



<b>Policy 8.0</b>	<b>Version 3.0</b>
<b>DISCONNECTION/RECONNECTION OVERVIEW</b>	<b>Created: September, 2002 Latest Revision: June 21, 2004</b>

**8.0.1 PURPOSE:**

The detailed policies in this set are intended to establish and document a process that will provide guidance to the LDC’s management and staff to help them make operational decisions when disconnecting and/or reconnecting the electrical service of a consumer.

**8.0.2 POLICY STATEMENT:**

The LDC will ensure that it has developed a physical and business process for disconnection ensuring safety and reliability as a primary requirement. The LDC will not be held liable for any damages or loss as the result of disconnection or limiting of service.

The LDC shall follow the regulation and direction set out in the Distribution Rate Handbook Chapter 9 when implementing the disconnection and/or reconnection process.

- A disconnection notice will be issued in writing not less than seven days after the date specified on the bill as the due date. Notice must be given by hand delivery or by registered mail. Both the customer and tenants of the customer will receive seven days’ notice before cut-off.
- Prior to the disconnection of the electricity service, a representative of the utility will make reasonable efforts to establish direct contact with the customer. The utility should also where possible, notify the occupants of each separately occupied unit in the premises. The electricity service will not be disconnected by reason of the nonpayment of bills until seven days after a disconnection notice has been given to the customer and as set out in Chapter 9 of the Distribution Rate Handbook.
- Where the electricity service has been disconnected on order to collect the account and then reconnected, a reconnection of service charge may be applied to the customers account.

The LDC reserves the right to physically disconnect or limit the amount of electricity that a customer can consume.

- (i) Disconnection/Reconnection
- (ii) Seasonal Connections
- (iii) Disconnection/Reconnection by Request
- (iv) Safety and Reliability
- (v) Unauthorized use of Electricity



### **8.0.3 DEFINITIONS:**

**Current Limiting Device** is a device that will limit the electrical current available to the customer.

**Customer and Consumer** will be understood herein as one and the same.

**Disconnection** is when the LDC discontinues the delivery of electricity to a property and/or premise.

**Reconnection** is when a property or premise has electrical service energized or reestablished by the LDC.

**Security Deposit** is an amount collected by the LDC and is held by the distributor to ensure that all monies owed to the Corporation are collected at the time of the final billing. Interest payments will be applied at least annually on all cash deposits.

### **8.0.4 RESPONSIBILITIES:**

The management of the company is responsible for ensuring that the corporation is protected from undue risk of bad debt.

### **8.0.5 REFERENCES:**

*The Electricity Act, 1998* – Province of Ontario, Ministry of Energy, Science and Technology

*Electricity Distribution Rate Handbook* – The Ontario Energy Board

*Retail Settlement Code* – The Ontario Energy Board

*Distribution System Code* – The Ontario Energy Board

*Electricity Gas and Inspection Act* – Government of Canada

*Condition of Service* – The Distributor



<b>Policy 8.1</b>	<b>Version 3.0</b>
<b>DISCONNECTION/RECONNECTION</b>	<b>Created: September, 2002</b> <b>Latest Revision: June 21, 2004</b>

**8.1.1 PURPOSE:**

This policy confirms that the LDC has established a process for the disconnection and/or reconnection of a property and/or premise, and the specific timing and means of notification consistent with the Electricity Act, 1998.

The detailed policies in this set are intended to establish and document a process that will provide guidance to the LDC’s management and staff, that will help them make operational decisions to disconnect and/or reconnect the electrical service of a consumer.

**8.1.2. POLICY STATEMENT:**

The LDC shall follow the regulation and direction set out in the Distribution Rate Handbook Chapter 9 when implementing disconnect or reconnection process.

- A disconnection notice will be issued in writing not less than seven days after the date specified on the bill as the due date. Notice must be given by hand delivery or by registered mail. Both the customer and tenants of the customer will receive seven days’ notice before disconnection.
- Prior to the disconnection of the electricity service, a representative of the utility will make reasonable efforts to establish direct contact with the customer. The utility should also where possible, notify the occupants of each separately occupied unit in the premises. The electricity service will not be disconnected by reason of the nonpayment of bills until seven days after a disconnection notice has been given to the customer and as set out in Chapter 9 of the Distribution Rate Handbook.
- Where the electricity service has been disconnected on order to collect the account and then reconnected, a reconnection of service charge may be applied to the customers account.

The LDC will ensure that it has developed a physical and business process for disconnection and/or reconnection ensuring safety and reliability as a primary requirement.

The LDC shall treat all customers in a non-discriminatory fashion when disconnecting and/or reconnecting an electrical service.



The LDC shall have the right to limit or discontinue service without further notification to the customer for payment default, including default of payment arrangements, bankruptcy, receivership, or property foreclosure.

The LDC shall have the right to limit or discontinue service for non-payment of a security deposit from customers that have defaulted on payment arrangements.

The LDC shall have the right to refuse the reconnection if there are any outstanding amounts owed by the consumer or if the service is found to have an adverse effect on the safety and/or reliability of the system.

The LDC shall have the right to discontinue electrical service of a consumer if the service causes safety or reliability risk to the distributor's system.

The LDC shall insist that electrical services that have been disconnected for six (6) or more months have an inspection certificate from the Electrical Safety Authority prior to reconnection. Notwithstanding the LDC reserves the right to require, an Electrical Safety Authority inspection certificate at any time prior to reconnection at the expense of the customer.

The LDC shall insist that a responsible representative of the property be present in order for reconnection of service to be established.

#### **8.1.3 RESPONSIBILITIES:**

The management of the company is responsible for ensuring that the corporation is protected from undue risk of bad debt.

