

**Attachment B
To
Notice of Amendments to Codes**

March 30, 2011

EB-2007-0722

**Final Amendments to the July 2, 2010 Distribution System Code Customer
Service Rules**

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

Amendments to the Distribution System Code

1. Section 1.2 of the Distribution System Code is amended to add the following definitions:

“load control device” means a load limiter, timed load interrupter or similar device that limits or interrupts normal electricity service;

“load limiter device” means a device that will allow a customer to run a small number of electrical items in his or her premises at any given time, and if the customer exceeds the limit of the load limiter, then the device will interrupt the power until it is reset;

“timed load interrupter device” means a device that will completely interrupt the customer’s electricity intermittently for periods of time and allows full load capacity outside of the time periods that the electricity is interrupted;

2. Section 1.7 of the Distribution System Code is amended by adding the following paragraphs immediately after the last paragraph of that section:

The amendments to sections 2.6.6.2A, 2.6.6.2B, 2.6.6.3(c), 2.7.4, 2.7.4.4, 2.7.7, 4.2.2(k) and 4.2.2.4(f) come into force on April 1, 2011.

The amendments to sections 1.2 (definitions of “load limiter device”, “timed load interrupter device” and “load control device”), 2.9 and 4.2.2(k2) come into force on July 1, 2011.

3. 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.

4. 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.

5. 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 a period of at least 2 months 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.

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

2.9 Use of Load Control Devices

2.9.1. A distributor may install a load control device instead of disconnecting supply to a customer for non-payment, provided that the distributor complies with the provisions set out in sections 2.9.3, 2.9.3A, 2.9.3B, 2.9.3C, 2.9.4, 2.9.5 and 2.9.6.

2.9.1A Where a customer voluntarily requests the installation or continued use of a load limiter device, the distributor shall install a load limiter device provided the distributor ordinarily provides such a service.

2.9.3 When the distributor installs a load limiter device, either for non-payment or at the customer's request, 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, how to reset the device if the maximum capacity is exceeded, as well as a telephone number for the customer to obtain further information and an emergency telephone number to contact if the capacity is exceeded and the customer cannot manually reset the device for any reason.

2.9.3A When the distributor installs a load limiter device for non-payment that cannot be manually reset by the customer after the maximum limit is triggered, then the distributor must provide a 24-hour telephone number the customer may call to have the load limiter device remotely reset.

2.9.3B When the distributor installs a timed load interrupter for non-payment, it shall also deliver a written notice to the customer explaining in plain language the effect of the device on service and a telephone number for the customer to obtain further information.

2.9.3C When a distributor installs a load control device for non-payment, the distributor shall also provide to the customer:

- (a) the Fire Safety Notice of the Office of the Fire Marshal; and*
- (b) any other public safety notices or information bulletins issued by public safety authorities and provided to the distributor, which*

provide information to consumers respecting dangers associated with the disconnection of electricity service.

- 2.9.4 *A load control 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 control device for non-payment and the residential 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. 2.9.5A Despite sections 2.9.4, 2.9.5 and 7.10.1(b), a customer may request the installation or continued use of the load limiter device during the course of the arrears payment agreement where the distributor ordinarily provides such a service.*
- 2.9.6 *Subject to section 2.9.5, where a load control device was installed by a distributor for non-payment, the distributor shall remove the load control device within 2 business days of an outstanding account being paid in full.*
7. 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;*
- and by adding the following new section:
- (k2) that the distributor may install a load control device at the customer's premises in lieu of disconnection; and*
8. 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;*