESO’s (formerly Ontario Power Authority's) FIT program with a nameplate capacity of greater than 10kW and connected to GBE’s distribution system.
General Service Customer	Refers to the supply of electrical energy to business customers, to bilk-metered residential buildings and to combined residential and business or residential and agricultural buildings. Apartment buildings that are bulk metered will be billed at the appropriate General Service rate.
generate	To produce electricity or provide ancillary services, other than ancillary services provided by a transmitter or distributor through the operation of a transmission or distribution system; (DSC).
generation facility	A facility for generating electricity or providing ancillary services, other than ancillary services provided by a transmitter or distributor through the operation of a transmission or distribution system, and includes any structures, equipment or other things used for that purpose; (DSC).
generator	A person who owns or operates a generation facility; (DSC).
good utility practice	Any practices, methods, and acts engaged in or approved by a significant portion of the electric utility industry in North America during the relevant time period, or any of the practices, methods, and acts which, in the exercise of reasonable judgement in light of the facts known at the time the decision was made, could have been expected to accomplish the desired result at a reasonable cost consistent with good practices, reliability, safety, and expedition. Good utility practice is not intended to be limited to the optimum practice, method, or acts generally accepted in North America; (DSC).
Highway Traffic Act (HTA)	The Highway Traffic Act (HTA) regulated the licensing of vehicles classification of traffic offenses, administration of loads, classification of vehicles and other transport related issues. http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h08_e.htm
holiday	A Saturday, Sunday, statutory holiday, or any day defined in the Province of Ontario as a legal holiday; (DSC).

host distributor	The distributor who provides electricity to an embedded distributor; (DSC).
IESO	The Independent Electricity Systems Operator continued under Electricity Act; (DSC).
IESO-controlled grid	The transmission systems with respect to which, pursuant to agreements, the IESO has authority to direct operations; (DSC).
interval meter	A meter that measures and records electricity use on a hourly or sub-hourly basis; (DSC).
Large User	A Customer whose average monthly peak demand is equal to or greater than or is forecasted to be equal to or greater than 5,000kW, averaged over 12 months.
Market Rules	The rules made under Section 32 of the Electricity Act; (DSC).
Measurement Canada	The Special Operating Agency that was established in August 1996 by the Electricity and Gas Inspection Act, 1980-81-82-83, c.87., and Electricity and Gas Inspection Regulations (SOR/86-131); (DSC).
meter installation	The meter and, if so equipped, the instrument transformers, wiring, test links, fuses, lamps, loss of potential alarms, meters, data recorders, telecommunication equipment and spin-off data facilities installed to measure power past a meter point, provide remote access to the metered data, and monitor the condition of the installed equipment; (DSC).
meter services	Installation, testing, reading and maintenance of meters; (DSC).
meter socket	The mounting devise for accommodating a socket type revenue meter.
MicroFIT Embedded Generator	The classification applied to an electricity generation facility contracted under the IESO's (formerly Ontario Power Authority's) mircoFIT program having a nameplate capacity of less than or equal to 10kW and connected to GBE's distribution system.
normal business hours	Normal business hours are Monday to Friday, 8:30am – 4:30pm, excluding holidays in the Province of Ontario. Please contact GBE for more information.
normal operating conditions	The operating conditions comply with the standards set by the Canadian Standards Association (CSA) Standard CAN3-C235 "Preferred Voltage Levels for AC Systems 0 to 50,000V" (latest edition).
Occupational Health and Safety Act (OHSA)	The ministry of Labour strategy to protect worker's health and safety on the job. All workers have the right to return home each day safe and sound. Preventing work-related illness and injury is the most important job at any workplace. http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_900851_e.htm

