

**Festival Hydro Conditions of Service Document Version 5 Revision – Listing of Revisions from
Version 4 – April 2014**

<u>TITLE PAGE</u>	
Version 5 Conditions of Service	Version 4 Conditions of Service
<ul style="list-style-type: none"> Added Revision 5 and its effective date February 4, 2023. 	<ul style="list-style-type: none"> Listed as Revision #4 on Title Page.

<u>PREFACE</u>	
Version 5 Conditions of Service	Version 4 Conditions of Service
<p style="text-align: center;">Preface</p> <ul style="list-style-type: none"> A preface section was added to introduce the Conditions of Service document as a means for communicating the types and levels of service available to the Customers within Festival Hydro Inc.’s service area. Also describes the general outline of the document and overview of changes from the previous version. 	<p style="text-align: center;">There was no preface</p>

<u>SECTION 1 – INTRODUCTION</u>	
Version 5 Conditions of Service	Version 4 Conditions of Service
<ul style="list-style-type: none"> We have included a glossary of terms and listing of acronyms used in these Conditions of Service to assist you, which can be found in Section 4.0 Glossary of Terms. 	<ul style="list-style-type: none"> There was no reference to the Glossary of Terms in the introduction section 1 Introduction.
<p>1.1 Identification of Distributor and Service Territory</p> <ul style="list-style-type: none"> Reference was made to the Festival Hydro Distribution License ED-2002-0513 and removal of the reference to the transitional distribution license. A key map of the service territory was added for reference Paragraphs 4 – 17 from version 4 were removed as the content is best described and applicable to other sections of the Conditions of Service Document. 	<p>1.1 Identification of Distributor and Service Territory</p> <ul style="list-style-type: none"> No key map was provided. Listed a reference to the transitional distribution license. Paragraphs 4 – 17 are best described in other sections of Revision 5.

<p>1.2 Related Codes and Governing Laws</p> <ul style="list-style-type: none"> List of laws, regulations and codes was expanded to a list of 33 Updated references to the Electric Utility Safety Rules (EUSR) and Safe Practice Guides issued by Infrastructure Health and Safety Association (IHSA). 	<p>1.3 Related Codes and Governing Laws</p> <ul style="list-style-type: none"> A listing of only 9 laws, regulations and codes was included Incorrect references to current EUSR rules and Safe Practice Guides from IHSA.
<p>1.3 Interpretations</p> <p>Extensive revisions to this section that include:</p> <ul style="list-style-type: none"> Festival Hydro’s rights to provide interpretation or intent of the conditions of service document. Update to be inclusive of any gender identity for words referring to gender. Definition of Festival Hydro designated holidays related to business closure. Recognition of the OEB as the arbitrator for interpretation of the Conditions of Service 	<p>1.3 Interpretations</p> <ul style="list-style-type: none"> Older reference for wording reflective of gender that was not inclusive all gender identities. Missing information on business closure for designated holidays.
<p>1.4 Amendments and Changes</p> <p>Added: Festival Hydro reserves the right to make changes to these Conditions of Service at any time.</p>	<p>1.4 Amendments and Changes</p>
<p>1.5 Contact Information</p> <ul style="list-style-type: none"> Added: Festival Hydro offers online services and forms for the convenience of Customers. Added: Business Hours information related to Call Centre, walk in hours, appointment requests for Engineering, Operations, Administrative and Management Staff. 	<p>1.5 Contact Information</p> <ul style="list-style-type: none"> Online self serve online services and forms were not mentioned. No business hours or availability information provided.
<p>1.6 Customer Rights</p> <p>All content from Version 4 was omitted. New wording reflective of Customer rights to access the Festival Hydro distribution system and services. Also included rights for one free annual disconnect and reconnect of service during normal business hours at no cost. Added: New subsections 1.6.1 Obligation to Sell Electricity, 1.6.2 Access to Meter Information, 1.6.3 Identification, 1.6.4</p>	<p>1.6 Customer Rights</p> <p>Wording was more reflective of Festival Hydro’s limits of liability for damages which is described in a new subsection 1.6.4 Liability for Damages in Version 5.</p>

