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January 15, 2019

Mr. Patrick Wruck
Commission Secretary and Manager
Regulatory Support
British Columbia Utilities Commission
Suite 410, 900 Howe Street
Vancouver, BC V6Z 2N3

Dear Mr. Wruck:

**RE: British Columbia Utilities Commission (BCUC or Commission)
British Columbia Hydro and Power Authority (BC Hydro)
Electric Tariff Terms and Conditions Amendments Application
(the Application)**

BC Hydro writes to apply, pursuant to sections 58 to 61 of the *Utilities Commission Act*, for the Commission's approval of amendments to a limited number of Terms and Conditions¹ of its Electric Tariff (**Tariff**), effective on the date of the Commission Order approving the amendments. The amendments are intended to clarify that (1) a Dwelling may include spaces such as parking stalls, garages, storage facilities, or similar spaces dedicated to the use by a Customer and used in conjunction with living quarters of the Customer, (2) more than one meter may be installed at a Dwelling and (3) if Rate Schedule (**RS**) 1101 applies, then the Customer will be billed in aggregate as a single Residential Service account.

BC Hydro proposes these amendments in consideration that increasingly our Residential Service Customers reside in multi-unit residential buildings (**MURB**), more Electric or Zero Emission Vehicles (**EV** or **ZEV**) are being brought to the market, and the recent CleanBC plan calls for "exploring ways to help make sure that people in multi-unit housing can charge their cars at home".² The proposed amendments will facilitate installation of additional Service Connections and meters for ZEV chargers at a MURB and will make it clear that a Residential Service Customer billed under RS 1101 will have one account for both the living quarters and the parking stall where the ZEV charger is likely to be installed.

¹ The capitalized words in this application have the same meaning as defined in the Electric Tariff.

² https://cleanbc.gov.bc.ca/app/uploads/sites/436/2018/12/CleanBC_Full_Report.pdf, at page 19.

Current Situation

Under the current Tariff Terms and Conditions, a garage or similarly used space attached to or associated with a single-family home can be considered part of a Dwelling. The Customer has one Residential Service account and receives Service under one Rate Schedule. If billed under RS 1101, the lower Step 1 Energy Charge applies to all monthly consumption, including any consumption used for charging a ZEV, up to 675 kWh per month, and the higher Step 2 Energy Charge will apply to consumption above this amount.

In a MURB, particularly at a stratified building, parking stalls, though being allocated to a particular unit, or being used in conjunction with a particular unit, may not be considered part of a Dwelling under the Tariff due to reasons such as different ownership of the private living quarters and the parking stall(s) and location of the parking stalls. Depending on the MURB configuration, it may be impractical or uneconomic to have one meter serve both the living quarters and its associated parking stall.

Currently any electricity usage in the parking lot of a MURB is considered by BC Hydro to be part of the common areas account. Thus, unlike a Customer in a single-family home, a Customer living in a MURB does not currently have the option to pay metered services to BC Hydro directly for charging their ZEV. Rather, BC Hydro would bill the electricity usage for ZEV charging to the strata corporation or the MURB owner/operator who then must determine how to allocate and collect the electricity bill among unit owners or occupants. This may create a barrier to ZEV adoption.

Under the current Tariff Terms and Conditions, BC Hydro may install additional Service Connections and Metering Equipment to a Premises. However the Tariff does not clearly set out how a Residential Service Customer taking service under RS 1101 will be billed if more than one meter on the same rate schedule is installed at a Dwelling. Under RS 1101, if each meter is considered to be a separate account then two basic charges will apply, and each account would have 675 kWh per month available to be charged at the lower Step 1 Energy Charge. The lack of clarity and inconsistency of Tariff provisions as discussed above may potentially create barriers to the adoption of ZEVs, particularly for Customers living in MURBs.

BC Hydro is applying to the Commission to clarify Tariff provisions to allow a MURB Customer to have a separate meter for the spaces where potential ZEVs can be charged and for Customers billed under RS 1101, with their Service metered separately to have one Residential Service account to apply to both the living quarters and the parking space. More specifically, if the consumption measured by the two separate meters is billed in aggregate, a single basic charge would apply, and the Step 1 Energy Charge threshold of 675 kWh per month would apply to all consumption in aggregate.

Proposed Amendments

The proposed Tariff amendments include:

- in section 1.2 (Definitions), amending the definition of a Dwelling to clarify that parking stalls, garage areas, storage areas and similar areas that are used in conjunction with a single-family home or the living quarters of a particular unit in a MURB may be included in the definition of a Dwelling. This amendment aligns the Tariff definition of a Dwelling with the commonly understood meaning of a dwelling and treats a Dwelling in a MURB similarly to a single-family home.
- in section 3.2 (Number of Service Connections), updated as the applicable Service Connection charge is covered under section 3.3 (Premises Previously Connected) and section 3.4 (Premises Not Previously Connected).
- in section 3.3 (Premises Previously Connected), clarifying that if an additional Service Connection, or alteration to a Service Connection is necessary to serve a Premises, Service Connection Charges and, where applicable, the Extension Fee will apply.
- In section 3.4 (Premises Not Previously Connected), clarifying that Service Connection Charges and an Extension Fee may be applicable if Service Connections, Metering Equipment and an Extension are required.
- in section 4.2 (Metering Equipment and Location), specifying that:
 - ▶ a Customer may receive multiple metered Residential Service at a Premises if requested by the Customer, and in such cases, more than one meter can be installed. Therefore a Customer may receive separately metered Service for their living quarters and also for their parking stall or garage.
 - ▶ the metering requirements under section 4.4 of the Tariff (Metering of Multiple Occupancy Buildings) continue to apply; and
 - ▶ for Customers who have multiple metered Residential Service at a Dwelling (e.g., one for the parking space and one for the living quarters) under RS 1101, their energy consumption will be billed in aggregate. That is, the entire Dwelling will be considered one Residential Service RS 1101 account even though the Dwelling is receiving multiple metered Service. The addition of a second meter for a Dwelling taking Residential Service under RS 1101 will not result in an additional Basic Charge or change the amount of energy (675 kWh per month) that is billed at the Step 1 price under the current Residential RS 1101. This amendment affords fair and consistent billing treatment for all Residential Service Customers, either living in a single-family home or a MURB; and
 - ▶ for Customers who receive multiple metered General Service or Residential Service not billed under RS 1101, the current practice remains; i.e., the Customer will continue to be billed separately for each Rate Schedule under which they take service.

