

IN THE MATTER OF the *Ontario Energy Board Act, 1998, S.O. 1998, c. 15* (Schedule B);

AND IN THE MATTER OF an Application by PowerStream Inc. for an order approving just and reasonable rates and other charges for electricity distribution to be effective May 1, 2009

SMART SUB-METERING WORKING GROUP
INTERROGATORIES: POWERSTREAM INC.

Smart Sub-Metering Working Group Interrogatory #1

Rate Base (Exhibit B)

2.1 Are the amounts proposed for Rate Base appropriate?

2.2 Are the amounts proposed for 2009 Capital Expenditures appropriate?

**References: Exhibit B1/T4/S2/p. 2
Exhibit B1/T4/S2/p. 19
Exhibit B1/T6/S1
Exhibit B1/T7/S1**

Question:

- 1. PowerStream proposes the continuation of a multi-unit residential smart suite metering program (the “Suite Metering Program”) and budgets expenditures of \$5.7 million for the years 2008 to 2012 (Exhibit B1/T6/S1). The PowerStream capital investment process indicates that a business case is completed for all projects in excess of \$250,000 (Exhibit B1/T2/S1, p. 19).**

Please provide a copy of all business cases, plans, presentations to the PowerStream Executive Management Team, internal communications and calculations that relate to the Suite Metering Program from its inception.

Response

PowerStream as a licensed electricity distributor has a service territory distribution monopoly and, generally, it is not engaged in competitive businesses. The most notable exception is smart suite metering – this is a very competitive business segment with numerous market participants. In addition to PowerStream, a number of intervenors are also engaged or are attempting to get a foothold in this market segment. These intervenors – Carma Industries Inc., Enbridge Electric Connections Inc., Hydro Connection Inc., Intellimeter Canda Inc., Stratacon Inc. and Wyse Meter Solutions (collectively, the “Smart Sub-Metering Working Group”) – filed a late intervenor request with the Board dated February 17, 2009 in which the competitive nature of this business segment was openly acknowledged.

PowerStream is concerned that these entities have intervened in this proceeding to gain access to certain information from PowerStream (IRs #1, 7, 12 & 13) that, if produced, would give them an unfair competitive advantage vis-à-vis PowerStream. The requested information consists of proprietary, commercially sensitive pricing intelligence. PowerStream is naturally concerned that disclosure of this information would cause irreparable harm to PowerStream, its shareholders, employees and other stakeholders, including private sector contract service providers. PowerStream does not object to the Board or Board staff receiving this information,

but it is not prepared to share it with the Intervenors. Therefore, PowerStream intends to avail itself of the protections of Rule 10 and the Confidential Filing Practice Direction.

Smart Sub-Metering Working Group Interrogatory #2

Question:

Please explain how the Suite Metering Program operates, including:

- (a) To whom is it available – multi-unit condominiums, multi-unit residential complexes, commercial developments, etc.?**
- (b) Is the Suite Metering Program available to both new and existing (either bulk metered or conventionally metered) buildings?**

Response

- (a) The program is available to all condominiums as defined in the *Condominium Act, 1998*.
- (b) See above.

Smart Sub-Metering Working Group Interrogatory #3

Question:

Please produce a copy of all written information or brochures provided to developers, building owners or condominium corporations that promote and/or explain how the Suite Metering Program operates and its benefits and attributes.

Response

Please see Schedule SSMWG-3.

Smart Sub-Metering Working Group Interrogatory #4

Question:

Please confirm that the Suite Metering Program first operated in 2007. If the Suite Metering Program began in an earlier year, or if any expenses associated with its development and roll out were incurred in prior years, please provide a breakdown of the year and the amount.

Response

The Program began in 2007.

Smart Sub-Metering Working Group Interrogatory #5

Question:

Please provide a breakdown of the amounts actually spent on the Suite Metering Program in 2008 and to date in 2009. Please provide for each of 2007, 2008 and 2009 the number of buildings in which Suite Metering Program expenditures were made and the number of units in each of these years that were individually metered as part of the program.

Response

2008 Program costs were \$1.5M for 2,200 units. 2009 Program costs are forecasted at \$1.1M for 1,600 units. In 2007, the number of buildings was 10; in 2008 the number of buildings was 17. The number of units in 2007 was 2500. PowerStream does not have a forecast of building numbers for 2009.

Table SSMWG 5-1: Suite Metering Program Expenditures

	2007	2008	2009
\$ spent	\$1.7	\$1.5M	\$1.1E
Buildings	10	17	n/a
Units	2,500	2,200	1,600E

As of March 31, 2009 270 units at a total cost of approximately \$185,000 have been commissioned.

Smart Sub-Metering Working Group Interrogatory #6

Question:

How has PowerStream developed its budget/forecast expenditures for 2009 through 2012? Please advise as to the number of buildings and units that PowerStream forecasts to meter under the Suite Metering Program for each of the years 2009 through 2012. Please provide a breakdown, if applicable, between new versus existing (retrofit) projects for each of these years. Please provide PowerStream's estimate of the percentage of the new and existing multi-unit condominium market that it believes its Suite Metering Program will address in each of the years 2009 through 2012.

Response

The forecast is developed based on prevailing economic conditions, past program success and anticipated development plans. PowerStream's forecast is approximately 1,600 units per year. PowerStream does not forecast the number of buildings. PowerStream does not develop a detailed forecast of new versus retrofit installations.

