

ENWIN Utilities Ltd. – Conditions of Service – Summary of Changes

ENWIN Utilities Ltd. (“ENWIN”) has updated its Conditions of Service to reflect its latest operating practices and technical requirements, to add clarifications, as well as to address other changes to Ontario Energy Board (“OEB”) codes and applicable laws and regulations that have arisen since the last Conditions of Service update.

The following is a summary of the changes.

Section¹	Revision Note
Throughout	Minor updates for grammar, spelling, punctuation, formatting, spacing, section titles, numbering and flow.
Table of Contents	Assigned titles to each appendix for improved clarity and organization.
Section 1.5	Clarification that ENWIN's 4545 Rhodes Drive location is its head office. Added that the use of social media is not an appropriate method for reporting an emergency.
Section 1.7.1	Clarification that ENWIN may request references in addition to other Customer information.
Section 1.7.5	Clarified that the Section 3.4 requirements pertain to General Service (Above 4,000 kW).
Section 1.7.8	Clarification that Customer's shall not permit, in addition to not engage in or authorize any act, omission or negligence that could endanger ENWIN's distribution infrastructure. Clarification that the example provided referencing Customer tree planting is not exhaustive and the general rule still applies to other, unreferenced situations. Added statement that Customers are encouraged to adopt condition-based maintenance practices, including predictive inspections, to ensure infrastructure remains in safe operating condition. Clarified ENWIN's vault access policy by specifying complimentary annual access for Customer-owned vaults containing only ENWIN equipment, and added statement outlining Customer access to vaults with shared equipment and Customer responsibilities for ensuring emergency access. Clarification that if the Customer fails to inspect, maintain, repair or replace their equipment, ENWIN has sole discretion to disconnect the supply of electricity until the necessary inspections, maintenance, repairs or replacements are completed to the satisfaction of ENWIN. Clarification that ENWIN may disconnect electricity supply at its discretion if the Customer fails to properly maintain, repair, or replace their equipment.
Section 1.7.10	Minor updates to language for enhanced clarity.

¹ Section numbers reference the proposed updated Conditions of Service.

Section¹	Revision Note
Section 2.1.0	Added statement to provide direction that additional electric vehicle supply equipment connection requirements are outlined in Appendix 6.
Section 2.1.2	<p>Updated any reference to a five (5) year connection horizon and twenty-five (25) revenue horizon to refer to the applicable connection horizon and revenue horizon as per the latest Distribution System Code ("DSC").</p> <p>Added statement that explains when an expansion is planned to serve multiple residential subdivisions and other customers within a qualifying development area, as defined in section 3.2A of the DSC, ENWIN may establish a Capacity Allocation Model ("CAM") that aligns with the methodology outlined in Appendix I of the DSC.</p>
Section 2.1.2.3 Section 2.1.2.4	Updated any reference to a five (5) year connection horizon and twenty-five (25) revenue horizon to refer to the applicable connection horizon and revenue horizon as per the latest Distribution System Code ("DSC").
Section 2.1.3	Added statement that ENWIN is not obligated to establish service for any Customer, individual, or entity that attempts to evade bill payment by applying or reapplying under a different account-holder name or through other fraudulent means.
Section 2.3.4.2	<p>Updated ENWIN's secondary voltage table by removing 240 V supply from the single-phase, two-wire (streetlights only) option.</p> <p>Updated the service availability and transformation capacity guidelines table to reflect an increase in available 3-Ø supply from 3,000 kVA to 4,000 kVA.</p>
Section 2.3.7.1	<p>Clarification that Customers shall supply all metering equipment, where required.</p> <p>Updated Customer requirements related to environmental conditions for metering equipment, including the size requirements of a safe and adequate working space and the size requirements of unobstructed working space in front of meters.</p> <p>Clarification that meter reading via phone line and associated responsibilities applies specifically to existing Customers.</p> <p>Updates to the descriptions of the metering requirements for 120V, Single Phase, 2 Wire and 120/240V, Single Phase, 3 Wire services.</p> <p>Added statement that residential services rated for 400A, 120/240V require an ENWIN- approved, five (5) jaw, transformer rated meter socket, located outdoors, on the line side of the main disconnect. ENWIN will provide a 3-wire current transformer and a form 3s meter rated for 240V, 20A with integrated communication to be read remotely.</p>
Section 2.3.7.1.1	Added statement that combining multiple units into a single unit requires the consolidation of metering into a single meter point with one billing account.
Section 2.3.7.1.2	Updated the conditions of supply for general service, multi-metered buildings to reflect latest practices, including removing requirements

Section ¹	Revision Note
	related to spare wall space, ENWIN's provision of lock boxes, and installation requirements where there are multiple meters.
Section 2.3.7.1.4	Updated that the Customer shall supply and install an approved outdoor transformer-rated meter socket on the line side of the main disconnect.
Section 2.3.7.1.5	Updated the description of outdoor meter cabinet requirements.
Section 2.3.7.1.6	Updated the description of meter cable requirements.
Section 2.3.7.1.8	Removed some examples within the description of cabinet door requirements. Removed bolt requirements.
Section 2.3.7.2	Clarification on how meter cabinets shall be bonded.
Section 2.3.7.2.1 ²	Removed section pertaining to Service Masts for Overhead Services to eliminate redundancy with the Ontario Safety Electrical Code.
Section 2.3.7.2.1	Removed reference to ENWIN issuing specific metering requirements where remote totalizing is involved. Revised Section numbering from 2.3.7.2.2 to 2.3.7.2.1
Section 2.4.1	Clarification that ENWIN may request a lease agreement in addition to other Customer information. Added a statement that outlines ENWIN's process for proceeding with a disconnection request initiated by a property owner or landlord.
Section 2.6.1	Removed reference to non-ENWIN customer locate charges.
Section 3.1.5	Updated meter socket installation requirements by removing requirement for an acrylic inner collar. Updated any reference of standpipe to service stack.
Section 3.4	Updated the minimum monthly demand of the Customer class from Above 3,000kW to Above 4,000 kW to reflect current practices.
Section 3.5	Updated reference to the Customer class Above 3,000 kW to Above 4,000 kW.
Glossary	Added glossary definition for "Capacity Allocation Model" or "CAM". Added glossary definition for "Electric Vehicle Supply Equipment" or "EVSE". Added glossary definition for "Exempt Distributor".
Section 5 Appendix 1.1	Titled Appendix "Service Territory Maps".
Section 5 Appendix 2	Titled Appendix "Provision for Utility Owned Metering". Updated tables 1-10 to match current specifications.
Section 5 Appendix 3	Titled Appendix "Metering Standards – General Information and Requirements".

² Section number references the existing Conditions of Service as this section was removed from the updated Conditions of Service

Section ¹	Revision Note
	Updated ENWIN's Metering Requirements to match current specifications.
Section 5 Appendix 4	Titled Appendix "Acceptable Line/Load Locations on Metering Cabinets". Updated ENWIN's Acceptable Line/Load Locations on Metering Cabinets figures to match current specifications.
Section 5 Appendix 5	Titled Appendix "Unmetered Scattered Load Process Map".