



December 10, 2011

**Notice of Revision to Enersource Hydro Mississauga Inc.'s
Conditions of Service**

In order to comply with Section 2.4.8 of the Ontario Energy Board's Distribution System Code, Enersource Hydro Mississauga Inc. (Enersource) is hereby providing notice of proposed changes to our Conditions of Service. The current Conditions of Service document is available on our website at this link:

<http://www.enersource.com/about-enersource/Regulatory/CofS%202010%20FINAL%20rebranded.pdf>

Attached to this Notice, you will find the proposed changes to the Conditions of Service. Should you wish to comment on the proposed changes please forward your feedback to this email address cos@enersource.com, and please note "Conditions of Service" in the subject line.

Comments may also be made by telephone at (905) 283-4288. Comments must be received no later than February 29, 2012. The anticipated implementation date of the revised Conditions of Service document is April 2, 2012.

Sincerely,

Regulatory Affairs
Enersource Hydro Mississauga Inc.

3240 Mavis Road
Mississauga, Ontario
L5C 3K1
Phone: (905) 283-4288
Conditions of Service Email: cos@enersource.com

Summary of Changes to the Enersource Conditions of Service
December 2011

Prior Version: April 6, 2010

New Version: December 9, 2011

Page	Section	Changes
1	Title page	New Logo and colour scheme throughout document
6	1.1	Minor style changes
	Throughout	Revised “Standard Service Supply” to “Standard Supply Service” throughout the document
	Throughout	Abbreviated “Enersource Hydro Mississauga” to “Enersource” in most situations throughout the document
	Throughout	Revised “EHM” to “Enersource” throughout (excl. Appendices)
6	1.2	Corrected name of SSSC
8	1.5	Contact information updated
9	1.6	Non-discriminatory access is not permitted where trespassing conflicts occur
9	1.6.1	Privacy of Information section added
10	1.6.2	Accessibility section added to reflect policies related to the <i>Accessibility for Ontarians with Disabilities Act (AODA)</i>
10	1.6.3	Ontario Clean Energy Benefit section added (plus Appendix Q)
10-11	1.7.2/1.7.5/3.4	Trespassing conflicts addressed. New paragraph added to 1.7.5
11	1.7.4	Typo in title corrected
12	1.8.1	Updated staff title in 4 th bullet
12	1.8.2	External Dispute Resolution Process has been updated to reflect OEB e-Service portal
13	2.1	Connections – updated to align with S.7 of DSC (the SQRs), which states in S.7.2 that new connections timelines are 5 or 10 days, from completion of all conditions. Also, S.7.8.1 says LDC must respond within 10 days to enquiries.
25	2.2.1.1	Revised the cut-off date timing, and two staff titles. Also added a new Sect. 8 to reflect adherence to new customer service provisions for eligible low-income customers.
25-26	2.2.1.2	Updated timing for which Late Payment Charges apply from 4 to 6 days for residential customers. Also updated two staff titles.
29+	2.2.12	(Metric) Distance measurements corrected (to metres) in this section, (and throughout these Conditions)
38	2.3.7.7(2)	Clarified meter cabinet specifications
40	2.3.7.12	Revised wording re: MIST meters; and new deposit requirements
43	2.4.3.1	Slight wording revision to note that the deposit Conditions align with the most recent versions of the RSC and DSC
44-45	2.4.3.1	New definitions added: Eligible Low-Income Customer (ELIC), Emergency Financial Assistance, and Social Service Agency or Government Agency
45-46	2.4.3.2.1	Updated security deposit section for ELIC customers (e, f added)

46	2.4.3.2.2(c)	Security deposit may be waived if on pre-authorized payment plan
46	2.4.3.2.3(a)	Review of Security Deposit updated for change in 2.4.3.2.1
54	2.4.3.7.6	Collection Procedures – sentence added to acknowledge ELIC customers have unique collection provisions as directed by the OEB.
55	2.4.4.4	Updated “Billing Errors” section and added new clause for under-billed ELIC customers (2.4.4.4e) per changes to the RSC.
58	3.1.1.1	Residential customer early consultation requirements altered slightly: customer to provide site plan, floor plan and elevation drawing (removed survey).
58-61	3.1.1.2 to 3.1.2.3	Distance measurements corrected (to metres) in these sections (and elsewhere in the Conditions); section titles modified
58-59	3.1.1.3	Changes to clarify where customer and Enersource install, own and maintain overhead lines.
59-60	3.1.1.5/ 3.1.1.6/3.1.2.2	Revisions to clarify that underground services are required for all new residential services; also clarifies customer installation of secondary cables.
62	3.1.2.4	Clarify point of demarcation for residential service
63	3.2.1.1	Minor style revision in first sentence
67-68	3.2.1.11 to 13	Minor style revisions
71	3.2.2.3	Minor style revision in first sentence
76	3.3.3(1)	Clarifies that installing/removing temporary services are at the customer’s expense
77	3.3.5(5)	Temporary poles must be inspected and approved by Electrical Safety Authority
77-78	3.3.5, 3.4.4	“Metres” spelling revisions
85	3.8	Minor style revision in last sentence
88-90	4	Definitions added to Glossary (eligible low-income customer, emergency financial assistance, OCEB, social service agency or government agency); Also updated the definition of “expansion” to align with 3.2.30 of the DSC.
134	App D	Corrected numbering of s. 11.1.5
150	App D	Corrected numbering of s. 2.2 in Schedule G
153-4	App E	Corrected numbering of s. 4.3 and s. 6.1
179	App G	Minor formatting revision
195	App J	Revised internet links to the Enersource Schedule of Rates
196-7	App K	Updated “GST” to “HST”; updated cost-recovery service charges
198-9	App L	Inserted new line on <i>Maximum Transformer Supply Chart</i> , Table “A” for 27.6/16kV primary/120/208V secondary voltage; minor style revisions to Notes.
203	App N	Corrected typo in title; minor style revisions
205	App O	Minor style revisions (Enersource name); corrected typo
208	App P	Minor style revisions (Enersource name)
210	App Q	Declaration Form added

Note that other very minor typos, spacing, capitalization and formatting changes may be reflected in this version.