Ontario Electrical Safety Code	The code adopted by O. Reg. 164/99 as the Electrical Safety Code; (DSC). http://www.esasafe.com/about-esa/governance-and-regs/electrical-safety-code
Ontario Energy Board (OEB)	The Ontario Energy Board is the electricity governing board for utilities in the Province of Ontario.
Ontario Energy Board Act	The Ontario Energy Board Act, 1998, S.O. 1998, c15, Schedule B; (DSC). http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_98o15_e.htm
Ontario Regulation 22/04	Ontario Regulation 22/04 - Electrical Distribution Safety establishes objective based electrical safety requirements for the design, construction, and maintenance of electrical distribution systems owned by licensed distributors. http://www.e-laws.gov.on.ca/html/source/regs/english/2004/elaws_src_regs_r04022_e.htm
operational demarcation point	The physical location at which a distributor's responsibility for operational control of distribution equipment including connection assets ends at the Customer; (DSC).
Owner	Person, persons, or company owning property in the GBE service area, on which work is to be done by GBE.
ownership demarcation point	The physical location at which a distributor's ownership of distribution equipment including connection assets ends at the Customer; (DSC).
person	Includes an individual, a corporation, sole proprietorship, partnership, unincorporated organization, unincorporated association, body corporate, and any other legal entity.
physical distributor	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.
plaza	Any structure containing two or more commercial business tenants.
point of entry	The physical location at which a GBE conductor enters under or over private property.
point of supply	With respect to a distributed generation facility, the connection point where electricity produced by the generation facility is injected into a distribution system; (DSC).
power factor	The ratio between Real Power and Apparent Power (i.e., kW/kWA).
primary service	Any service which is supplied with a nominal voltage greater than 750 volts.
private property	The property beyond the existing public street allowances.

Radio Frequency (RF) transceivers	The technology utilized for the purpose of remote meter reading and remote meter management.
Rate	Any rate, charge or other consideration, and includes a penalty for late payment; (DSC).
Rate Handbook	The document approved by the Board that outlines the regulatory mechanisms that will be applied in the setting of distributor rates; (RSC). http://www.ontarioenergyboard.ca/OEB/Industry/Rules+and+Requirements/Rules+Codes+Guidelines+and+Forms#edrhandbook
reactive power	The power component which does not produce work but is necessary to allow some equipment to operate and is measured in kilovolt amperes reactive (kVAR).
real power	The power component required to do real work which is measured in kilowatts (kW).
Regulation	A regulation made under the Electricity Act or the Ontario Energy Board Act; (DL).
residential service	A service supplied to single-family dwelling units that is for domestic or household purposes, including seasonal occupancy.
retail	With respect to electricity, a) To sell or offer to sell electricity to a Customer; b) To act as agent or broker for a retailer with respect to the sale or offering 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; (DSC).
Retail Settlement Code	The code approved by the Board which, among other things, establishes a distributor's obligations and responsibilities associated with financial settlement among retailers and consumers and provides for tracking and facilitating consumer transfers among competitive retailers; (DL). http://www.ontarioenergyboard.ca/OEB/Industry/Rules+and+Requirements/Rules+Codes+Guidelines+and+Forms#edrhandbook
retailer	A company licensed by the OEB to retail electricity in the Province of Ontario; (A, MR, DL, DSC).
row housing (freehold)	A group of three or more attached dwelling units each of which has legal frontage on a public street or highway.
row housing (condominium)	A group of three or more attached dwelling units all of which are held in single ownership or by participants in a condominium corporation or housing co-operative and so located on a lot that each dwelling unit may not have frontage on a public street or highway.