Smart Sub-Metering Working Group Interrogatory #7

Question:

The PowerStream Website indicates that the Suite Metering Program utilizes Quadlogic Smart Meters. What is PowerStream's forecast cost per suite to purchase and install Quadlogic Smart Meters, and what portion of this amount is included in the Suite Metering Program?

Response

All of the Quadlogic costs are included in the Smart Suite Metering Program.

For the reasons given in response to SSMWG-1, PowerStream is not in a position to provide the requested information.

Smart Sub-Metering Working Group Interrogatory #8

Question:

What is PowerStream's policy for charging each of the following owners/developers for all or a portion of the cost to purchase and install the Quadlogic Smart Meters (or any other smart meters PowerStream contemplates utilizing as part of the Suite Metering Program):

- (a) Existing condominium corporations and/or unit owners;**
- (b) A condominium, at any stage of construction;**
- (c) Existing residential complexes as this term is defined under the *Residential Tenancies Act*;**
- (d) Planned or residential complexes at any stage of construction.**

Response

a) to d) If an existing condominium as defined in the *Condominium Act, 1998* requests a connection PowerStream will connect the customer in accordance with sections 3.1.4 and 3.1.5 of the Distribution System Code. For residential condominiums, existing condominium corporations and/or unit owners are not charged a connection charge. All costs related to serving those customers are recovered through PowerStream's regulated residential distribution rates. For non-residential condominiums, existing condominium corporations and/or unit owners are charged a connection charge to recover the costs that are not collected through PowerStream's regulated general service distribution rates. The policy does not discriminate based on whether the existing condominium is to be individually suite-metered by PowerStream, bulk-metered or bulk-metered and subsequently sub-metered by a smart sub-metering service provider.

If PowerStream must construct new facilities to its main distribution system or increase the capacity of existing distribution system facilities in order to be able to connect a condominium as defined in the *Condominium Act, 1998*, PowerStream runs the economic evaluation model of the expansion project in accordance with Appendix B of the Distribution system Code to determine if the future revenue from the customers will pay for the capital cost and on-going maintenance costs. The model is run whether the condominium is to be individually suite-metered by PowerStream, bulk-metered or bulk-metered and subsequently sub-metered by a smart sub-metering service provider.

PowerStream does not install or operate smart suite metering in new or existing residential complexes as defined in the *Residential Tenancies Act*.

Smart Sub-Metering Working Group Interrogatory #9

Question:

If a project requires PowerStream to undertake an economic evaluation under the *Distribution System Code*, is such a project eligible to participate in the Suite Metering Program? If so, how does this affect the economic evaluation?

Response

Please refer to answer SSMWG-8.

Smart Sub-metering Working Group Interrogatory #10

Question:

Does the Suite Metering Program ever have an impact on the fixed or variable connection charges that PowerStream would otherwise charge project developers/owners, and if so, how does this work?

Response

No.

Smart Sub-metering Working Group Interrogatory #11

Question:

If the Suite Metering Program was discontinued, please provide PowerStream's estimate of the increase in either or both of variable connection fees and capital contributions recovered from a project developer/owners for each of the years 2009 to 2012. Please explain the basis for your answer.

Response

Yes. There would not be any of the increases referred to in this IR. The reasons are as follows. Connection fees and capital contributions recovered from project developer/owners are independent of the Suite Metering Program. PowerStream runs the economic evaluation model in accordance with Appendix B of the Distribution system Code of the expansion project to determine if the future revenue from the customers will pay for the capital cost and on-going maintenance costs of the expansion project.

Ontario Regulation 442/07 obligates a licensed distributor to install smart meters where a class of property as defined in the Regulation requests it to do so. If the Suite Metering Program was discontinued, PowerStream would still retain this obligation – the fact that the Company has called it a Suite Metering Program does not relieve the Company of its obligation. PowerStream has identified its program separately because it utilizes technology that is appropriate for condominiums as opposed to single family dwellings or other non-residential customers. If project developers/owners determined that they did not want individual suite metering, as is sometimes the case, any charges assessed would be based on a bulk meter.

Smart Sub-metering Working Group Interrogatory #12

Cost of Service (Exhibit D)

I4.1 Are the overall levels of the 2009 Operation, Maintenance and Administration Budgets appropriate?

Reference: Exhibit D1/T1/Schedules 1, 2, 3, 4 and 9

Question:

Does PowerStream include in its proposed 2009 OM&A Budget any amounts for the operation and promotion of the Suite Metering Program (salaries, overhead, etc.)? Please provide the amounts attributable to the Suite Metering Program on a fully allocated basis.

Response

Yes.

For the reasons given in response to SSMWG-1, PowerStream is not in a position to provide the requested information.

Smart Sub-metering Working Group Interrogatory #13

Question:

The PowerStream Website indicates that it partners with Trilliant Networks to deliver the Suite Metering Program. Please advise of Trilliant's role and whether the 2009 OM&A Budget includes any forecast amounts payable to Trilliant, and if so, the forecast amount.

Response

Trilliant provides procurement, installation and data acquisition and project management services. The OM&A budget does include amounts payable to Trilliant.

For the reasons given in response to SSMWG-1, PowerStream is not in a position to provide the requested information.

Further, this information is also proprietary and confidential to Trilliant, which does not consent to it being furnished to third parties.