- in section 4.4.1 (Multiple Occupancy Buildings – Residential Units), clarifying that each Dwelling may receive an additional meter.
- in section 6.6.1 (Service Connection Call-Back Charge), clarifying the Service Connection Call-Back Charge will be applicable to modifying an existing installation and the installation of an additional Service Connection, similar to the installation of a new, initial Service Connection.

Regulatory Review

The proposed amendments to the Tariff Terms and Conditions are intended to clarify that additional Metering Equipment can be installed for different spaces associated with a Dwelling, and that if RS 1101 applies, then the entire Dwelling will be billed as one single Residential Service account.

The clarity provided by the amendments is intended to facilitate MURB residents to charge their ZEVs at their Dwelling.

As these amendments are limited and not expected to be contentious, BC Hydro is not recommending a regulatory process for this application. If the Commission believes a process is warranted, BC Hydro respectfully requests a minimal process by inviting letters of comment from interveners who participated in BC Hydro's 2015 Rate Design Application and providing BC Hydro with an opportunity to respond to any comment.

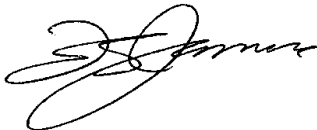
The following attachments are provided:

Attachment 1 – Draft Order;

Attachment 2 – Updated tariff pages, clean and black-lined versions

For further information, please contact Anthea Jubb at 604-623-3545 or by email at bchydroregulatorygroup@bchydro.com.

Yours sincerely,



Fred James
Chief Regulatory Officer

bf/ma

Enclosures (2)

Copy to: BCUC Project No. 3698781 (2015 Rate Design Application) Registered
Intervener Distribution List.

**BC Hydro Electric Tariff
Terms and Conditions Amendments Application**

Appendix A

Draft Order



ORDER NUMBER

G-xx-xx

IN THE MATTER OF

the *Utilities Commission Act*, RSBC 1996, Chapter 473

and

British Columbia Hydro and Power Authority (BC Hydro)
Electric Tariff Terms and Conditions Amendments

BEFORE:

Commissioner
Commissioner
Commissioner

on Date

ORDER

WHEREAS:

- A. On January 15, 2019, the British Columbia and Power Authority (BC Hydro) filed with the British Columbia Utilities Commission (Commission), pursuant to sections 58 to 61 of the *Utilities Commission Act* (UCA), an application for approval to amend its Electric Tariff Terms and Conditions to facilitate Residential Service Customers charging their Zero Emission Vehicles (ZEV) at their Dwelling (the Application);
- B. The proposed Electric Tariff Terms and Conditions amendments are limited and include changes to sections 1.2, 3.2, 3.3, 3.4, 4.2, 4.4.1 and 6.6.1 as described in the Application;
- C. The proposed amendments are intended to clarify (i) a Dwelling may include spaces such as parking stalls, storage areas, garage areas and similar areas or spaces that are used only for the benefit of a Customer, (ii) more than one meter may be installed at a Customer's Premises (including a Dwelling), and (iii) energy consumption for multiple Residential Service to different spaces within a Dwelling will be billed in aggregate, thereby treating the Customer as having one single Residential Service account (Rate Schedule 1101); and
- D. The Commission has reviewed the Application and believe that the proposed amendments are warranted.

NOW THEREFORE pursuant to sections 59 to 61 of the UCA, the Commission orders as follows:

1. The proposed amendments to sections 1.2, 3.2, 3.3, 3.4, 4.2, 4.4.1 and 6.6.1 of BC Hydro's Electric Tariff Terms and Conditions are approved, effective on the date of this Order.

DATED at the City of Vancouver, in the Province of British Columbia, this (XX) day of (Month Year).

BY ORDER

(X. X. last name)
Commissioner

Attachment Options

DRAFT

**BC Hydro Electric Tariff
Terms and Conditions Amendments Application**

Appendix B

**Updated Tariff Pages
Clean and Black-lined**

1. INTERPRETATION AND DEFINITIONS

1.1 Interpretation

1.1.1 Conflicts

To the extent these Terms and Conditions conflict with any applicable Rate Schedule or Electric Tariff Supplement, the terms or conditions provided in such Rate Schedule or Electric Tariff Supplement will prevail. To the extent that an applicable Rate Schedule conflicts with an applicable Electric Tariff Supplement, the terms or conditions provided in the Electric Tariff Supplement will prevail.

1.1.2 Statutes

References to statutes in the Electric Tariff will include the statute and regulations issued pursuant to it, as amended and in force from time to time, and any superseding statute or regulation.

1.1.3 Technical Terms

Technical or industry-specific phrases, units of measure or words not otherwise defined in the Electric Tariff have the well-known meaning given to those terms in the electrical industry.

1.1.4 Including

In the Electric Tariff, the word “including” will in all cases be deemed to mean “including without limitation”, unless otherwise expressly provided.

1.2 Definitions

Unless the context otherwise requires, in the Electric Tariff the following words have the meanings set out below and alternate forms of the same words have corresponding meanings.