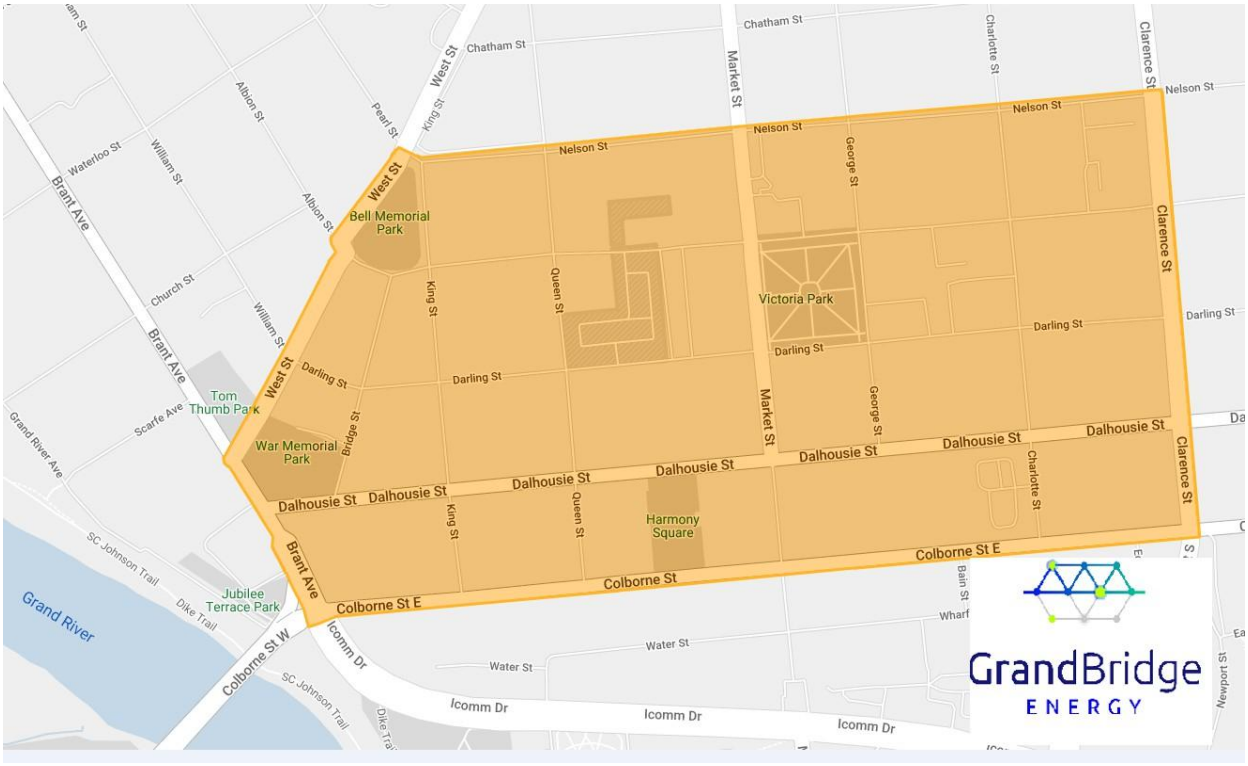
secondary service	Any service which is supplied with a nominal voltage less than 750 Volts.
semi-detached	A dwelling divided vertically to provide two dwelling units separated by a common wall.
service agreement	The agreement that sets out the relationship between a licensed retailer and a distributor, in accordance with the provisions of Chapter 12 of the Retail Settlement Code; (RSC).
service area	With respect to a distributor, the area in which the distributor is authorized by its license to distribute electricity; (A, DL, DSC).
service date	The date that the Customer and GBE mutually agreed upon to begin the supply of electricity by GBE.
smart meter	A meter that is part of an advanced metering infrastructure that meets the functional specification referenced in the Criteria Requirements for Meters and Metering Equipment, Systems, and Technology Regulations O. Reg. 425/06.
Standard Supply Service Code	The code approved by the Board and in effect at the relevant time, which, among other things, establishes the minimum conditions that a distributor must meet in carrying out its obligations to sell electricity under Section 29 of the Electricity Act; (DL). http://www.ontarioenergyboard.ca/OEB/Industry/Rules+and+Requirements /Rules+Codes+Guidelines+and+Forms#edrhandbook
street lighting	An account for roadway lighting with a Municipality, Regional Municipality, Ministry of Transportation, and private roadway lighting operation, controlled by photocells.
supply voltage	The voltage measured at the Customer's main service entrance equipment (typically below 750 volts). Operating conditions are defined in the Canadian Standards Association (CSA) Standard CAN3-C235 (latest edition).
temporary service	An electrical service granted temporarily for such purposes as construction, real estate sales, trailers, etc.
transformer room	An isolated enclosure built to applicable codes to house transformers and associated electrical equipment.
transmission system	A system for transmitting electricity and includes any structures, equipment or other things used for that purpose; (A, MR, DL, DSC).
Transmission System Code	The code, approved by the Broad, that is in force at the relevant time, which regulates the financial and information obligations of the Transmitter with respect to its relationship with customers, as well as establishing the