SMART METER TECHNOLOGY

The Ontario Energy Board has established residential time-of-use rates, or electricity prices charged per kilowatt-hour (kWh) that change throughout the day. The different pricing periods of "On-Peak", "Mid-Peak" and "Off-Peak" were set based on how the cost to produce electricity in Ontario varies by the time of day, day of the week and the season. In accordance with these rates, Smart Suite Metering systems, equipment and technology must be capable of measuring electricity consumption or use in each unit and, at a minimum, should be capable of measuring electricity consumption or use in hourly intervals. PowerStream and its technology partners deliver completely integrated metering and communication systems that utilize advanced smart meters, two-way communications networks and automated data collection. With many years of experience in solving meter communications, our delivery team is focused on commercial high-rise Smart Suite Metering solutions for electric data collection and management.

ABOUT POWERSTREAM

PowerStream is the third largest local electricity distribution company in Ontario, delivering power to more than 240,000 residential and business customers in the municipalities of Aurora, Markham, Richmond Hill and Vaughan.

The company, jointly owned by the City of Vaughan and the Town of Markham, is committed to providing its customers with safe, reliable and efficient service. PowerStream achieves this goal by focusing on operational efficiencies and procedures in order to minimize overhead costs and maximize the use of company assets.

OUR MISSION

To deliver reliable power and related services safely and efficiently to support our customers' quality of life and to provide value to our shareholders.



Smart Suite Metering for Retrofit/Bulk Metered Properties

Real-time in suite utility management

CALL 905.326.2297
TO ARRANGE
FOR A FREE
CONSULTATION

161 Cityview Boulevard, Vaughan, Ontario, L4H 0A9

www.powerstream.ca

info@powerstream.ca



Schedule SSMWG 3-1

Your current connection...

SMART SUITE METERING & BILL 21

With the introduction of Bill 21 by the Ontario Government, existing condominiums in Ontario have the option to install separate "smart" electricity meters for each individual unit. A number of studies and pilot projects have proven that this new legislation for Smart Suite Metering will address the growing need to better manage electricity consumption and will eliminate the financial risk for property owners to manage ever increasing electricity costs over time.

As experts in energy technology, PowerStream offers turnkey Smart Suite Metering solutions that offer benefits to all stakeholders – from condo developers, corporations, owners, managers and directly to residential suite owners.

SMART SUITE METERING CONT'D...

Unlike offerings from independent contractors, PowerStream has the technology backbone and the implementation team to design, deploy, commission and project manage a Measurement Canada approved solution. As your local electric utility, you can be assured that we and the implementation partners we choose, will be here indefinitely to stand behind the quality of our products and service.

STAKEHOLDER BENEFITS

As an energy conservation measure, electrical Smart Suite Metering will lower electrical consumption only to the extent that individual residents are incented to reduce usage. The financial savings flowing from reduced consumption directly benefits those who conserve.

Condominium Corporations

- PowerStream will supply and install the individual suite meters at no cost to the condominium corporation;
- The meters meet the same Measurement Canada requirements for accuracy and durability as those installed at every other customer site.
- As your local utility, we stand behind the quality of our product and service.
- Designed to meet all installation company specifications.
- Turnkey Smart Suite Metering solutions.

BENEFITS CONT'D...

Residential Unit Owners

- Homeowners pay for their own energy use and can implement their personal conservation strategy;
- As their local utility, PowerStream provides one bill to homeowners;
- Part of an established network of more than 240,000 customers;
- Technically sound billing system;
- Proven customer care metrics;
- Equitable rates, including customer suite owner charges;
- Rates regulated by Ontario Energy Board (OEB) through a public hearings process.

Schedule SSMWG 3-1

...for individual suite metering

**CALL
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TO ARRANGE
FOR A FREE
CONSULTATION**





Smart-Suite Metering Proposal

For

Schedule SSMWG 3-1



Schedule SSMWG 3-1



Schedule SSMWG 3-1

ACROSS

Distributing electricity in Aurora,
Markham, Richmond Hill
and Vaughan

the Wires

Power
Stream
YOUR CURRENT CONNECTION

OEB increases electricity prices for many customers

The Ontario Energy Board (OEB) announced an increase in electricity prices for all residential and low-volume consumers in the province currently on the OEB's Regulated Price Plan (RPP) effective November 1, 2008. Consumers who have a contract with an energy retailer may or may not be affected by this change and should check with their respective retailer about this.

The OEB raised the RPP prices to 5.6 cents per kilowatt hour (kWh) for electricity usage of up to 1,000 kWh each month and 6.5 cents per kWh for consumption above that threshold. As in previous years, the consumption threshold changed on November 1 from the summer threshold of 600 kWh per month to the winter level of 1,000 kWh per month. Non-residential consumers eligible for the RPP prices continue to use 750 kWh each month as their consumption threshold.

The new prices announced by the OEB, which are reflected on the "Electricity" line of consumers' bills, will result in an increase of \$2.75 (2.54%) per month for a typical PowerStream residential customer who consumes 1,000 kWh of electricity per month. A typical commercial customer on RPP pricing that consumes 2,000 kWh of

electricity in a month will see an increase of \$13.06 (12.01%) per month.

There is no change in the amounts charged by PowerStream which are part of the "Delivery" line on the bill.

The increase in electricity prices is due to a number of factors including new renewable and natural gas generation projects coming into service, the expected cost of the Ontario Power Authority's conservation initiatives and an allowance to reflect an application from Ontario Power Generation (OPG) for increased payments for electricity generated by nuclear and large hydro plants.