Liability for Damages,	
------------------------	--

1.7 Distributors Rights	
Version 5 Conditions of Service	Version 4 Conditions of Service
<p>1.7 – General</p> <ul style="list-style-type: none"> • New Section – several provisions added • No one can change a provision of the CoS verbally or otherwise. • FHI may require n alternative bid contractor o prove it is qualified. • Customer require to provide sufficient lead time • FHI may limit or cease connection in an emergency 	<p>1.7 – General</p> <ul style="list-style-type: none"> • None
<p>1.7.1 – Assignment</p> <ul style="list-style-type: none"> • New Section assignment of rights by FHI 	<ul style="list-style-type: none"> • None
<p>1.7.2 Access to Customers Property</p> <ul style="list-style-type: none"> • Significant expansion to existing Section <ul style="list-style-type: none"> ○ Added Section 40 of <i>Electricity Act</i> - Powers of Entry information ○ Added FHI right to add load limiter or remote disconnect device 	<p>1.7.1 – Access to Customer Property</p>
<p>1.7.3 – Safety of Equipment</p> <ul style="list-style-type: none"> • Included most of existing Section 1.7.2 • Minor expansion to existing Section 	<p>1.7.2 – Safety of Equipment</p>
<p>1.7.4 – Operating Control</p> <ul style="list-style-type: none"> • Included most of existing Section 1.7.3 • Non relevant paragraphs moved to correct Sections 	<p>1.7.3 – Operating Control</p>
<p>1.7.5 – Damaged Electrical Equipment</p> <ul style="list-style-type: none"> • Moved existing paragraphs to this separate section 	<ul style="list-style-type: none"> • None
<p>1.7.6 – Repairs to Defective Customer Electrical Equipment</p> <ul style="list-style-type: none"> • Similar to existing 	<p>1.7.4 – Repairs to Defective Customer Electrical Equipment</p>
<p>1.7.7 – Repairs of Customer Owned Physical (Civil) Structures</p> <ul style="list-style-type: none"> • Same as existing ...slightly reworded 	<p>1.7.5 – Repairs of Customer’s Physical Structures</p>
<p>1.7.8 – Allocation of Electricity During Emergencies</p> <ul style="list-style-type: none"> • New Section with wording taken from other CoS 	
<p>1.7.9 – Force Majeure</p>	

<ul style="list-style-type: none"> • New Section – primarily wording taken from 2.3 of the DSC 	
<p>1.7 Disputes</p> <p>Added Title “Disputes</p> <p>New wording describing the Festival Hydro dispute resolution process and timing.</p> <p>New wording referencing the OEB Consumer Complaint Response Process and OEB E-Portal.</p>	<p>1.8 Disputes</p> <p>Missing title</p> <p>Content was reorganized into easy to follow bullets in version 5.</p> <p>Version 4 content referred Customers to submit their written complaints to OEB mailing address.</p>

SECTION 2 – DISTRIBUTION ACTIVITIES (General)	
Version 5 Conditions of Service	Version 4 Conditions of Service
<p>2.0.1 – Locating Underground Powerlines</p> <ul style="list-style-type: none"> • New Section • Wording taken from existing CoS and other CoS 	<ul style="list-style-type: none"> • Found in various sections not specific to Locates
<p>2.0.2 – Temporary Connections</p> <ul style="list-style-type: none"> • New Section – made generic - pertains to both General Service and Residential Service • Wording taken from existing CoS and other CoS 	<ul style="list-style-type: none"> • Found in Section 2.3.2 - Temporary Services (other than residential)
<p>2.0.3 – Number of Services</p> <ul style="list-style-type: none"> • New Section • Wording taken from existing CoS and other CoS 	<ul style="list-style-type: none"> • Found in various sections not specific to Number of Services
<p>2.0.4 – Services and Swimming Pools</p> <ul style="list-style-type: none"> • New Section – made generic – pool could be residential or commercial • Wording taken from existing CoS and other CoS 	<ul style="list-style-type: none"> • Found in Section 3.1.1.2 – Residential – Services over Swimming Pools

