

<p><b>Newmarket-Tay Power Distribution Ltd.</b></p> <p><b>Conditions of Service</b></p>	<p><b>Number:</b> NT POWER COS-220-01</p> <p><b>Issue Date:</b> JULY, 2007</p>
<p><b>Disconnection</b></p>	<p><b>Next Review Date:</b> FEBRUARY, 2020</p>

## 1. Preamble

Newmarket-Tay Power Distribution Ltd. (NT POWER) may *disconnect* a *Consumer* according to conditions contained in the:

- *Electricity Act, 1998, Section 30, 31, and 40 (5)*
- *Ontario Energy Board Distribution System Code: 3.1.2, 4.1.8, 4.2, 4.3.1, 4.4.7, 4.5.3, 5.1.1*
- *Ontario Energy Board Retail Settlement Code: 7.1.2, 7.3.2, 7.5, 7.6*
- *Ontario Energy Board Standard Supply Service Code: 2.5*
- *Independent Electricity System Operator Market Rules*
- *request by civil authorities*
- *any other conditions identified in these Conditions of Service*
- *any other laws and regulations*

## 2. Disconnection

In accordance with the *Ontario Energy Board Distribution System Code* Section 4.2.6, NT POWER reserves the right to *disconnect* for causes not limited to:

- *Adverse effect on the reliability and safety of the distribution system.*
- *Imposition of an unsafe worker situation beyond normal risks inherent in the operation of the distribution system.*
- *A material decrease in the efficiency of NT POWER's distribution system.*
- *A materially adverse effect on the quality of distribution services received by a Consumer.*
- *Inability of NT POWER to perform planned inspections and maintenance.*
- *Failure of the Consumer to comply with a directive of NT POWER that NT POWER makes for purposes of meeting its licence obligations.*
- *Any other conditions identified in this Conditions of Service document.*
- *Contravention of the laws of Canada or the Province of Ontario.*
- *Overdue amounts payable to NT POWER as permitted by applicable legislation.*
- *Electrical disturbance propagation caused by Consumer equipment that is not corrected in a timely fashion.*

NT POWER may *disconnect* a *Consumer* without notice in accordance with a court order, or for emergency, safety or system reliability reasons.

### 3. Collections

NT POWER accounts receivable are deemed to be “On Collection” when the following circumstances occur: (a) accounts for services, active or final billed are unpaid beyond the due date. (b) Miscellaneous accounts receivable (MAR) are unpaid beyond specified terms. (c) Security Deposits remain unpaid beyond the due date.

Not less than seven days following the due date of an unpaid billing with a balance forward greater than \$100.00, a Notice of Disconnection will be issued. The electricity service will not be disconnected until seven days after a Notice of Disconnection has been issued to the *Consumer*. When a Notice of Disconnection is given or a letter of notification is sent, they will include the Fire Safety Notice of the Office of the Fire Marshall, and any other safety notice as required in compliance with the *OEB DSC* 4.2.1 and 4.2.1.1.

If personal contact is not achieved, a reasonable attempt to contact the *Consumer* by telephone will be made prior to *disconnection*.

If still unpaid or acceptable arrangements for payment have not been approved, NT POWER will take all actions permissible by law or regulation to collect the arrears, including *disconnection*.

*Distribution services* will be reconnected following payment of the balance due, reconnection charge and added security deposit, if required.

The *Consumer* or a responsible designate must attend at the premises when *distribution services* are restored.

If the *distribution services* are not reconnected the following day, a visit to the premises may be made periodically to assess the circumstances and reported to management.

### 4. Winter Disconnection

#### Residential Accounts:

NT POWER will *disconnect distribution services*, but subject to management discretion, during the months of November 1<sup>st</sup> to March 31<sup>st</sup>, residential *distribution services* may be restricted with the use of a load limiter or programmable timed interrupting device.

Where applicable and if possible, the landlord will be contacted and advised of the *disconnection*.

General Service Accounts:

May be *disconnected* in full at any time and the landlord notified where applicable and possible.

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