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BC Hydro	British Columbia Hydro and Power Authority.
BC Hydro- Owned Street Lighting Service	Service for lighting of public highways, streets, lanes and other similar public applications and displays, or for lighting of private property, where BC Hydro owns, installs and maintains the fixtures, conductors, controls and poles.
Billing Demand	Maximum Demand or, where permitted by the applicable Rate Schedule, estimated Demand, used to determine Demand charges under a Rate Schedule.
Customer	<p>Any Person whose application for Service has been accepted by BC Hydro or, in the absence of such an application, the Person with possession of the Premises to which Service is provided or the Owner or such other Person designated as the Customer pursuant to the Electric Tariff. If a Customer receives Service at more than one Premises, such Customer will be considered a separate Customer for each Premises.</p> <p>BC Hydro will determine the number of Premises for the purpose of this definition.</p>
Customer Crisis Fund	A pilot program established by BC Hydro with the revenue received pursuant to Rate Schedule 1903, for the purpose of providing crisis grants to qualifying Residential Service Customers.
Customer Crisis Fund Grant	A credit issued by, in its discretion, to a qualifying Residential Service Customer in respect of arrears owing to BC Hydro.
Customer Crisis Fund Return	The return of a Customer Crisis Fund Grant that BC Hydro determined should not have been granted.
Customer- Owned Street Lighting Service	Service for lighting of public highways, streets, lanes, traffic signals, traffic signs and other similar public applications and displays where the Customer owns, installs and maintains the fixtures, conductors and controls.

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Demand	The rate at which electric energy is used in any instant or averaged over any designated period of time, measured in kilowatts (kW) or kilovolt amperes (kVA).
Disconnection	A physical deactivation of a Service Connection, including through removal of Metering Equipment and / or other BC Hydro equipment used to provide Service, regardless of duration.
Dwelling	<p>A building or part of a building comprising private living quarters and containing sleeping quarters, a kitchen and bathroom, and in which the occupants have free access to all rooms, or alternative living quarters acceptable to BC Hydro, and including single-family homes, apartments, residential strata lots, townhouses, row-houses and duplexes.</p> <p>A Dwelling may include parking stalls, garage areas, storage areas and similar areas or spaces that are used in conjunction with the living quarters of the Customer.</p>
Electric Tariff	These Terms and Conditions, the Rate Schedules and all Electric Tariff Supplements.
Electric Tariff Supplement	A form of agreement for Service entered into by a Customer and BC Hydro pursuant to section 2.2 (Electric Tariff Supplements) of these Terms and Conditions, as filed with the British Columbia Utilities Commission from time to time.
Electricity	Both Demand and Energy or either, as the context requires.
Energy	Electric consumption, measured in kilowatt hours (kWh).
Estimated Construction Cost	The cost estimated by BC Hydro to construct an Extension, a Service Connection or Optional Facilities pursuant to section 8.3 (Extension Fee for Rate Zone I), as the context requires.
Extension	An addition to or an increase in the capacity of BC Hydro's distribution system required to meet new or increased Service requirements, but excluding Service Connections.
Extension Fee	A contribution-in-aid of construction of an Extension, calculated as set out in section 8.3 (Extension Fee for Rate Zone I).

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Financing Agreement	An agreement under which BC Hydro provides financing to a Customer for improving the energy efficiency of a Premises.
General Service	<p>Service for business, commercial, institutional or industrial use, including use in nursing homes, boarding houses, rooming houses, common areas of multiple occupancy buildings, recreational establishments, marinas and yacht clubs, hotels, motels, mobile home parks and similar establishments or parts thereof, or for any other use not specifically provided for in the Electric Tariff.</p> <p>For greater certainty, General Service is not available for use in circumstances where Transmission Service or Street Lighting Service is available for use, and is available as an alternative to Residential Service only in the circumstances described in section 6.1.3 (General Service Election – Residential Customers) and as an alternative to Irrigation Service only in the circumstances described in section 6.1.4 (General Service Election – Irrigation Customers).</p>
Guarantor	A BC Hydro Customer who agrees to be responsible for another Customer’s security deposit amount as required by section 2.6.3 (Security) and who meets BC Hydro’s requirements for acting as a Guarantor.
Irrigation Service	Except where General Service is requested pursuant to section 6.1.4 (General Service Election – Irrigation Customers), Service for irrigation and outdoor sprinkling use where associated motor loads are 746 watts (W) or more.
Legacy Meter	An Electricity meter, other than a Smart Meter or a Radio-off Meter, that is of a type in use by BC Hydro.
Maximum Demand	The highest Demand averaged over a time interval of not more than 32 consecutive minutes that is registered during a specified period by a meter with Demand measurement capability.

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Metering Equipment	An assembly of metering and ancillary equipment, including one or more Legacy Meters, Radio-off Meters and / or Smart Meters, auxiliary control units, cabling, communication links, range extenders and any other devices owned and used by BC Hydro in connection with metering Electricity for a Premises, providing remote access to the metered data and / or monitoring the condition of the installed equipment, as applicable.
Month	A period of from 27 to 33 consecutive days.
Owner	The legal or beneficial owner(s) of a building or Premises or an agent or other authorized representative of such owner(s), such as a property manager, strata corporation or developer, as the context requires.
Permanent Service	Service that is not Temporary Service.
Person	A natural person, partnership, corporation, society, unincorporated entity or body politic.
Point of Delivery	The location at which the Service Connection is connected to the Metering Equipment or the Customer's electrical facilities, whichever comes first.
Power Factor	The ratio determined by the following formula and based on monthly measurements of kilowatt hours (kWh) and lagging kilovolt-ampere reactive hours (kVarh) or at BC Hydro's discretion by random checks from time to time. $\text{Power Factor} = \frac{kWh}{\sqrt{kWh^2 + kVarh^2}}$
Premises	A building, a separate unit of a building, a Dwelling or machinery, together with the surrounding land.
Primary Voltage	A voltage of 750 volts (V) or more measured phase to phase.
Radio-off Meter	A Smart Meter adjusted so that the meter's components that transmit and receive data by radio are deactivated.