2.1 Connections	
<p>2.1 – Connections</p> <ul style="list-style-type: none"> • Extensively rewritten and reorganized • Recognises FHI obligations to make an offer to connect • Added that the obligation to meet statutory building approvals is upon the Customer 	<p>2.1 – Connections – Process and timing</p> <ul style="list-style-type: none"> • Moved paragraphs to various sections in the new Section 2.1
<p>2.1.1 – Building that Lies Along</p> <ul style="list-style-type: none"> • Same information as old section but reworded 	<p>2.1.1 – Building that Lies Along</p>

<p>2.1.1.1 – Connection Charges – Residential Class Customers</p> <ul style="list-style-type: none"> Includes definition of Basic Connection and Variable Charge 	<p>2.1.1.1 – Connection Charges</p> <ul style="list-style-type: none"> Includes both Residential and General Service connection charges
<p>2.1.1.2 – Connection Charges – General Service Class Customers</p> <ul style="list-style-type: none"> All connection costs are Variable Charge 	
<p>2.1.2 – Expansions/Offer to Connect</p> <p>2.1.2.1 – General</p> <ul style="list-style-type: none"> Added explanation of responsibilities Added response timing as per DSC Added explanation of what is included in the offer to connect 	<p>2.1.2 – Expansions/Offers to Connect</p> <ul style="list-style-type: none"> Moved wording to various appropriate sections <p>2.1.2.1 – Offer to Connect</p> <ul style="list-style-type: none"> Included in General Section
<p>2.1.2.2 Contribution in Aid of Construction (CIAC) – also known as Capital Contribution</p> <ul style="list-style-type: none"> Reworded and explanations expanded Replaces Existing 2.1.2.2 and 2.1.2.3 	<p>2.1.2.2 Capital Contributions and Connections Fees</p> <ul style="list-style-type: none"> Removed references to Connection Fees – already covered. Removed Tables 1.1, 1.2 and 2.1 replaced with new wording and Appendix B
<p>2.1.2.3 – Expansion Deposit</p> <ul style="list-style-type: none"> Replaces Existing 2.1.2.3 	<p>2.1.2.3 – Settlement of Capital Contributions and Expansion Deposits</p>
<p>2.1.2.4 Alternative Bids</p> <ul style="list-style-type: none"> New Section added to explain alternative bids 	
<p>2.1.2.5 – Rebates for Contributions in Aid of Construction Customers – Capital Contribution</p> <ul style="list-style-type: none"> Replaces Existing 2.1.2.4 Added wording and explanations 	<p>2.1.2.4 – Rebates Related to Expansions</p> <ul style="list-style-type: none"> Replaced and expanded upon
	<p>2.1.2.5 – System Expansion Agreements</p> <ul style="list-style-type: none"> Eliminated Section
<p>2.1.2.6 Transmission System Expansions or Enhancement</p> <ul style="list-style-type: none"> New section added to explain customer responsibilities for upstream transmission costs. 	
<p>2.1.2.7 – Bypass Compensation and Gross Load Billing</p> <ul style="list-style-type: none"> New Section added to explain costs to FHI that will be recovered from some Customers due to various generation connections 	
<p>2.1.3 – Connection Denial</p> <ul style="list-style-type: none"> Expanded explanations 	<p>2.1.3 – Connection denial</p>
<p>2.1.4 – Inspections before Connection</p> <ul style="list-style-type: none"> Same as existing 	<p>2.1.4 – Inspections before Connection</p>