The new electricity prices are outlined on the reverse side of this newsletter. More detailed information is also available on our website at www.powerstream.ca.

CUSTOMERS TO BENEFIT FROM MERGER

A pending merger of PowerStream and Barrie Hydro is expected to benefit customers of both utilities.

The merger, which should be completed early in 2009, will help to reduce the upward pressure on electricity distribution rates, which account for approximately 20 percent of the charges on customer bills.

"After an initial transition period we expect the merger will help us achieve annual cost savings in excess of \$5 million," Brian Bentz, PowerStream President and CEO explained. "The majority of these savings will be passed on to our customers as we did previously following our 2004 merger of the utilities in Markham, Vaughan and Richmond Hill as well as our subsequent acquisition of Aurora Hydro in 2005."

PowerStream's merger with Barrie Hydro will create the second largest local electricity distribution company in the province, serving more than 310,000 customers in the municipalities of Aurora, Barrie, Bradford West Gwillimbury, Essa (Thornton), Markham, New Tecumseth, Penetanguishene, Richmond Hill and Vaughan.

The merged utility will be jointly owned by the City of Barrie, the City of Vaughan and the Town of Markham.

Power
Stream
YOUR CURRENT CONNECTIONBarrieHydro
Distribution Inc.

PROMOTING GREEN CHOICES

Think Green
with PowerStream

Green is now another colour for PowerStream customers to keep in mind when they think about their electric utility.

In an effort to promote environmental awareness within its service territory, PowerStream, recently announced the adoption of a new brand attribute – 'Think Green with PowerStream'

"The phrase embodies the way we would like our customers to approach business and lifestyle practices," PowerStream President and CEO Brian Bentz said when the initiative was launched early in November. "The green choices we make can have a profound impact on the environment and the world we live in."

The initiative is consistent with the company's delivery of a number of Conservation and Demand Management (CDM) programs over the past four years including *peaksaver*®, The Great Refrigerator Roundup and the Watt Reader Loan Program for residential customers and the Electricity Retrofit Incentive Program (ERIP) and Power Savings Blitz for business customers.

'Think Green with PowerStream' is also consistent with PowerStream's recent construction of a LEED® gold certified, energy-efficient and environmentally-friendly head office facility in Vaughan.

Look for the 'Think Green with PowerStream' logo over the next few months as it begins to appear on company vehicles, advertisements, brochures, displays, websites, letterhead, business cards and other promotional materials.

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TIME-OF-USE PRICING TO BEGIN IN 2009

PowerStream will begin Time-of-Use (TOU) pricing for some customers with Smart Meters by as early as May or June of 2009.

TOU pricing for residential and business customers in PowerStream's service territory will be phased in over a two-year period, with 10,000 customers being switched to the new pricing structure each month.

Customers being switched to TOU pricing will be notified one month in advance of the



continued on reverse

Paying your bill PRE-AUTHORIZED PAYMENT PLANS

As a PowerStream customer you never have to miss paying your hydro bill if you sign up to use one of two pre-authorized payment plans.

Plan 1: The amount of your current bill is drawn from your bank account on the due date indicated on your bill, or;

Plan 2: Your estimated annual charges are split into 12 payments that will be automatically withdrawn from your designated bank account on the 1st or the 15th of each month. In order to adjust for any changes in the province's Regulated Price Plan (RPP), or any changes in electricity usage, your equal payment amount may be adjusted every May and November.

Applications for these automated payment methods are available online at www.powerstream.ca.

HELP BUILD A GREENER TOMORROW

If you use your central air conditioner during the summer months you can lessen your impact on the environment by becoming a **peaksaver**® participant.



This is a conservation initiative which will help to build a greener tomorrow by easing the demand on Ontario's power grid on those hot days of the summer when central air conditioning units are usually running full tilt.

It's really easy to sign up and doing so will provide you with a FREE programmable thermostat, \$25 and an online tool to help you manage your heating and cooling energy consumption. On the days of greatest electricity demand, **peaksaver**® may be activated to reduce strain on the provincial grid by cycling the compressors of participating customers' central air conditioning units slower, for up to 4 hours, typically on weekday afternoons and only a few times a year.

For more information on **peaksaver**®, or if you are interested in signing up for the program, please call 1-866-323-0206 or visit our website at www.powerstream.ca/peaksaver.

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COMMUNITY EVENTS CALENDAR

Richmond Hill Winter Carnival
February 6-8/2009

Vaughan Winterfest
February 8/2009

Markham Spring Home Show
March 6-8/2009

Earth Hour
March 28/2009

Aurora Home Show
April 17-19/2009

Schedule SSMWG 3-1 ELECTRICITY PRICES AND CHARGES

NOVEMBER 1, 2008 – APRIL 30, 2009

Effective November 1, 2008, there are changes to the Electricity lines of your bill. There are no changes to the Delivery, Regulatory and Debt Retirement Charge lines.

The following prices and charges apply to customers within the four municipalities served by PowerStream. Per month charges are pro-rated to the number of days for each bill period.