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Rate Schedule	A schedule that sets out rates for Service and other terms and conditions, as filed with the British Columbia Utilities Commission from time to time.
Rate Zone I	All distribution areas served by BC Hydro within the limits from time to time outlined in Rate Map A included in these Terms and Conditions, as well as the Districts of Kingsgate-Yahk and Lardeau-Shutty Bench.
Rate Zone IB	Bella Bella.
Rate Zone II	Anahim Lake, Atlin, Bella Coola, Dease Lake, Elhlateese, Fort Ware, Good Hope Lake, Haida Gwaii, Hartley Bay, Jade City, Telegraph Creek District, Toad River and Tsay Keh Dene.
Residential Service	<p>Except as otherwise provided in section 6.1.3 (General Service Election – Residential Customers), Service for use:</p> <ol style="list-style-type: none"> 1. In Dwellings, including Dwellings where a portion is used to carry on a business; 2. In the common areas of multiple occupancy buildings if such common areas are used only for the common benefit of Dwellings in that building; and 3. At farms, in the circumstances described in section 6.1.2 (Eligibility of Farms for Residential Service).
Secondary Voltage	A voltage of less than 750 volts (V) measured phase to phase.
Service	The provision by BC Hydro of Electricity to a Premises.
Service Agreement	The agreement setting out the rights and responsibilities of BC Hydro and a Customer for Service, including the application for Service accepted by BC Hydro (if any), all applicable provisions of the Terms and Conditions and applicable Rate Schedule(s), and any additional terms and conditions of Service as agreed by BC Hydro and the Customer in an Electric Tariff Supplement or otherwise.
Service Connection	That part of the BC Hydro distribution system extending between a Point of Delivery and the first point of attachment to the rest of the BC Hydro distribution system.

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Smart Meter	An Electricity meter that: <ol style="list-style-type: none"> 1. Meets the requirements set out in section 2 of the <i>Smart Meters and Smart Grid Regulation</i>, B.C. Reg. 368/2010, and 2. Has components that transmit data by radio and those components are activated.
Street Lighting Service	BC Hydro-Owned Street Lighting Service or Customer-Owned Street Lighting Service or both, as the context requires.
System Improvement Costs	The incremental cost of work on BC Hydro's distribution system, including substations, attributed to new or increased Service requirements, as estimated by BC Hydro.
Temporary Service	Service that will or, in BC Hydro's determination, is likely to be taken temporarily.
Termination	Cessation of Service to a Premises under any applicable Rate Schedule(s) or termination of the Service Agreement with a Customer, as the context requires.
Terms and Conditions	These terms and conditions of Service, as filed with the British Columbia Utilities Commission from time to time.
Transformation	The transformation of Primary Voltage to Secondary Voltage, including all associated labour, equipment and materials.
Transmission Service	Service for commercial, industrial and institutional Customers, provided at 60 kilovolts (kV) or more.
Two Months	A period of from 54 to 66 consecutive days.

ACCEPTED: _____

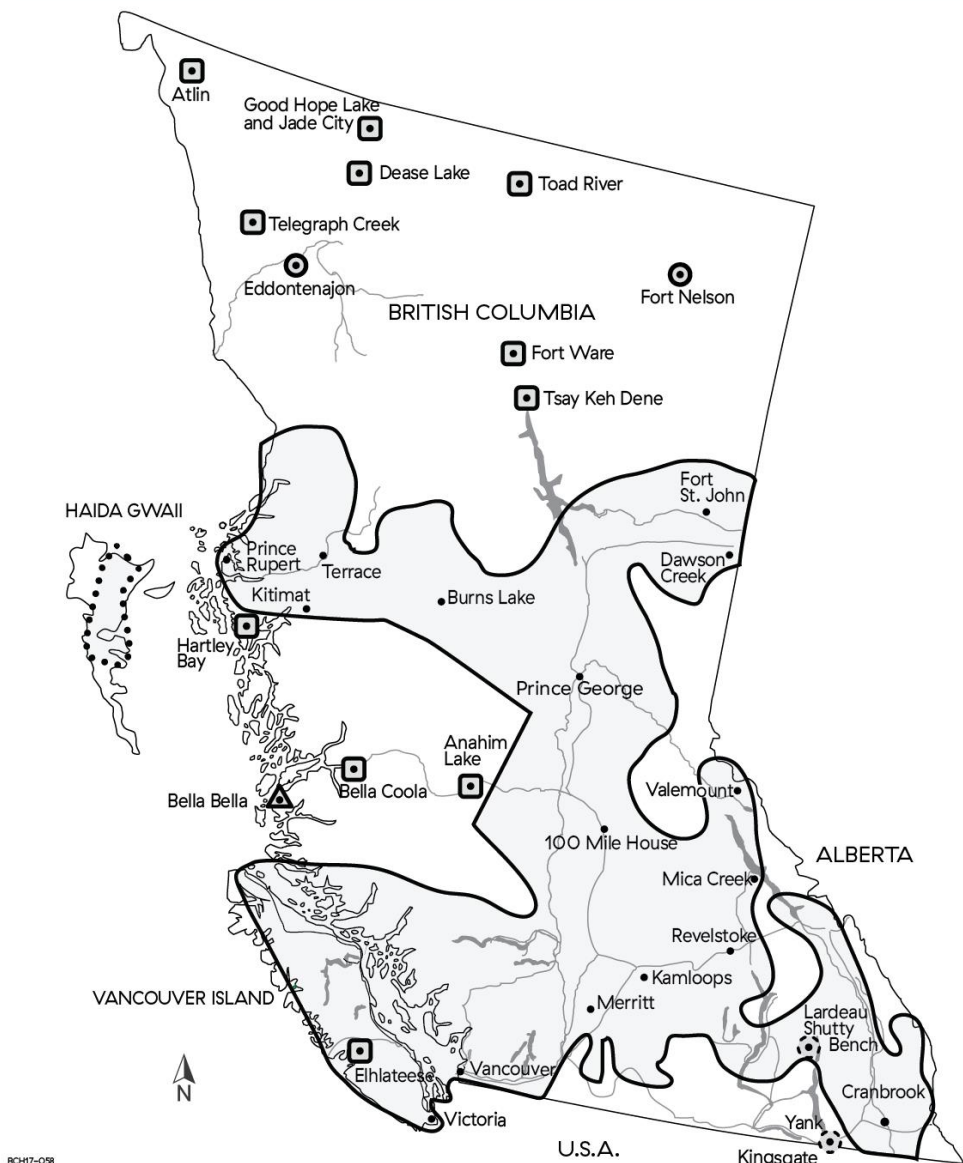
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1.3 Map of Rate Zones