<p>2.1.5 – Relocation of Plant</p> <ul style="list-style-type: none"> • Reworded but fundamentally the same as existing 	<p>2.1.5 – Relocation of Plant</p>
<p>2.1.6 Easements</p> <ul style="list-style-type: none"> • Divided into two Sections • 2.1.6.1 Registered Easements • Expanded explanations and wording to explain cost responsibility • And 2.1.6.2 – Unregistered Easements • New Section to explain unregistered easements 	<p>2.1.6 Easements</p> <ul style="list-style-type: none"> • Revised
<p>2.1.7 Contracts</p> <p>New second paragraph reference to the existence of an implied contract and Festival Hydro’s rights to disconnect the customer for any cause listed under Section 2.2.</p>	<p>2.1.7 Contracts</p> <p>No mention of implied contract and Festival Hydro’s rights to disconnect.</p>
<p>2.1.7.2 Implied Contract</p> <p>No Changes</p>	
<p>2.1.7.3 Special Contracts</p> <p>New second paragraph referencing connection agreement terms defaulting to terms of Appendix D of the DSC where no contract exists between Festival Hydro and an Embedded Generator, Embedded Distributor, Large User or a Customer Owned Sub-station.</p> <p>New third paragraph requiring 5 business day notice for Customers wishing to close their accounts.</p>	<p>2.1.7.3 Special Contracts</p> <p>No reference for Customers wishing to close their accounts.</p>
<p>2.1.7.4 Payment by Building Owner</p> <p>New third and fourth paragraphs.</p> <p>Third paragraph refers to tenants wishing to take responsibility for the service and Contract for Electrical Service.</p> <p>Fourth paragraph describes Festival Hydro’s rights and process if the landlord/owner refuses responsibility for account set up for continuation of service where a tenant has moved out and a new tenant hasn’t assumed responsibility for the account.</p>	<p>2.1.7.4 Payment by Building Owner</p>
<p>2.1.7.5 Opening and Closing of Accounts</p> <p>This subsection has been totally modified with new content that includes convenient online self help options for Customers wishing to open and close accounts.</p> <p>New content reorganized describing means for opening new accounts.</p>	<p>2.1.7.5 Opening and Closing of Accounts</p> <p>Specifics on the requirements for Customers to provide personal information and the use to identify customers in the future was not included in Version 4.</p> <p>Online self help options for opening and closing of accounts was not available in Version 4.</p>

<p>Description of information required to open an account and personal information required from the account holder for identification purposes. New third, fourth, fifth paragraphs. Same 10 business day advance notice for opening non-residential accounts. New paragraph seven for reconnection of service requests. Reorganized content describing process for Customers requesting closing of their account and cancelling service.</p>	
2.2 Disconnections	
<p>2.2 Disconnections Update to 19 possible causes for disconnection. Fourth paragraph modified to include content on the removal of meters and service conductor when services have been disconnected for more than a year. Also added in some instances the requirement for ESA inspection prior to reconnection and the Customer's responsibility for costs associated with the reconnection. New content for paragraphs six to nine. Content related to the notification procedure for service defects requiring disconnection has been added. New content added related to disconnection of a Service to perform repairs or alterations to the Distribution System.</p>	<p>2.2 Disconnections List of only 11 causes for disconnection which needed updating. Missing content for procedure of notice to Customers for service defects requiring disconnection.</p>
<p>2.2.1 Disconnection and Reconnection – Process and Charge Paragraphs one to three no changes. Removed paragraphs four as the content was best described in sections 2.2 Disconnections. Removed paragraph five as it was described in section 2.2 Disconnections paragraph four.</p>	<p>2.2.1 Disconnection and Reconnection – Process and Charge Contents from paragraph four and five best described in Section 2.2 Disconnection Section</p>
<p>2.2.2 Unauthorized Energy Use This subsection was re-written to describe Festival Hydro's rights and obligations regarding unauthorized energy use.</p>	<p>2.2.2 Unauthorized Energy Use</p>

2.3 Conveyance of Electricity	
Version 5 Conditions of Service	Version 4 Conditions of Service
<p>2.3.1 – Guarantee of Supply</p> <ul style="list-style-type: none"> • Similar to existing 	<p>2.3.1 – Guarantee of Supply</p>
2.3.2 Power Quality	2.3.2 - Power Quality

