

**Attachment B:  
Other Proposed Amendments to the July 2, 2010 Customer Service Rules  
(September 30, 2010)**

**Note:** The text of the amendments is set out in italics below, for ease of identification only.

**Part I: Amendments to the Distribution System Code**

1. Section 1.7 of the Distribution System Code is amended by adding the following paragraph before the last paragraph:

*The amendments to the following sections come into force on January 1, 2011: sections 2.6.6.2A, 2.6.6.2B, 2.6.6.3(c), 2.7.4, 2.7.4.4, 2.7.7, 2.9, 4.2.2(k), 4.2.2.4(f), 4.2.2.7 and 4.2.4(b).*

2. Section 2.6.6 of the Distribution System code is amended by deleting current sections 2.6.6.2 and 2.6.6.3(c) and replacing them with the following new sections:

*2.6.6.2A Where payment on account of a bill referred to in section 2.6.6 or 2.6.6.1 is sufficient to cover electricity charges, security deposits and billing adjustments, the distributor shall not impose late payment charges, issue a disconnection notice or disconnect electricity supply.*

*2.6.6.2B Subject to section 2.6.6.1, where payment on account of a bill referred to in section 2.6.6 or 2.6.6.1 is not sufficient to cover electricity charges, security deposits and billing adjustments, the distributor shall allocate the payments in the following order: electricity charges as defined in section 2.6.6.3, payments towards an arrears payment agreement, outstanding security deposit, under-billing adjustments and non-electricity charges.*

*2.6.6.3(c) Board-approved specific service charges, including late payment charges, and such other charges and applicable taxes associated with the consumption of electricity as may be required by law to be included on the bill issued to the customer or as may be designated by the Board for the purposes of this section, but not including security deposits or amounts owed by a customer pursuant to an arrears payment agreement or a billing adjustment.*

3. Section 2.7.4 of the Distribution System Code is deleted and replaced with the following new section:

*2.7.4 Where a residential customer defaults on more than one occasion in making a payment in accordance with an arrears payment agreement, or a payment on account of a current electricity charge billing, a security deposit amount due or an under-billing adjustment, the distributor may cancel the arrears payment agreement.*

4. Section 2.7 of the Distribution System Code is amended by adding the following sections:

*2.7.4.4 For purposes of sections 2.7.4 and 2.7.4.3, the defaults must occur over at least two different billing periods before the distributor may cancel the arrears payment agreement.*

*2.7.7 The distributor shall not disconnect the property of a residential customer, for failing to make a payment subject to an arrears payment agreement, unless the customer is in default, according to sections 2.7.4 or 2.7.4.3, and 2.7.4.4, and the distributor has cancelled the arrears payment agreement in accordance with the provisions of this Code.*

5. The Distribution System Code is amended by adding the following sections:

## **2.9 Use of Load Limiter Devices**

*2.9.1. A distributor may install a load limiter device instead of disconnecting supply to a residential customer for non-payment, provided that:*

- i) the distributor provides written notice at least 7 days in advance that a load limiter will be installed if the outstanding payment is not received within that time;*
- ii) the written notice to the customer provides a plain language explanation of the effect of the load limiter; and*
- iii) the written notice informs the customer that billing and payment options are available to all residential customers and that special programs and financial assistance may be available for eligible low-income customers, along with a distributor contact where customers may obtain further information.*

*2.9.3 When the distributor installs a load limiter device, it shall also deliver a written notice to the customer explaining in plain language the operation of the device, the maximum capacity of the device and how to reset the device if the maximum capacity is exceeded.*

*2.9.4 A load limiter device may not be installed at a residential customer's property during the course of an arrears payment agreement, unless the agreement has been terminated in accordance with the provisions of this Code.*

*2.9.5 Where a distributor had previously installed a load limiter device and the customer then enters into an arrears payment agreement, the distributor shall remove the device within 2 business days of the customer entering into an arrears payment agreement.*

*2.9.6 Where a load limiter device was installed by a distributor for non-payment, the distributor shall remove the load limiter device within 2 business days of an outstanding account being paid in full or the customer entering into an arrears payment agreement.*

6. Section 4.2.2 of the Distribution System Code is amended by deleting current section 4.2.2(k) and replacing it with the following new section:

*(k) that a Board-prescribed standard arrears management program and equal monthly payment plan option may be available to all residential customers, along with contact information for the distributor where the customer can obtain further information;*

7. Section 4.2.2.4 of the Distribution System Code is amended by deleting current section 4.2.2.4(f) and replacing it with the following new section:

*(f) advise the customer that a Board-prescribed standard arrears management program and equal monthly payment plan option may be available to all residential customers; the distributor must be prepared to enter into an arrears payment agreement at that time if the customer is eligible under section 2.7;*