Rate map
RATE ZONE LIMITS

ZONE I	ZONE IB	ZONE II
<p>— Integrated Service Area</p> <p>Districts of:</p> <p>○ Fort Nelson</p> <p>○ Eddontenajon</p> <p>⊙ Kingsgate – Yahk</p> <p>⊙ Lardeau – Shutty Bench</p>	<p>District of:</p> <p>▲ Bella Bella</p>	<p>Districts of:</p> <p>⋯ Haida Gwaii</p> <p>□ Anahim Lake</p> <p>□ Atlin</p> <p>□ Bella Coola</p> <p>□ Dease Lake</p> <p>□ Elhateese</p> <p>□ Fort Ware</p> <p>□ Good Hope Lake</p> <p>□ Hartley Bay</p> <p>□ Jade City</p> <p>□ Telegraph Creek</p> <p>□ Toad River</p> <p>□ Tsay Keh Dene</p>



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3. PROVISION OF ELECTRICITY

3.1 New and Replacement Service Connections

BC Hydro will provide an overhead or underground Service Connection for a Premises, subject to and in accordance with BC Hydro's current distribution system development plans, distribution standards and applicable laws and regulations in each case. BC Hydro may from time to time remove and replace any Service Connection as necessary to ensure compliance with BC Hydro's distribution system development plans, distribution standards and applicable laws and regulations.

3.2 Number of Service Connections

BC Hydro will serve each private property parcel of land with one Service Connection, except where BC Hydro and the appropriate inspection authority consent otherwise.

3.3 Premises Previously Connected

If a Premises is connected to BC Hydro's distribution system at the time when the application for Service is made, and no new Service Connection will be required, the applicant will pay an Account Charge as set out in section 6.5 (Account Charge). For any additional Service Connections or any modification or alteration to a Service Connection, the Customer will pay the applicable Service Connection charge for each Service Connection as set out in section 3.14 (Service Connection Charges) and, where applicable, the Extension Fee, provided that no Metering Equipment will be required in cases where BC Hydro permits unmetered Service.

3.4 Premises Not Previously Connected

If a Premises is not connected to BC Hydro's distribution system at the time when the application for Service is made, and if Service Connections, Metering Equipment and possibly an Extension will be required, the applicant will pay BC Hydro the amount set out under section 3.14 (Service Connection Charges) for each Service Connection and, where applicable, the Extension Fee, provided that no Metering Equipment will be required in cases where BC Hydro permits unmetered Service.

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3.5 Temporary Service

For Temporary Service, the applicant must pay to BC Hydro in advance of construction all costs BC Hydro estimates it will incur to install and remove the facilities necessary to provide Temporary Service. The facilities will include the Extension, Service Connection and transformers of BC Hydro, and the costs will include charges for labour, administration and depreciation on materials as determined by BC Hydro from time to time.

3.6 Service Voltage and Number of Phases

BC Hydro will determine the Service voltage and the number of phases of each Service Connection.

3.7 Civil Work and Structures on Private Property

A Customer will provide, own and maintain, at the cost of the Customer, all civil work and structures required for underground Service Connections on private property including ducts, foundations, pads and switch gear and other equipment rooms, all as required for compliance with BC Hydro distribution and environmental standards.

3.8 Electrical Facilities on Private Property

Customer's electrical facilities intended to be installed at Primary Voltage will be of a type or characteristic, and operated in a manner, acceptable to BC Hydro.

BC Hydro is not responsible for electrical facilities, including wiring, poles and equipment, on the Customer's side of the Point of Delivery, except that BC Hydro will maintain its Metering Equipment and transformers (if any) located on the Customer's side of the Point of Delivery.

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3.9 Primary Loop Service Connection

Where an underground Service Connection at Primary Voltage is provided and Customer-supplied equipment provides three-way switching on BC Hydro's distribution feeder, the Point of Delivery will be the source terminals on the Customer's switch which may be used by the Customer to interrupt only the Customer's load. BC Hydro will assume ownership, operation and maintenance of the two primary load break switches located on BC Hydro's side of the Point of Delivery in the primary entrance equipment originally supplied by the Customer. These two switches may be used only by BC Hydro to interrupt other Customers on that loop service.

3.10 Care of BC Hydro Equipment

The Customer will take reasonable care of and protect all meters and apparatus belonging to BC Hydro on the Customer's Premises, and will pay to BC Hydro the cost of any BC Hydro meters or apparatus broken, missing or damaged except to the extent that the Customer can show that the meter or apparatus was broken, missing or damaged due to an inherent defect or to any act or omission of BC Hydro's representatives or agents.

All meters, wires or other apparatus furnished by BC Hydro remain the property of BC Hydro and must not be moved or removed from the Premises without BC Hydro's advance written permission.

3.11 Service Upgrades

3.11.1 Service Connection Upgrades

Prior to BC Hydro upgrading the load capability of a Service Connection at the Customer's request, the Customer will pay BC Hydro the applicable fee as set out in section 3.14 (Service Connection Charges).