RESIDENTIAL CUSTOMERS

ELECTRICITY

First 1,000 kilowatt hours (kWh) per month	\$ 0.056	per kWh
Balance over 1,000 kWh	\$ 0.065	per kWh

DELIVERY

Monthly Fixed Charge	\$ 13.23	per month
Distribution Charge	\$ 0.0131	per kWh
Transmission: Network	\$ 0.0049	per kWh
Transmission: Connection	\$ 0.0023	per kWh

REGULATORY

Standard Supply Service Charge	\$ 0.25	per month
Market Service	\$ 0.0062	per kWh

DEBT RETIREMENT CHARGE

LOSS FACTOR ADJUSTMENT	\$ 0.007	per kWh
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1.0368

BUSINESS CUSTOMERS

LOW VOLUME CONSUMERS

Less than 50 kW Demand and Less than 250,000 kWh per year

ELECTRICITY

First 750 kilowatt hours (kWh) per month	\$ 0.056	per kWh
Balance over 750 kWh	\$ 0.065	per kWh

DELIVERY

Monthly Fixed Charge	\$ 29.91	per month
Distribution Charge	\$ 0.0114	per kWh
Transmission: Network	\$ 0.0044	per kWh
Transmission: Connection	\$ 0.0021	per kWh

REGULATORY

Standard Supply Service Charge	\$ 0.25	per month
Market Service	\$ 0.0062	per kWh

DEBT RETIREMENT CHARGE

LOSS FACTOR ADJUSTMENT	\$ 0.007	per kWh
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1.0368

GREATER THAN 50 KW DEMAND ACCOUNTS

ELECTRICITY

Spot market

DELIVERY

Monthly Fixed Charge	\$ 302.94	per month
Distribution Charge	\$ 2.3627	per kW
Transmission: Network	\$ 1.8009	per kW
Transmission: Connection	\$ 0.8391	per kW

REGULATORY

Standard Supply Service Charge	\$ 0.25	per month
Market Service	\$ 0.0062	per kWh

DEBT RETIREMENT CHARGE

LOSS FACTOR ADJUSTMENT	\$ 0.007	per kWh
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1.0368

LARGE USER

Prices and charges for Large User class customers are available on the PowerStream website, www.powerstream.ca.

TIME-OF-USE PRICING TO BEGIN IN 2009 *continued from front*

change and will be provided with information on how to take advantage of the new way in which they are being charged for their electricity consumption.

TOU pricing is a pricing rate structure for customers with Smart Meters in which prices vary based on the time of day and day of the week customers use electricity. It allows customers to make informed choices to help

manage their consumption and control how much they pay for electricity. The Ontario Government has mandated that all residential and small business customers in the province will have a Smart Meter by the end of December 2010.

For more information on Smart Meters and TOU pricing, please visit our website at www.powerstream.ca/smartmeters.



HEAD OFFICE:
161 Cityview Boulevard
Vaughan, ON L4H 0A9

IN PERSON:
Markham Cashier:
Markham Civic Centre
101 Town Centre Boulevard
Markham
Vaughan Cashier:
Vaughan Civic Centre
2141 Major Mackenzie Drive
Vaughan

BY PHONE:
Vaughan and vicinity:
905-417-6900
All other areas:
1-877-963-6900
Outage Line: 1-877-777-3810
(Report & Hear Outage Information)

BY POST:
Account Payments:
P.O. Box 3700
Concord, ON L4K 5N2
General Correspondence:
161 Cityview Boulevard
Vaughan, ON L4H 0A9

BY EMAIL:
customerservice@powerstream.ca





CONDITIONS OF SERVICE

(excerpts)

PowerStream Inc.

161 Cityview Boulevard
Vaughan, Ontario, Canada
L4H 0A9

Version 2.0

September 27, 2007

The Distribution System Code (DSC) requires that every Distributor produce its own Conditions of Service (COS) document. The purpose of this document is to provide a means for communicating the types and level of service available to the Customers within the PowerStream Inc. service area. The DSC requires that the COS be readily available for review by the general public. In addition, the most recent version of the document must be provided to the Ontario Energy Board (OEB), which in turn will retain it on file for the purpose of facilitating dispute resolutions in the event that a dispute cannot be resolved between the Customer and its local distributor.

This document follows the form and general content of the COS template appended to the DSC and included in this COS as Appendix A. The template outlines the minimum requirements. However, as suggested by the DSC, PowerStream Inc. has expanded on the contents to encompass local characteristics and other specific requirements.

The Distribution Activities (General) section contains references to services and requirements that are common to all Customer classes. This section covers items such as Rates, Billing, Deposits, Hours of Work, Emergency Response, Power Quality, Available Voltages and Metering.

The Customer Class Specific section contains references to services and requirements specific to the respective Customer class. This section covers items such as Service Entrance Requirements, Delineation of Ownership, Special Contracts, etc.

Other sections include the Glossary of Terms and Appendices and References. Subsequent changes will be incorporated with each submission to the OEB.



2.3.7 Metering

2.3.7.1 General

PowerStream will normally meter the Customer's load at the utilization voltage. Except for secondary supply from the street, secondary metering equipment will be located as close as is practically possible to the supply transformer regardless of ownership of the supply transformer. Consult with PowerStream's New Services Department before secondary metering location is determined. Approved meter bases, enclosures and characteristics for the various types of metering installations can be found in the PowerStream's Metering Standards.

For settlement and billing purposes, PowerStream will supply, arrange installation, own, and maintain all meters, instrument transformers, ancillary devices, and secondary wiring required for revenue metering. Metered Market Participants in IESO administered wholesale market must meet or exceed all IESO metering requirements. The Customer agrees to provide PowerStream with remote access to the metering point, at the Customer's cost, for the purpose of maintenance and data collection.

