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May 23, 2003

To Whom It May Concern:

Re: Request for Service – Electrical

Effective immediately, Utilities Kingston is requesting that **all** requests for service be submitted on either the 'New Service Request Form' or the 'Service Change Request Form'. Utilities Kingston staff will require that the standard forms be completed and submitted prior to discussing the request in any detail.

This document is to advise you that Utilities Kingston is implementing this process as well as providing general information on possible charges for service. It is highly recommended that you review our Conditions of Service for a complete explanation of services and charges. Copies are available on our web site, www.utilitieskingston.com, click on the 'Electricity' tab and then the 'Notable' tab, or upon request.

Copies of the standard forms are attached for your reference and use. In addition, we have posted the standard forms in the same location as the Conditions of Service on our web site. If you do not have access to the internet please contact our Customer Service Group at 546-0000 for the most current version of the standard forms.

The standard forms are to be completed in full, including the signature of the customer authorizing the work, and submitted by FAX to the number indicated on the form, or mailed to Utilities Kingston, Attention 'Customer Technical Contacts'. Once the form is received the customer or the customer's contractor will be contacted to discuss scheduling the work and any applicable charges.

Requesting services by means of the standard forms will permit us to formalize our processes and ensure we continue to treat all customers and contractors consistently. Submission of these forms will establish a single point of contact which will enable requests to be tracked and managed effectively. This process was presented and discussed at the March meeting of the Kingston Electrical Association.

Under the new regulations electrical distribution utilities are moving to a user pay system where the customer requesting the service is accountable for the costs associated in

providing the service. This process has been developed to ensure that we adhere to this philosophy.

The following are some examples of when the forms shall be completed by the customer and/or the customer's contractor:

- New services
- Changes to existing services
 - Upgrade service – Amps
 - Change to service location
 - Change to pole/conduit cable
 - Add / delete / change / relocate metering
 - Disconnect / Reconnect
 - Removal of service
 - Rubber cover
- Etc.

All contractors, including siding and roofing contractors, should note that charges may apply and should be considered prior to submitting quotes to customers.

For your reference below are examples of typical services and charges:

- For disconnects / reconnects, during normal business hours where:
 - One 120/240 volt meter has to be removed, generally, there will be no charge.
 - Isolation requires that the service conductors be disconnected, a Service Layout shall be completed and paid for (\$200.00 + GST) prior to any UK work. ESA authorization will be required prior to reconnection.
- Electric Servicing - the table attached is taken directly from our Conditions of Service and provides general guidelines for electrical services.

I am confident that this process will enable Utilities Kingston to continue to provide a valued service to our customers and contractors.

Sincerely,

Mark Campbell
Manager Electric & Communications

Table 3.0.4 - Typical Demarcation Points and Connection Charge Methodology

Connection Type	Routing Method	Demarcation Point	Connection Charges Applicable at “time of hook-up”
Residential Service (Secondary) Up to 200 amps	Overhead Service from Overhead System	Connections at top of mast	Variable Connection Charge less Basic Residential Allowance (Typically, no charge up front for 120/240V services up to 200A with up to 30m of overhead cable Note: A service layout fee will be charged
	Underground Service from Overhead System	Line side of main switch or exterior meter socket where applicable	Variable Connection Charge less Basic Residential Allowance Note: A service layout fee will be charged
	Underground Service from Underground System	Line side of main switch or exterior meter socket where applicable	Variable Connection Charge less Basic Residential Allowance Note: A service layout fee will be charged
	Underground Service from Underground System (Subdivision Development)	Line side of main switch or exterior meter socket where applicable	Variable Connection Charge less Basic Residential Allowance (Developer pays expansion costs. Some exceptions to applying the Basic Residential Allowance may apply. Consult KEDL.) Note: A service layout fee will be charged
General Secondary Service – Small	Overhead Service from Overhead System	Connections at top of mast	Variable Connection Charge
	Underground Service from Overhead System	Line side of main switch or exterior meter socket where applicable	Variable Connection Charge
	Underground Service from Underground System	Line side of main switch or exterior meter socket where applicable	Variable Connection Charge
General Secondary Service - Large	Underground Service from Pad Mount Transformer	Secondary Connections at load side of transformer	Variable Connection Charge
	Service from Vault Transformer	Secondary Connections at load side of transformer	Variable Connection Charge
Primary Service	Overhead Supplied	First point of attachment on customer/consumer's property	Variable Connection Charge
	Underground Supplied	Primary termination at first point of isolation	Variable Connection Charge

NOTES:

1. ‘Variable Connection Charge’ refers to 100% of actual costs.
2. If the difference between the ‘Variable Connection Charge’ and the ‘Basic Residential Allowance’ is zero or negative then the connection charge is recovered solely through revenue from rates and no connection charge is applicable at “time of hook-up”.