3.11.2 Transformer Upgrades

A transformer upgrade, whether the transformer is owned by BC Hydro or the Customer, may require additional work that constitutes a new Extension. In those cases, and prior to BC Hydro upgrading the transformer at the Customer's request, the Customer will pay BC Hydro the applicable Extension Fee (if any) pursuant to section 8 (Distribution Extensions – 35 kV or Less).

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3.11.3 Upgrades Must Comply with Standards

BC Hydro will not make any upgrade, modification or alteration to a Service Connection or any transformer except as permitted by and in accordance with the applicable provisions of the Electric Tariff and BC Hydro's distribution system development plans, distribution standards and applicable laws and regulations.

3.12 Transformation on Private Property (All Rate Zones)

1. If Service is at Secondary Voltage, BC Hydro will provide Transformation.
2. If Service is at Primary Voltage, the applicant will supply Transformation, except that:
 - (a) If the applicant requests, BC Hydro will supply Primary Voltage to Secondary Voltage transformers, provided the transformers are single phase, oil-filled with a capacity of not more than 167 kVA; and
 - (b) BC Hydro may, if it has suitable transformers available, agree to rent transformers to the applicant for the Transformer Rental Charge set out in section 11.4 (Miscellaneous Standard Charges).
3. BC Hydro will operate and maintain its transformers on private property.

3.13 Connection and Disconnection Work

Connections to or Disconnections from BC Hydro's electrical system will only be made by individuals authorized by BC Hydro except where the connection or Disconnection is made by a Customer-owned switching device on the Customer's side of the Point of Delivery.

3.14 Service Connection Charges

For each Service Connection installed in Rate Zone I, the Customer will pay to BC Hydro the applicable charges set out in section 11.1 (Minimum Connection Charges – Rate Zone I) and section 11.2 (Additional Meter Charges).

For all other Service Connections, the Customer will pay to BC Hydro the Estimated Construction Cost which will include the cost of installation of one meter per Service Connection.

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4. METERING

4.1 Meter Installation

The provision of Electricity by BC Hydro will be metered at Secondary Voltage except where BC Hydro otherwise determines. The installation cost of the first meter is included in the Service Connection charge. Any additional meters required will be installed for a standard charge in accordance with section 11.2 (Additional Meter Charges).

4.2 Meter Equipment and Location

To determine for billing purposes the quantity of Electricity used by the Customer at a Premises, BC Hydro will select and install Metering Equipment for the Premises at locations most convenient to BC Hydro. At the request of a Customer receiving multiple Residential or General Service at a Premises, BC Hydro may agree to install for billing purposes more than one meter for the Customer's Premises (including Demand measurement capability where required), subject to section 4.4 (Metering of Multiple Occupancy Buildings). The Customer receiving multiple General Service at a Premises will be billed separately for Electricity consumption and, where appropriate, associated Demand registered on each such meter for each separate Rate Schedule under which the Customer takes Service. The Customer receiving multiple Residential Service at a Dwelling under Rate Schedule 1101 will be billed in aggregate for Electricity consumption. The Customer will provide wiring, fittings, structures and poles satisfactory to BC Hydro and in accordance with any applicable electrical code, civic by-law or other law or regulation, for the installation of each meter. BC Hydro may install for the Customer's Premises any meter or apparatus that it may need for its use or convenience.

4.2.1 Meter Types

BC Hydro's standard meter for measuring Energy consumption and (if applicable) Demand at a Customer's Premises is the Smart Meter. Except as set out in section 4.2.2 (Conditions for Retention or Installation of Legacy Meters and Radio-off Meters), in all cases BC Hydro will install a Smart Meter at Customer Premises.

Notwithstanding the preceding paragraph, but subject to the conditions specified in section 4.2.2 being satisfied in each case, BC Hydro will permit to remain in operation, install, replace, maintain and service Legacy Meters and Radio-off Meters at a Residential Service

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Customer's Premises for the periods specified in sections 4.2.3 (Periods during which Legacy Meters May Remain in Place) and 4.2.4 (Periods during which Radio-off Meters May Remain in Place).

4.2.2 Conditions for Retention or Installation of Legacy Meters and Radio-off Meters

The conditions that must be satisfied for BC Hydro to permit to remain in operation, install, replace, maintain and service Legacy Meters or Radio-off Meters at a Residential Service Customer's Premises are:

1. The Customer is, as of the date of the Customer's election in accordance with paragraph 3 or deemed election in accordance with paragraph 4, taking Residential Service at the Customer's Premises; and
2. BC Hydro had not, before the date of the Customer's election in accordance with paragraph 3 or deemed election in accordance with paragraph 4, installed a Smart Meter at the Customer's Premises, but rather a Legacy Meter remained in place at those Premises as of the date of the Customer's election or deemed election; and
3. The Customer, during the period beginning September 1, 2013 and ending December 1, 2013, by notice to BC Hydro, elects to retain the Legacy Meter then in place at the Customer's Premises, or to have a Radio-off Meter installed in place of the Legacy Meter; or
4. The Customer, despite satisfaction of the conditions set out in paragraphs 1 and 2 has failed to provide notice of election to BC Hydro in accordance with paragraph 3, in which case the Customer will be deemed to have elected effective December 1, 2013 to retain the existing Legacy Meter at the Customer's Premises and the Customer will thereafter pay the charges for having a Legacy Meter installed at the Customer's Premises as set out in section 11.4 (Miscellaneous Standard Charges).