Each Customer will normally be restricted to one metering point per suite/service.

Metering and Service Standards are available on the PowerStream website.

2.3.7.2 Location of Metering

The mutually agreed upon location for PowerStream metering shall provide direct access for PowerStream staff and shall be subject to satisfactory environmental conditions. "Meter installations" shall conform to PowerStream's Metering Standards.

Where PowerStream deems its meters to be in a hazardous location, a meter cabinet or protective housing will be required. Where sprinkler equipment is in the vicinity of meter equipment, drip shields will be installed over all meters and related equipment.

Clear unobstructed access must be maintained to and in front of the meter location.

Any compartments, cabinets, boxes, sockets, or other workspace provided for the installation of PowerStream's metering equipment shall be for the exclusive use of PowerStream.

2.3.7.3 Types of Metering

Unless otherwise noted in Section 3 – Customer Class Specific, below are the standard metering requirements.



2.3.7.3.5 Multi-Unit Residential Suite Buildings

PowerStream does not offer bulk metering of multi unit buildings. All units within a multiunit building will be individually metered. The building owner shall provide a secure meter room or suitable enclosure within the building for the installation of a sub metering system. This room or enclosure will have adequate lighting, a 120 volt outlet.

2.3.7.3.7 Smart Meters

PowerStream will install Multi Unit Metering Systems (or Sub Metering Systems) as per the Ministry of Energy directives to the OEB.

2.3.7.3.8 Service Markings

The Customer shall permanently and legibly identify each metered service with respect to its specific address, including unit or apartment number. The identification shall be applied to all service switches, circuit breakers, meter cabinets, and meter mounting devices as well as those that are not immediately adjacent to the switch or breaker.

All new services in a multiple unit building are required to have unit numbers clearly identified on the tenant entry doors matched directly to each service supply switch or breaker.

2.3.7.6 Meter Reading, Inspection and Access to Meter Equipment

The Customer must provide or arrange free, safe and unobstructed access during regular business hours to any authorized representative of PowerStream for the purpose of meter reading, meter changing, or meter inspection. Where premises are closed during PowerStream's normal business hours, the Customer must, on reasonable notice, arrange such access at a mutually convenient time.

2.3.7.7 Final Meter Reading

When a service is no longer required, the Customer shall provide notice within three (3) business days of the date the service is to be discontinued so that PowerStream can obtain a final meter reading as close as possible to the "final reading date". The Customer shall provide access to PowerStream or its agents for this purpose. If a final meter reading is not obtained, the Customer shall pay a sum based on an estimated demand and/or energy for electricity used since the last meter reading.



2.3.7.8 Faulty Registration of Meters

Metering electricity usage for the purpose of billing is governed by the federal *Electricity and Gas Inspection Act* and associated Regulations, under the jurisdiction of Measurement Canada. PowerStream's revenue meters are required to comply with all specifications established by the Regulations under the above Act.

In the event of incorrect electricity usage registration, PowerStream will determine the correction factors based on the specific cause of the metering error and the Customer's electricity usage history. The Customer shall pay for all the energy supplied based on the reading of any meter formerly or subsequently installed on the premises by PowerStream, with due regard being given to any change in the characteristics of the installation and/or the demand.

2.3.7.9 Meter Dispute Testing

Metering inaccuracy is an extremely rare occurrence. Most billing inquiries can be resolved between the Customer and PowerStream without resorting to the meter dispute test.

Either PowerStream or the Customer may request the service of Measurement Canada to resolve a dispute.

If the Customer initiates the dispute, and the meter is found to be accurate and Measurement Canada rules in favour of PowerStream, PowerStream shall charge the Customer an OEB-approved meter dispute fee.

If the incorrect measurement is due to reasons other than the accuracy of the meter, such as incorrect meter connection, incorrect connection of auxiliary metering equipment, or incorrect meter multiplier used in the bill calculation, the billing correction will apply for the duration of the error. PowerStream will correct the bills for that period in accordance with the Regulations under the *Electricity and Gas Inspection Act*.

2.4 Tariffs and Charges

Tariffs and charges under this section pertain to OEB approved rates and charges. These tariffs relate to the supply of energy and related distribution services to Customers in the service territory.



2.4.1 Service Connection

Charges for distribution services are determined as set out in the Schedule of Rates available from PowerStream. Notice of rate revisions shall be published in local newspapers, billing inserts, newsletters and/or the PowerStream website.

These are OEB approved charges and are subdivided into Customer Administration, Non- Payment of Account, and Special Charges for Access to Power Poles and Special Allowances.

2.4.1.1 Customers Switching to Retailers

There are no physical service connection differences or service connection requirements between Standard Service Supply (SSS) Customers and third party Retailers' Customers. For both Customer groups, energy supplies are delivered through the local Distributor with the same distribution requirements.

2.4.2 Energy Supply

2.4.2.1 Standard Service Supply (SSS)

All existing PowerStream Customers are SSS Customers until PowerStream is informed of their switch to a competitive electricity supplier. The Service Transfer Request (STR) must be made by the Customer or the Customer's authorized Retailer as per the RSC.