#### **8.1.4 REFERENCES:**

*The Electricity Act, 1998* – Province of Ontario, Ministry of Energy, Science and Technology

*Retail Settlement Code* – The Ontario Energy Board

*Electricity Distribution Rates Handbook* – The Ontario Energy Board

*Distribution System Code* – The Ontario Energy Board

*Electricity Gas and Inspection Act* – Government of Canada

*Condition of Service* – The Distributor





<b>Policy 8.3</b>	<b>Version 3.0</b>
<b>DISCONNECTION/RECONNECTION BY REQUEST</b>	<b>Created: September, 2002 Latest Revision: June 21, 2004</b>

**8.3.1 PURPOSE:**

This policy confirms that the LDC has established a process for the disconnection and/or reconnection of an electrical service and may require a written request from the consumer.

**8.3.2 POLICY STATEMENT:**

The LDC shall respond to a customer’s request for a disconnection and reconnection of an electrical service in a prompt and efficient manner.

The LDC shall have the right to refuse the reconnection of and electrical service if there is an outstanding amount of money owed by the consumer or if the connection is found to have an adverse effect on the safety and/or reliability of the distribution system.

The LDC shall insist that electrical services that have been disconnected for six (6) or more months have an inspection certificate from the Electrical Safety Authority prior to reconnection. Notwithstanding the LDC reserves the right to require an Electrical Safety Authority certificate at any time prior to reconnection at the customer expense.

The LDC shall insist that a responsible representative of the property be present when electrical service is energized or reconnected.

**8.3.3 RESPONSIBILITIES:**

The management of the company is responsible for ensuring that the corporation is protected from undue risk of bad debt.

**8.3.4 REFERENCES:**

*The Electricity Act, 1998* – Province of Ontario, Ministry of Energy, Science and Technology

*Retail Settlement Code* – The Ontario Energy Board

*Electricity Distribution Rates Handbook* – The Ontario Energy Board

*Distribution System Code* – The Ontario Energy Board

*Electricity Gas and Inspection Act* – Government of Canada

*Condition of Service* – The Distributor



<b>Policy 8.4.0</b>	<b>Version 3.0</b>
<b>SAFETY AND RELIABILITY</b>	<b>Created: September, 2002 Latest Revision: June 21, 2004</b>

**8.4.1 PURPOSE:**

This policy confirms that the LDC has established a process for ensuring the safety and reliability of the distribution system.

**8.4.2 POLICY STATEMENT:**

The LDC shall respond to and take reasonable steps to investigate all consumer power quality complaints and report to the consumer on the results of the investigation.

The LDC may direct a consumer connected to its distribution system to take corrective or preventive action on the consumer’s electric system when there is a direct hazard to the public or the consumer is causing or could cause adverse effects on the reliability of the LDC’s distribution system.

The LDC may require that any consumer conditions that adversely affect the distribution system be corrected immediately by the consumer and at the consumer’s expense.

The LDC shall insist that electrical services that have been disconnected for six (6) or more months have an inspection certificate from the Electrical Safety Authority prior to reconnection. Notwithstanding the LDC reserves the right to require an Electrical Safety Authority certificate at any time prior to reconnection at the customer expense.

The LDC shall have the right to refuse the reconnection of an electrical service to their distribution system if the connection is found to have an adverse effect on the safety and/or reliability of the system.

The LDC shall have the right to disconnect the electrical service of a consumer if the service causes safety or reliability risk to the distributor’s system.

The LDC shall insist that a responsible representative of the property be present when electrical service is energized or reconnected.

**8.4.3 RESPONSIBILITIES:**

The management of the company is responsible for ensuring that the service quality of the distribution system is safe and reliable.

**8.4.4 REFERENCES:**

*The Electricity Act, 1998* – Province of Ontario, Ministry of Energy, Science and Technology



*Retail Settlement Code* – The Ontario Energy Board

*Electricity Distribution Rates Handbook* – The Ontario Energy Board

*Distribution System Code* – The Ontario Energy Board

*Electricity Gas and Inspection Act* – Government of Canada

*Condition of Service* – The Distributor



<b>Policy 8.5.0</b>	<b>Version 3.0</b>
<b>UNAUTHORIZED USE OF ELECTRICITY</b>	<b>Created: September, 2002 Latest Revision: June 21, 2004</b>

**8.5.1 PURPOSE:**

This policy confirms that the LDC has established a process that management and staff can follow if it is discovered that there is unauthorized use of electricity.

**8.5.2 POLICY STATEMENT:**

The LDC shall use its discretion in taking action to mitigate unauthorized energy use. Upon identification of possible unauthorized energy use, the LDC shall notify, if appropriate, Measurement Canada, the Electrical Safety Authority, police officials, retailers that service the customers affected by the unauthorized energy use, or other entities.

The LDC shall monitor losses and unaccounted for energy use on an annual basis to detect any upward trends.

The LDC may recover from the parties responsible for the unauthorized energy use all energy and other applicable charges incurred by the distributor arising from the unauthorized energy use, including inspection, administration fees and repair costs.

**8.5.3 RESPONSIBILITIES:**

The management of the company is responsible for monitoring losses and unaccounted for energy.

**8.5.4 REFERENCES:**

*The Electricity Act, 1998* – Province of Ontario, Ministry of Energy, Science and Technology

*Retail Settlement Code* – The Ontario Energy Board

*Electricity Distribution Rates Handbook* – The Ontario Energy Board

*Distribution System Code* – The Ontario Energy Board

*Electricity Gas and Inspection Act* – Government of Canada

*Conditions of Service* – The Distributor