4.2.3 Periods during which Legacy Meters May Remain in Place

If the conditions set out in section 4.2.2 (Conditions for Retention or Installation of Legacy Meters and Radio-off Meters) have been satisfied, Residential Service Customers who have satisfied the conditions in section 4.2.2 and who have elected, or are deemed to have elected, to retain a Legacy Meter at the Customer's Premises may continue to have their Electricity

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consumption measured by the Legacy Meter for the periods, and subject to the conditions, specified below:

1. A Customer who has elected, or is deemed to have elected, to retain a Legacy Meter can continue to retain the Legacy Meter until the seal of the meter expires, or the meter ceases to function properly, whichever comes first.
2. If the seal of a Legacy Meter expires, or the meter ceases to function properly before the seal expiry date, BC Hydro will, so long as it has a suitable Legacy Meter in its meter inventory available for installation, install a replacement Legacy Meter at the Customer's Premises. A Customer for whom a replacement Legacy Meter has been installed in accordance with the preceding sentence can continue to retain the replacement Legacy Meter for the period specified in paragraph 1, and any replacement Legacy Meter so installed will be subject to replacement in accordance with this paragraph 2 as the occasion arises. For the purposes of this section, BC Hydro will only be deemed to have suitable replacement Legacy Meters in its meter inventory if it has existing verified and sealed Legacy Meters in its meter inventory as of the date that a Legacy Meter in place at a Customer's Premises requires replacement, and BC Hydro is under no obligation to repair, rebuild or modify, or re-verify and re-seal, any Legacy Meters that have been removed from service for any reason, nor to purchase or otherwise acquire from any source any Legacy Meters in replenishment of its Legacy Meter inventory.
3. In any case where the seal of a Legacy Meter expires, or the meter ceases to function properly, and BC Hydro does not have a suitable Legacy Meter in its meter inventory available for installation, BC Hydro will install either a Smart Meter or a Radio-off Meter at the Customer's Premises, at the Customer's election. A Customer with a Legacy Meter installed at the Customer's Premises can also elect to have a Smart Meter or a Radio-off Meter installed in place of the Legacy Meter at any time. A Customer who elects to have a Smart Meter or a Radio-off Meter installed at the Customer's Premises cannot later change back to a Legacy Meter at the applicable Premises.
4. A Customer with a Legacy Meter in place at the Customer's Premises who moves to another Premises for which the Customer is eligible to take Residential Service, can elect to have a Smart Meter or Radio-off Meter installed at the new Premises, but cannot retain or have installed a Legacy Meter at the new Premises. Except where a Customer who is eligible to elect to have either a Smart Meter or a Radio-off Meter installed in a new Premises moves into the vacated Premises and elects to have a

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Radio-off Meter installed, the vacated Premises will in all cases have a Smart Meter installed.

5. A Customer with a Legacy Meter in place whose Service is Terminated for any reason whatsoever ceases to be eligible to retain a Legacy Meter, and if that Customer again takes Residential Service at the same or another Premises the Customer can elect to have either a Smart Meter or a Radio-off Meter installed upon resumption of Service.
6. In any case where a Customer ceases to be eligible to have a Legacy Meter installed at the Customer's Premises, or BC Hydro no longer has suitable Legacy Meters available for installation at the Customer's Premises, and the Customer is required to elect to have either a Radio-off Meter or a Smart Meter installed instead, but the Customer refuses or fails to make an election within 10 days after BC Hydro has delivered written notice to the Customer's Premises notifying the Customer that he or she must elect either a Radio-off Meter or a Smart Meter, the Customer will be deemed to have elected to have a Radio-off Meter installed and the Customer will pay the charges for having a Radio-off Meter installed at the Customer's Premises as set out in section 11.4 (Miscellaneous Standard Charges) from the date of BC Hydro's installation of the replacement Radio-off Meter.

4.2.4 Periods during which Radio-off Meters May Remain in Place

If the conditions set out in section 4.2.2 (Conditions for Retention or Installation of Legacy Meters and Radio-off Meters) have been satisfied, Residential Service Customers who have satisfied the conditions in section 4.2.2 and who have elected, or are deemed to have elected, to have a Radio-off Meter installed may continue to have their Electricity consumption measured by the Radio-off Meter for the periods, and subject to the conditions, specified below.

1. A Customer who has elected, or is deemed to have elected, to have a Radio-off Meter installed can continue to retain the Radio-off Meter, and have a replacement Radio-off Meter installed from time to time as necessary, for so long as the Customer continues to take Residential Service at the Customer's Premises.
2. A Customer with a Radio-off Meter in place at the Customer's Premises who moves to another Premises for which the Customer is eligible to take Residential Service, may elect to have a Smart Meter or a Radio-off Meter installed at the new Premises. Except where a Customer who is eligible to have either a Smart Meter or a Radio-off Meter

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installed in a new Premises moves into the vacated Premises and elects to have a Radio-off Meter installed, the vacated Premises will in all cases have a Smart Meter installed.

- 3. A Customer with a Radio-off Meter in place whose Service is Terminated for any reason whatsoever, but who again takes Residential Service at the same or another Premises may elect to have either a Smart Meter or a Radio-off Meter installed upon resumption of Service.

4.2.5 Legacy Meter and Radio-off Meter Charges

A Customer whose Electricity consumption is metered by a Legacy Meter or a Radio-off Meter in accordance with this section 4, will pay the applicable meter charges set out in section 11.4 (Miscellaneous Standard Charges).

If a Customer whose Electricity consumption is metered by a Radio-off Meter moves to a different Premises or elects to have a Smart Meter installed in place of the Radio-off Meter, the Customer will pay the Radio-off Meter Removal Charge set out in section 11.4 (Miscellaneous Standard Charges).

4.3 Meter Testing

Any Customer who doubts the accuracy of the meter measuring Electricity used by the Customer may have the meter tested pursuant to the *Electricity and Gas Inspection Act (Canada)*. Applications for such tests should be made to the nearest Measurement Canada office.