<ul style="list-style-type: none"> • Same as existing including subsections 2.3.2.1, 2.3.2.2, and 2.3.2.3 	
2.3.2.4 Notification for Planned Interruption <ul style="list-style-type: none"> • Title changed ; wording expanded 	2.3.2.4 Notification for Interruption
	2.3.2.5 – Notification for Interruption to Customers on Life Support <ul style="list-style-type: none"> • Festival Hydro is unable to supply this service • Section was removed from CoS
2.3.2.5 – Emergency Interruptions for Safety <ul style="list-style-type: none"> • Renumbered existing 2.3.2.6 	2.3.2.6 – Emergency Interruptions for Safety <ul style="list-style-type: none"> • Renumbered to 2.3.2.5
2.3.2.6 Emergency Service (Trouble Calls) <ul style="list-style-type: none"> • Renumbered existing 2.3.2.7 	2.3.2.7 Emergency Service (Trouble Calls) Renumbered existing 2.3.2.6
2.3.2.7 – Voltage Fluctuations <ul style="list-style-type: none"> • New section 	
2.3.2.8 – Frequency Fluctuations <ul style="list-style-type: none"> • New section 	
2.3.2.9 – Voltage Flicker Limits <ul style="list-style-type: none"> • New section 	
2.3.2.10 – Voltage Unbalance Limits <ul style="list-style-type: none"> • New section 	
2.3.2.11 – Neutral-to-Earth Voltage <ul style="list-style-type: none"> • New section 	
2.3.3 – Electrical Disturbances <ul style="list-style-type: none"> • Reworded and expanded 	2.3.3 Electrical Disturbances
2.3.3.1 – Unplanned Outages and Emergency Conditions <ul style="list-style-type: none"> • New Section 	
2.3.4 – Standard Voltage Offerings <ul style="list-style-type: none"> • Similar to existing section...expanded wording 	2.3.4 – Standard Voltage Offerings
2.3.4.1 – Primary Voltages <ul style="list-style-type: none"> • section explaining what primary voltages are available where 	Primary Voltages – were part of 2.3.4
2.3.4.2 – Secondary Voltages section explaining what secondary voltages are supported by Festival Hydro	Secondary voltages were part of 2.3.4
2.3.4.2.1 – Determining the Supply Voltage for a Connection Asset <ul style="list-style-type: none"> • new section 	
2.3.4.2.2 – Maximum Transformer Size Supplied by Festival Hydro <ul style="list-style-type: none"> • New section describing Festival Hydro’s existing procedure 	

<ul style="list-style-type: none"> Added Table 2 	
<p>2.3.4.3 – Over-current Protection</p> <ul style="list-style-type: none"> New Section explaining that protection requirements may help define the voltage level serving a connection asset 	
<p>2.3.5 – Voltage Guidelines</p> <ul style="list-style-type: none"> Similar to existing 	
<p>2.3.6 – Back-up Generators No Changes</p>	
2.3.7 - METERING	
<p>The metering section was extensively revised to provide the user with greater accessibility to the information they were seeking. For example, the meter location was defined in several different existing sections. This information was extracted from multiple existing locations and consolidated in one place.</p>	
<p>2.3.7 – Metering</p> <ul style="list-style-type: none"> Same as existing 	
<p>2.3.7.1 – General</p> <ul style="list-style-type: none"> Extensively revised to provide only general information about metering 	
<p>2.3.7.2 – Meter Location</p> <ul style="list-style-type: none"> New section that consolidates all information on meter location 	
<p>2.3.7.2.1 – Meter Rooms and Meter Access</p> <ul style="list-style-type: none"> New Section that consolidates all information on meter rooms and meter access 	
<p>2.3.7.3 – Metering Cabinets (Current Transformer Boxes)</p> <ul style="list-style-type: none"> New section that consolidates all information on Metering Cabinets 	
<p>2.3.7.4 – Metering when Using Switchgear (Over 400A)</p> <ul style="list-style-type: none"> New section that consolidates all information on Switchgear 	
<p>2.3.7.5 – Manufactured Metering Load Centers</p> <ul style="list-style-type: none"> New section that consolidates all information on Manufactured Metering Load Centers 	
<p>2.3.7.6 – Interval Metering</p> <ul style="list-style-type: none"> Revised existing section 2.3.7.5 to current DSC requirement. Eliminated much out of date information 	
<p>2.3.7.6.1 Customer Access to Interval Meters New subsection describing the terms and conditions in which a Customer may have access to interval meter data, including options available.</p>	No subsection in version 4.
<p>2.3.7.7 – Meter Reading</p>	