	standards for connection of customers to, and expansion of a transmission system; (DSC). http://www.ontarioenergyboard.ca/OEB/Industry/Rules+and+Requirements /Rules+Codes+Guidelines+and+Forms#edrhandbook
transmit	With respect to electricity, to convey electricity at voltages of more than 50 kilovolts; (A, DSC).
transmitter	A person who owns or operates a transmission system; (A, MR, DSC).
unmetered connections	Electricity consumption that is not metered and is billed based on estimated usage and its load profile if it can be determined.
unmetered Scattered Loads service	Classification refers to an account taking electricity at 750 Volts or less whose average monthly peak demand is less than or is forecast to be less than 50kW and the consumption is unmetered. Such connections include existing cable TV power packs, bus shelters, telephone booths, traffic lights, railway crossings, etc.
wheeling of energy	Refers to the transfer of electrical power through distribution lines from one utility's service area to another’s.
wholesale market participant	A person that sells or purchases electricity or ancillary services through the IESO-administered markets; (RSC, DSC).
wholesale supplier	A person that sells electricity or ancillary services through the IESO-administered markets, or directly to another person other than a consumer; (DSC).

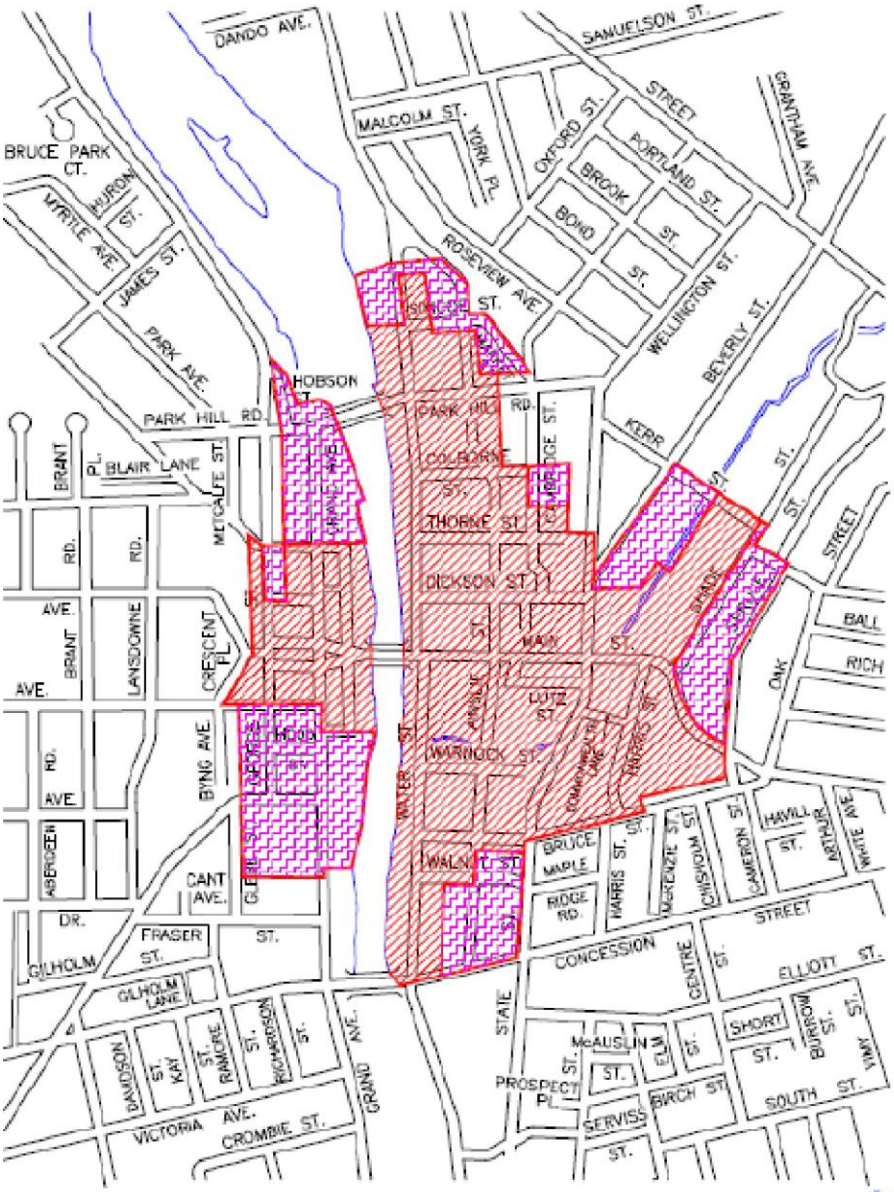
APPENDIX A – Core Area Drawings

The following pages contain drawings for Brantford, and Cambridge (Galt, Preston, and Hespeler) Core Downtown Areas.

Brantford Core Area



Galt Core Area



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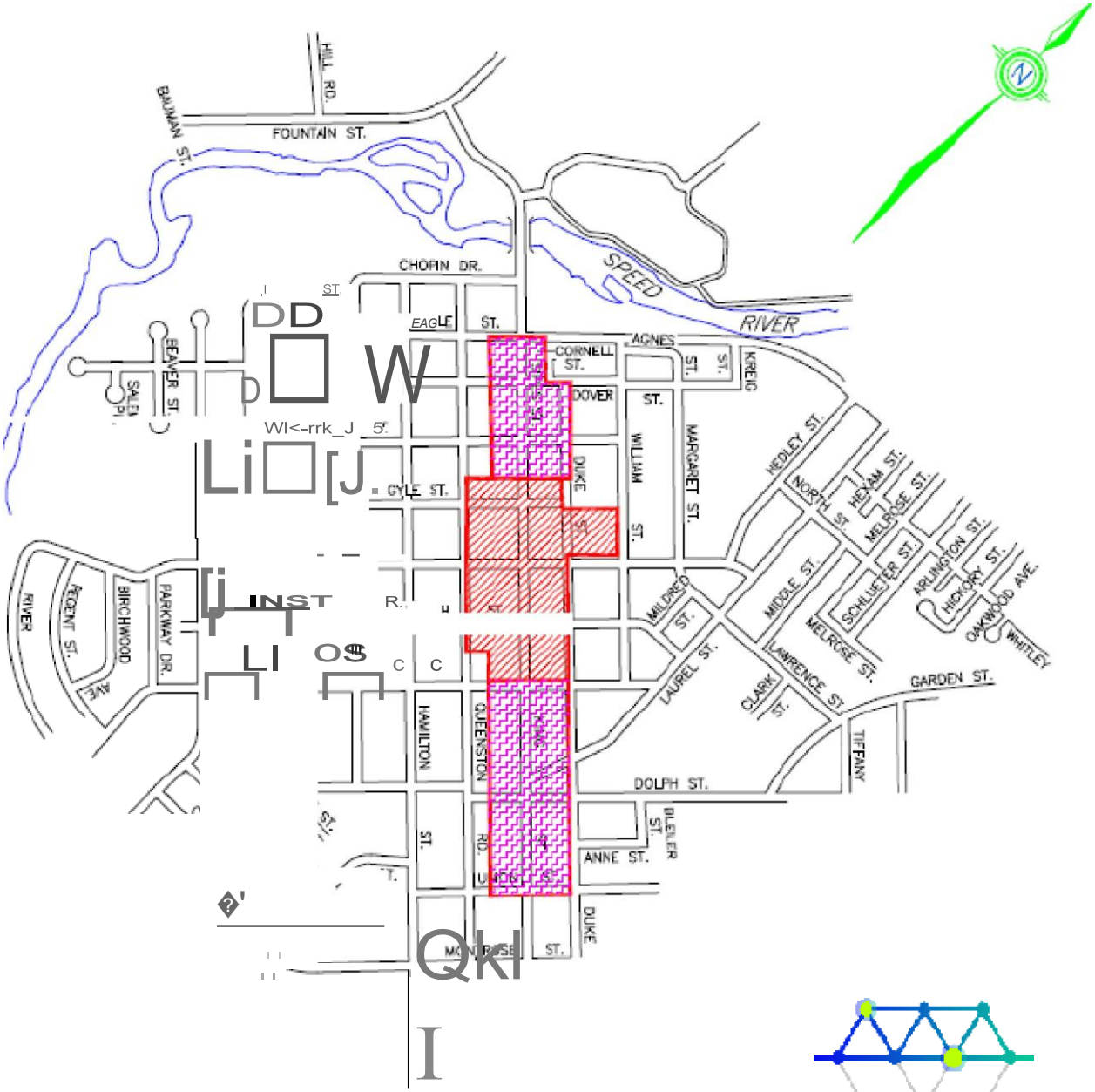

