

CONDITIONS OF SERVICE

Revision #19.1 (effective March 1, 2020)

REVISION SUMMARY

Section	Section Title	Summary of Changes to Toronto Hydro's Conditions of Service
2.2.1	Disconnection & Reconnection - Process and Charges	<p>Revised statements:</p> <ul style="list-style-type: none">- the minimum payment period to become 14 calendar days from the date on which the disconnection notice is received before a customer can be disconnected for non-payment, and- where a disconnection notice was sent by mail, the period is to be revised to the fifth calendar day after the date on which the notice was printed. <p>Added statements:</p> <ul style="list-style-type: none">- before issuing a disconnection notice for non-payment, an account overdue notice shall be delivered to the customer, and- the customer responsible for a disconnection may be charged for reconnection costs and reasonable costs for repairs of the distributor's physical assets attached to the property in reconnecting the property.
2.4.3	Deposits	<p>Revised statements:</p> <ul style="list-style-type: none">- the calculation method in determining the amount of an account security deposit, and- the minimum time period from "5 years" to "3 years" for good payment history for non-residential customers that have a demand less than 50 kW.
2.4.5	Payments and Overdue Account Interest Charges	<p>Revised statements:</p> <ul style="list-style-type: none">- payment plans are available to customers, such that equal monthly payment plans are to be offered to residential customers and to general service less than 50 kW customers, and the equal monthly payment plans may not be offered under specified conditions, and- bills are to be paid in full within 24 days of the statement date.