<ul style="list-style-type: none"> • Same as existing 2.3.7.6 	
<p>2.3.7.8 Final Meter Reading</p> <ul style="list-style-type: none"> • Same as existing 2.3.7.7 	
<p>2.3.7.9 – Faulty Registration of Meters</p> <ul style="list-style-type: none"> • Same as existing 2.3.7.8 	
<p>2.3.7.10 Meter Dispute Testing</p> <ul style="list-style-type: none"> • Same as existing 2.3.7.9 	
<p>2.3.7.11 – Distributed Energy Resources and Net Metering</p> <ul style="list-style-type: none"> • Revised existing 2.3.7.10 to eliminate references to FiT/microFiT and add Net Metering • Includes all DER 	
<p>2.3 Tariffs and Charges</p>	
<p style="text-align: center;">2.4 Tariffs and Charges</p> <p>2.4.1 Service Connection</p> <p>Reworded this subsection with terms describing Festival Hydro’s Distribution Rates and Specific Service Charges and where they can be found online.</p> <p>Also added paragraph two describing when distribution rates are charged to a customer and how Customers are notified when distribution rates are revised.</p>	<p>2.4.1 Service Connection</p> <p>Notice to Customers has changed since version 4 was published.</p>
<p>2.4.2 Energy Supply</p> <p>The content from version 4 subsection 2.4.1.1 was incorporated in a rewritten section 2.4.2 Energy Supply paragraph 1.</p> <p>Changes to this section include Festival Hydro’s obligations under the Retail Settlement Code to manage Service Transfer Request from a Customer.</p>	<p>2.4.1.1 Customers Switching to a Retailer</p> <p>This content is a best fit to the 2.4.2 Energy Supply section as per the DSC Appendix A.</p>
	<p>2.4.1.2 Supply Deposits and Agreements</p> <p>This section was best described in a new section 2.4.3 Deposits as per the DSC Appendix A.</p>
<p>2.4.3 Deposits</p> <p>Added content to describe the prudential requirements for a property development so that Festival Hydro may order equipment necessary to service the development.</p>	<p>2.4.3 Security Deposits</p> <p>Title as per the DSC Appendix A should be Deposits.</p>
<p>2.4.3.1 Security Deposit</p> <p>This subsection has been updated to allow for flexibility in policy to collect security deposits based on changes to OEB rules related to security deposits that can be collected from Customers.</p>	