2.4.2.2 Retailer Supply

Customers transferring from SSS to a Retailer shall comply with the STR requirements as outlined in sections 10.5 through 10.5.6 of the RSC. All requests shall be submitted as electronic files and transmitted through the Electronic Business Transaction (EBT) system. STR's shall contain information as set out in section 10.3 of the RSC. If the information is incomplete PowerStream shall reject the STR and notify the requesting party that the request cannot be processed as per the RSC, Section 10.4.

2.4.3 Deposits

See Appendix A.

2.4.4 Billing

PowerStream has established a billing method and billing cycles to provide Customers with services through SSS or through a third party Retailer, as per the rules and regulations set out in the RSC.



2.4.4.1 Billing Cycle

PowerStream may, at its option, render bills to its Customers on either a monthly, bimonthly, quarterly or annual basis.

Bills for the use of electrical energy and services may be based on either a metered rate or a flat rate, as determined by PowerStream. Customers are divided into billing cycles and each cycle is read and billed at approximately the same time each billing period based on a previously determined schedule.

PowerStream reserves the right to adjust billing cycles and frequencies as required.

2.4.4.3 Disputes

The Customer may dispute charges shown on the Customer's bill, or other matters, by contacting and advising PowerStream of the reason for the dispute. PowerStream shall promptly investigate all disputes and advise the Customer of the results. For formal disputes, the dispute process outlined in Section 1.8 of this COS shall be followed.

2.4.5 Payments

2.4.5.1 Payments and Overdue Account Interest Charges

PowerStream has established payment methods for the Customer regarding distribution services, other non-competitive charges, and energy supply through SSS, or through a third party Retailer as per the rules and regulations set out in the RSC.

2.4.5.2 Payment Options

Customers may pay their bill by using any of the following methods: cheque, certified cheque or money order mailed to the address indicated on the bill; cash, cheque, debit card, certified cheque or money order at PowerStream's cashier locations; or by bill payment services as offered through most Canadian financial institutions. All payments are to be in Canadian dollars.

Payments associated with the reconnection of a service due to non-payment of an account shall be by cash, money order or certified cheque at one of our cashier locations only. Payments associated with a diversion of power shall only be by certified cheque or money order.

PowerStream also offers two pre-authorized payment plans. The Pre-Authorized Payment Plan (PAP) allows Customers to pay the amount due on the due date indicated on the bill. The Equal Payment Plan (EPP) allows Customers to pay an equal amount on a predetermined date each month over two seasonal six month periods, adjusted by



consumption changes, if necessary and any leftover balances to roll forward into the next period. All EPP accounts will be reviewed periodically to ensure the monthly payment amount accurately reflects billed amounts. PowerStream reserves the right to adjust the monthly EPP amount upon written notification.

2.4.5.3 Late Payment Charges

Bills are due when rendered for services provided to the Customer. Bills are payable in full by the due date, which shall be a minimum of sixteen (16) calendar days from the date of billing. A Customer can pay without the application of a late payment charge up to the due date. Late payment interest charges shall apply at an OEB approved rate of 1.5% per month, compounded to 19.56% per annum, on past due balances. Where a partial payment has been made by the Customer on or before the due date, the interest charge shall apply only to any outstanding balance at the due date.

Outstanding bills are subject to the collection process and may ultimately lead to the service being disconnected or a load limiter being installed thereby restricting the supply of electrical power. Service shall not be restored until satisfactory payment has been made. Services that have been restricted with a load limiter shall only be restored during normal working hours. Discontinuance of service does not relieve the Customer of the liability for arrears.

Management may exercise judgment with respect to risk of non-payment and individual Customer circumstances.



PRE-AUTHORIZED CHEQUING APPLICATION

Account Number: -

Customer Name: _____

Service At: _____

Address: ☐ same as above or: _____

City / Town: _____ Telephone: Home: _____

Postal Code: _____ Business: _____

☒ Check One Plan Only

☐ **PLAN 1**

Pre-authorized Chequing for Residential and Commercial Customers

The ACCOUNT BALANCE will be automatically withdrawn from your designated bank account on the date indicated on each billing statement.

☐ **PLAN 2**

Equal Payment Through Pre-authorized Chequing for Residential Customers Only

Your estimated annual charges are split into 12 equal payments that will be automatically withdrawn from your designated bank account on the date you select below. Due to the Provincial Regulated Price Plan, your Equal Payment amount will be adjusted every May and November to reflect the winter and summer consumption thresholds of the two-tiered electricity pricing structure as governed by the Ontario Energy Board.

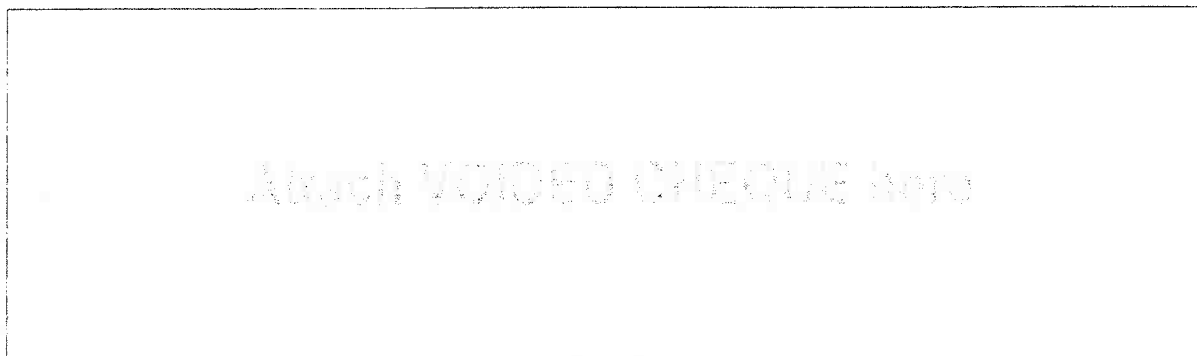
Please check payment withdrawal date: 1st ☐ or 15th ☐ day of the month.

