

Elexicon Energy

Conditions of Service – Version 3

Summary of Revisions

Draft Issued for Public Comment May 5, 2025

Section(s)	Title of Section	Summary of revision(s)
1.5	Contact Information	Removed Emergency Contact Number no longer in service.
1.7.1	Access to Customer Property	Added further wording from Section 40 of the <i>Electricity Act, 1998</i> for clarity on purposes for Elexicon access to customer property.
1.7.3	Operating Control	Expanded wording to clarify customers must use equipment within its established limitations to ensure the safety and reliability of the equipment and system.
1.7.5	Repairs of Customer's Physical Structures	Expanded wording to clarify civil infrastructure that has the potential to affect Elexicon equipment (beyond civil infrastructure already noted) must be inspected and accepted by Elexicon.
1.7.10	Number of Services to a Property	Expanded wording to include additional exception to limit of one service per property and to clarify customers may not split or divide service behind Elexicon's equipment unless they are, or use, an OEB-licensed unit sub-metering provider.
1.8 / 1.8.1	Disputes / Dispute Resolution Process	Amended wording to reflect current practice of adhering to the OEB's Guide to Addressing Electricity Distribution Power Quality Issues for disputes – change reference from former licence section to Distribution System Code (DSC) section.
2.1.2	Expansions / Offer to Connect	Expanded wording to provide additional context on use of expansion deposits. Replaced “contestable works” with “Eligible for Alternative Bid Work” Added wording on Unforecasted Customers to provide additional context for customers on requirements to contribute to expansion costs incurred by initial contributors as per the DSC.
2.1.3	Connection Denial	Removed circumstances no longer in use or not aligned with regulatory expectations.
2.1.5	Relocation of Plant	Added language requiring the asset to be in compliance with Elexicon's specifications, previously removed in error.
2.1.7	Contracts	Removed reference on liability for implied contracts not aligned with regulatory expectations. Updated wording on current process for failure to contract for service.
2.2 and 2.2.1.6	Disconnection and Unauthorized Energy Use	Amended wording to clarify circumstances under which Elexicon has the right to disconnect a customer, ensuring aligned with regulatory requirements.
2.2.1	Non- Payment Disconnection Policies	Amended wording to reflect current practices, align with regulatory expectations and provide additional clarity for customers.
2.2.1.4	Reconnection	Added clarity that the customer may be required to obtain ESA approval before reconnection where damage to Elexicon's equipment is suspected.

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2.3	Load Control Devices	Added new section allowing Elexicon, at its own discretion, to install a load control device in lieu of disconnection.
2.4.1	Limitations on the Guarantee of Supply	Expanded wording to clarify where submarine cable is used (i.e. to an island), Elexicon may not be able to restore interrupted supply where access or safety issues are present.
2.4.2.1	Power Quality	Amended wording to clarify current practice in adhering to the OEB's Guide for Addressing Electricity Distribution Power Quality Issues for power quality complaints.
2.4.7	Metering	Clarification of current practice that metered market participants must own and maintain their own metering equipment.
2.4.7.3	Metering Requirements for Generating Facilities	Expanded wording to clarify thresholds that attract Gross Load Billing.
2.5.3	Security Deposits	Amended wording to align with DSC requirement to accept cash as a form of payment for security deposits. Clarified a bulk-metered residential condominium that has declared itself as residential, will be treated as a residential customer for the purposes of security deposit payment method and good payment history.
2.5.3.2	Security Deposit Reviews / Adjustments	Added clarity on when a security deposit may be required after it has been waived.
3.2	General Service	Removed "(Below 50kW)" in title to clarify 3.2 applies to all general service classifications.
3.4	Distributed Energy Resources	Amendments to the former Embedded Generation and Energy Storage section to incorporate existing practices regarding Distributed Energy Resources. Updated references to "generator or energy storage" to "DER" throughout.
4.0	Glossary of Terms	Addition of definitions for: <ul style="list-style-type: none"> - Distributed Energy Resources - DER Connection Procedures - Electric Vehicle Supply Equipment - EV Charging Connection Procedures - Generation Facility - Large Embedded Generation Facility - Load Control Device - Micro-Embedded Generation Facility - Mid-Sized Embedded Generation Facility - Small Embedded Generation Facility