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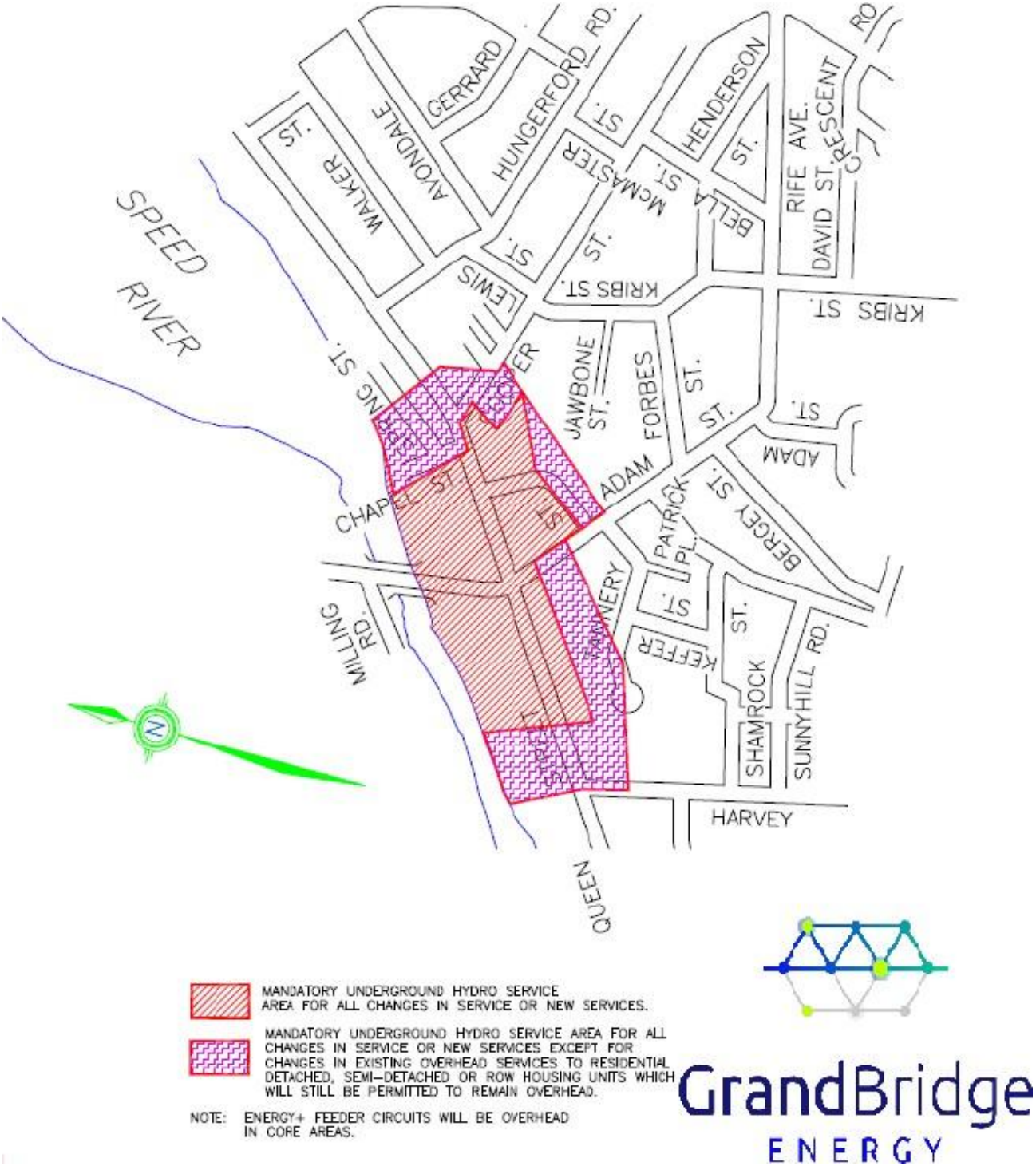