<p>2.4.3.2 Use of Security Deposits in Arrears Management Program No Change to wording</p>	<p>There was no subsection number in Version 4.</p>
<p>2.4.3.3 Amount of Deposit No change to wording</p>	<p>There was no subsection number in Version 4.</p>
<p>2.4.3.4 Waiver Policy This subsection was revised to reference the latest requirements in the DSC related to waiving security deposits. Also including wording reflecting the requirement in DSC to refund security deposits</p>	<p>There was no subsection number in Version 4. Content in this section was not aligned to the latest DSC which is subject to change as per OEB regulations.</p>
<p>2.4.4 Billing Title change to “Billing” as per DSC Appendix A. Wording change to allow for flexible billing cycle and frequency. Added a second paragraph describing when is a bill is deemed to have been issued to a Customer</p>	<p>2.4.4 Billing and Collections This section was specific to billing frequency and flexibility is needed whenever billing rules change as per OEB rules.</p>
<p>2.4.4.1 Billing Options New subsection added for Billing Options as required by the Retail Settlement Code. Wording added suggesting Festival Hydro’s preference for providing the Distributor-Consolidated Billing option.</p>	<p>No subsection 2.4.4.1 Billing Options</p>
<p>2.4.4.2 Prorating Bills and Service Charges New subsection describing methodology for prorating first, final and billing involving rate change.</p>	<p>No subsection 2.4.4.2 Prorating Bills and Service Charges</p>
<p>2.4.4.3 Estimating Bills New subsection describing methodology for reasonably estimating bills using billing or account history where no meter reading is available.</p>	<p>No Subsection 2.4.4.3 Estimating Bills</p>
<p>2.4.4.4 Adjustment Factor New subsection describing the Total Loss Factor and how it is applied to meter readings.</p>	<p>No Subsection 2.4.4.4 Adjustment Factor</p>
<p>2.4.4.5 Power Factor New subsection describing the requirement of minimum power factor of 90% and the when the minimum is exceeded use of 90% of kVA is used for demand billing.</p>	<p>No Subsection 2.4.4.5 Power Factor</p>
<p>2.4.4.6 Billing Breakdown Request New subsection describing Festival Hydro option to charge a Customer the cost for providing a detailed breakdown of a service billing.</p>	<p>No Subsection 2.4.4.6 Billing Breakdown Request</p>
<p>2.4.5 Payments and Late Payment Charges</p>	<p>2.4.5 Payment of Overdue Interest Charges</p>

<p>New Subsection title to align with the DSC Appendix A.</p> <p>New wording describing when Festival Hydro bills are due for payment and the application of late payment interest charges for overdue accounts. Also states Customers being responsible for reconnection charges where the service has been disconnected due to non-payment.</p> <p>Added the Customer being responsible to pay additional charges where payments have been returned by their financial institution as non-sufficient funds.</p>	<p>This subsection does not align with the DSC</p>
<p>2.4.5.1 Payment Allocation</p> <p>New subsection describing the Festival Hydro methodology for allocating payments where the payment is insufficient to cover the balance owing on the account.</p> <p>The order of allocation is listed for the Customer to easily follow how payments will be allocated to the bill.</p>	<p>No Subsection 2.45.1 Payment Allocation</p>
<p>2.4.5.2 Arrears Payment Agreements</p> <p>New Subsection describing the methodology and Customer eligibility to enter into an arrears Payment Agreement. Also describes the process if the Customer fails to perform their obligations under an Arrears Payment Agreement. This subsection aligns with Section 2.7 Arrears Payment Agreements of the DSC October 1, 2022 edition.</p>	<p>No Subsection 2.4.5.2 Arrears Payment Agreements</p>
<p>2.4.5.3 Payment Options</p> <p>New Subsection describing payment options available to Customers for paying the electricity bill.</p>	<p>No Subsection 2.4.5.3 Payment Options</p> <p>Some of the content from Section 2.4.5 appears in Version 2.4.5.3 Payment Options.</p>
<p>2.4.5.4 Late Payment Interest Charges and Non-Payment Charges</p> <p>New Subsection describes in detail the late payment interest rate and how it is applied to non-payment charges.</p>	<p>No Subsection 2.4.5.4 Late Payment Interest Charges and Non-Payment Charges</p>
<p>2.5 Customer Information</p>	
<p>2.5 Customer Information</p> <p>New paragraph 2 content has been added reflective of current provincial and federal privacy legislation as it relates to the collection, use and disclosure of Customer personal information.</p>	<p>2.5 Customer Information</p> <p>All previous content from Version 4 is still within Subsection 2.5.</p>
<p>2.5.1 Provision of Current Usage Data to Customers</p>	<p>No Subsection Provision of Current Usage Data to Customers</p>