To help us with the estimated payment, please specify the square footage of your residence: _____

Yes ☐ I have attached a "voided" cheque and hereby authorize my financial institution to debit my account in the name of PowerStream Inc.

Signature: _____ Date: _____

Fax the completed application and voided cheque to 905-532-4555 or mail with your next PowerStream payment.



TERMS AND CONDITIONS

- Your account must be at a zero balance before commencing with either Plan.
- You will be notified by letter confirming your enrolment in the Plan. Continue to pay your bill(s) until you receive this notification.
- Once on the Plan, you will continue to receive your PowerStream bill as usual.
- This agreement can be terminated, upon written notification (allow 14 days) at any time by either the customer or PowerStream.
- Upon termination, ANY AMOUNT DUE shall be paid directly to PowerStream. Cancellation of pre-authorized payment does not constitute cancellation of service by PowerStream Inc. and the customer shall be liable for any past, present or future amounts owing.

Customer Service

Vaughan & Vicinity 905-417-6900 ~ All Other Areas 1-877-963-6900 ~ 8:00 a.m. – 4:30 p.m. Monday to Friday

PowerStream Inc. Policy and Procedures

Billing and Collection Procedures

- Bill mailed bi-monthly due in 16 days
- Late payment fee of 1.5% applied on the 3rd day after due date
- Reminder Notice mailed 10 days after due date of bill
- Automated reminder phone call 5 days after due date of reminder notice
- Hand delivered Final Collection Notice after due date of reminder notice (\$30.00 fee)
- Disconnection of hydro service 10 days after delivery of Final Collection Notice
- Upon payment of arrears service to be reconnected within 2 hours
- Current reconnection fee of \$65.00 during business hours (8:00 am – 4:30 pm)
\$185.00 after business hours

Security Deposits

- No security deposit is required unless customer has had a poor payment history within the PowerStream service territory

Payment Locations

- Town of Markham
101 Town Centre Blvd
Markham, On L3R 9W3
Methods of payments accepted: Cash, cheque, debit or after hours drop box.
- Vaughan Civic Centre
2141 Major MacKenzie Dr.
Vaughan, On L6A 1T1
Methods of payments accepted: Cash, cheque, debit or after hours drop box.
- PowerStream Inc.
161 Cityview Blvd.,
Vaughan, On L6A 1T1
Methods of payments accepted: Cash, cheque, debit or after hours drop box.
Phone Number: 1-877-963-6900

Other payment options are:

- Pre-authorized from a chequing account, credit card payments by phone or online, telephone or online banking, by mail or Western Union



APPENDIX “A”

- **Powerstream is prepared to make the following Offer to**
_____.

1. Powerstream will install a New Quad-Logic Smart Suite Metering System and all associated Equipment at no cost to
_____.

2. Powerstream will waive all New Account activation fee's.

3. Upon completion of an agreement to do so; Powerstream will own the Relationship with the Suite owners. This relationship is limited to the Suite- Metering and all it's encumbrances. The Condominium Corporation/ PropertyManagement will provide the following to Powerstream.

**** A spreadsheet listing all Suite Owners
Suite #'s
Billing Address
Phone #'s**

***** Powerstream and the Condominium Corporation will establish a mutually satisfactory Date to transfer ownership.**



TERMS OF REFERENCE LETTER

Suite Meter Installation and Service Provider

_____ (the Condo Corp.) engages PowerStream Inc. (PowerStream) for the purpose of the installation and administration of separate electricity meters for individual condominium units in _____

PowerStream provides the following to the Condo Corp., all at no cost, in return for the Condo Corp.'s agreement that PowerStream will be their exclusive smart suite meter installation and service provider:

- The installation of smart suite meters;
- Data acquisition; data storage; data management; data transfer to PowerStream for billing purposes; operations, maintenance, troubleshooting and repair work to maintain the metering system; and all account management activities, including scheduled meter readings, billing, revenue collection and service disconnect/reconnect as required;
- Meters will meet the same Measurement Canada requirements for accuracy and durability as all other customer meters installed throughout the PowerStream service territory;
- PowerStream fully warrants the quality of our products and services as your local distribution electric utility;
- Individual unit condominium owners will receive a bill for their electricity service directly from PowerStream; and
- The Ontario Energy Board licenses PowerStream to provide distribution services and regulates our fees and practices through a public hearings process;

The meter Installation will comply with PowerStream's Conditions of Service section 2.3.7, and end-use customer tariffs and charges will comply with PowerStream's Conditions of Service section 2.4, see attached.

This Terms of Reference Letter binds the Condo Corp. to contract with PowerStream as their exclusive meter installation and service provider.

The parties agree to the content of this document by their authorized signatures below.

Condo Corp

PowerStream Inc.

Signature: _____

Signature: _____

Print Name: _____

Print Name: _____

Title: _____

Title: _____

Date: _____

Date: _____