APPENDIX B - Electric Vehicle Charging Connection Requirements

This appendix sets out any additional requirements related to the connection of Electric Vehicle Supply Equipment ("EVSE") that are not specified in the Distribution System Code or the Electric Vehicle Charging Connection Procedures.

1. Connection Request

- A connection request may be submitted through GrandBridge Energy's online service request form available on its website at www.grandbridgeenergy.com.

2. Basic Connection for Non-Residential Customers

- GrandBridge Energy does not have a basic connection defined for non-residential EVSE.

3. Offer to Connect: Estimate or Firm Offer

- For the purposes of a connection (as opposed to an expansion) related to EVSE, an initial offer to connect ("OTC") will be based on a firm offer, and not subject to true up. For the purposes of an expansion related to EVSE, an initial OTC will be based on an estimate offer and subject to a true up.

4. Capital Contribution

- The circumstances and amount in which GrandBridge Energy collects a capital contribution are described in Section 2.1.2 – Expansions/Offer to Connect.

5. Work Under the Alternative Bid Option

- The work in which an alternative bid option is permitted is described in Section 2.1.2.1 – Alternative Bids.

6. Expansion Deposit

- GrandBridge Energy's practices in determining an expansion deposit amount are described in Section 2.1.2 – Expansions/Offer to Connect.

7. Connection Agreement or Other Agreement

- The form of contract, or connection agreement, required for a new connection is described in Section 2.1.7 – Contracts.

8. Applicable Service Conditions for Connecting New Service

- Pursuant to Section 7.2.1 of the Distribution System Code, a connection for a new service request for a low voltage (<750 volts) service must be completed within 10 business days from the day on which all applicable service conditions are satisfied, or at such later date as agreed to by the customer and distributor.

- Pursuant to Section 7.2.2 of the Distribution System Code, a connection for a new service request for a high voltage (>750 volts) service must be completed within 10 business days from the day on which all applicable service conditions are satisfied, or at such later date as agreed to by the customer and distributor.