New Subsection describing the Festival Hydro's methodology and availability of electricity usage data to Customers, Customer's Retailer or Customer authorized third party.	
---	--

<u>SECTION 3 – CUSTOMER CLASS SPECIFIC</u>	
Version 5 Conditions of Service	Version 4 Conditions of Service
3.1 Residential Service	
3.1 – Residential Service Includes the same material as in existing section. Some existing wording moved to 2.3.7 Metering, 1.7.2 Access to Customer Property and other new Sections. Enhanced and expanded wording Reorganized for better user access	
3.2 General Service (Below 50 kW)	
3.2 – General Service (Below 50 kW) Includes the same material as in existing section. Some existing wording moved to 2.3.7 Metering, 1.7.2 Access to Customer Property and other new Sections Enhanced and expanded wording Reorganized for better user access.	
3.3 General Service (Greater than 50 kW)	
3.3 – General Service (Greater than 50 kW) Includes the same material as in existing section Enhanced and expanded wording Reorganized for better user access. Residential Subdivisions moved to 3.1.10	
3.4 Large User General Service (above 5000 kW)	
3.4 – Large User General Service (above 5000 kW) New section matches the DSC Appendix A.	
3.5 Embedded Generation	
3.5 – Embedded Generation Revised text to reflect changes to DSC	Incorrect numbering of the Section 3.4 Embedded Generation as per DSC Appendix A
3.6 Embedded Generation	
3.6 – Embedded Market Participant Includes the same material as in existing section Enhanced and expanded wording	Incorrect numbering of the Section 3.5 Embedded Market Participant as per DSC Appendix A
3.7 Embedded Distributor	
3.7 Embedded Distributor Includes the same material as in existing section Enhanced and expanded wording	Incorrect numbering of the Section 3.6 Embedded Distributor as per DSC Appendix A
3.8 Unmetered Connections	

<p>3.8 Unmetered Connections</p> <p>3.8.1 General</p> <p>New subsection wording describing the type of unmetered connections allowed by Festival Hydro, and treatment of connections for the purposes of billing.</p>	<p>Incorrect numbering of the Section 3.7 Unmetered Connections</p> <p>Incorrect numbering of the section as per DSC Appendix A</p> <p>This section was not numbered in accordance with the DSC Appendix A.</p>
<p>3.8.2 Unmetered Connections – Customer Obligations</p> <p>New subsection wording describing the Customer obligations for establishing, updating and maintaining unmetered connections.</p>	
<p>3.8.3 Unmetered Connections – Festival Hydro Obligations</p> <p>New subsection wording describing Festival Hydro’s obligation for establishing, updating and maintaining information for the purposes of billing unmetered connections.</p> <p>Additional wording describing process if unmetered loads become variable loads requiring metering or Customer-specific cost allocation study at the Customer’s expense.</p>	
<p>3.8.4 Unmetered Load Types</p> <p>New subsection describing examples of the current unmetered load types recognized by Festival Hydro.</p>	
<p>3.8.5 Unmetered Connections Electric Servicing</p> <p>New subsection wording describing the Festival Hydro conditions for providing electric servicing to unmetered connections.</p>	
<p><u>SECTION 4 – GLOSSARY OF TERMS</u></p>	
<p>4.1 Acronyms</p> <p>New subsection added to list acronyms used throughout the Conditions of Service document</p>	
<p><u>SECTION 5 – APPENDICES</u></p>	
<p>Appendix Section has been modified to only 2 appendixes with references to the Festival Hydro website for supporting documentation for the Metering Technical Specifications.</p>	
<p>Appendix A – Offer to Connect Methodology and Assumptions</p>	<p>Removed Tables 5</p> <p>These tables were replaced with Appendix B Interpretive Drawings for Demarcation Points</p>
<p>Appendix B – Demarcation Point Interpretive Drawings</p> <p>This Appendix B replaces the Tables found in Version 4.</p>	