When a meter is tested pursuant to this section and determined to be accurate within the limits prescribed by the *Electricity and Gas Inspection Act (Canada)*, the Customer will pay the Meter Test Charge as set out in section 11.4 (Miscellaneous Standard Charges). If the meter test discloses that the meter is registering with an error greater than that permitted under the *Electricity and Gas Inspection Act, (Canada)*, no Meter Test Charge will apply.

BC Hydro is not permitted to verify the accuracy of meters. BC Hydro may, however, conduct tests for its own information from time to time.

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4.4 Metering of Multiple Occupancy Buildings

4.4.1 Multiple Occupancy Buildings - Residential Units

If a building contains more than one unit, including one or more Dwelling, the Owner of the building may determine in respect of the unit(s) that are Dwellings that:

1. All Dwellings in the building will receive Service through a single meter; or
2. Each Dwelling will receive Service through separate metering.

4.4.2 Multiple Occupancy Buildings - Non-Residential Units

If a building contains more than one unit, including one or more commercial or common use unit, each commercial, common use or other unit in the building that is not a Dwelling will be metered separately, except:

1. To the extent that BC Hydro considers it impractical to do so; or
2. Where the Point of Delivery is at a Primary Voltage, and the Owner elects for the building to be served through one meter.

Examples of situations where BC Hydro considers separate metering of multiple occupancy building units that are not Dwellings to be impractical include:

1. Where building occupancy is transient in nature, and
2. Where the design of the building renders it impractical to meter Electricity use on a unit by unit basis, such as:
 - (a) An office building with shared common space;
 - (b) A hotel with one large load unit and several small load units; and
 - (c) A building that easily permits amalgamation and division of individual units, such as a shopping centre or warehouse.

In all cases where multiple occupancy buildings are served through a single meter, the Customer must comply with the provisions of section 9.1 (Resale of Electricity) and the *Utilities Commission Act* related to the resale of Electricity.

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6. RATES AND CHARGES

6.1 Rates

6.1.1 Application of Rate Schedules

The rates to be charged by and paid to BC Hydro for Service will be the rates set out in the Rate Schedules from time to time in effect or elsewhere in the Electric Tariff, available at www.bchydro.com or upon request.

Customers may be served under any Rate Schedule for which they meet the applicability criteria. BC Hydro will endeavour to provide the Customer with information and advice regarding rates available to the Customer from time to time, but will not be responsible if the most favourable rate is not selected.

BC Hydro may conduct periodic reviews of a Customer's account and, where the Customer no longer meets the applicability criteria of a particular Rate Schedule, change the Customer to the appropriate Rate Schedule.

The Customer may also apply at any time to be billed on a different Rate Schedule and BC Hydro may, in its sole discretion, reject, defer or approve such application. BC Hydro will not approve a Customer request to move to another Rate Schedule where:

1. The Customer was billed under such Rate Schedule at any time during the preceding 12-month period; or
2. Such Rate Schedule is, in the opinion of BC Hydro, not available to the Customer.

6.1.2 Eligibility of Farms for Residential Service

Residential Service is available for use at farms, except:

1. Lodging on a farm that is not a Dwelling;
2. For use in the processing of farm products produced elsewhere;
3. For use in selling farm or other products to the general public, other than from a small roadside stand; or
4. For use for any commercial operation not ordinarily conducted on a farm.

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6.1.3 General Service Election – Residential Customers

General Service is available as an alternative to Residential Service only where (i) the Customer or applicant for Service (as applicable) is eligible for Residential Service but requests General Service, and (ii) the Service will be used:

1. In a Dwelling, a portion of which is used to carry on a business, where Billing Demand and Energy consumption at the Premises meet the availability requirements of Medium General Service or Large General Service; or
2. At a farm, where the Billing Demand and Energy consumption at the Premises meet the availability requirements of Medium General Service or Large General Service; or
3. In the common areas of multiple occupancy buildings if such common areas are used only for the common benefit of Dwellings in that building.

6.1.4 General Service Election – Irrigation Customers

General Service is available as an alternative to Irrigation Service only where the Customer or applicant for Service (as applicable) is eligible for Irrigation Service but requests General Service.

6.2 Use of Electricity

A Customer will use Electricity only for the purposes permitted under the availability clause of the Rate Schedule under which the Customer takes Service.

6.3 Late Payment Charge

If the amount payable shown on a bill is not paid in accordance with section 5.3 (Payment of Bills), and if the unpaid balance is \$30 or more, the subsequent bill will, in addition to the overdue amount, include a Late Payment Charge calculated from the billing date as set out in section 11.4 (Miscellaneous Standard Charges). To allow time for payments made to BC Hydro to reach BC Hydro's payment processing centre and to coordinate the billing of Late Payment Charges with scheduled billing cycles, BC Hydro may, in its discretion, waive Late Payment Charges.

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6.4 Returned Payment Charge

If a cheque received by BC Hydro from a Customer or a pre-authorized payment deduction or electronic funds transfer in payment of any account or Financing Agreement amount is returned or stopped by the Customer's bank, trust company or financial institution because of insufficient funds, or any reason other than clerical error, a Returned Payment Charge, as set out in section 11.4 (Miscellaneous Standard Charges), for processing each failed payment will be added to the amount due and payable by the Customer whether or not the Service has been Disconnected.

6.5 Account Charge

When a change of Customer on an account for a Premises occurs an Account Charge as set out in section 11.4 (Miscellaneous Standard Charges) will be paid by the new Customer with respect to each account in that Customer's name for which a separate bill is rendered by BC Hydro, except that:

1. If the new Customer is, or was, the spouse of the former Customer, no such Account Charge will apply; and
2. If the new Customer is the Owner of a multi-tenant building, an Account Charge will apply only the first time a particular Dwelling account in the building is changed to the name of such Owner.

6.6 Call-Back Charges

6.6.1 Service Connection Call-Back Charge

A Service Connection Call-Back Charge, as set out in section 11.4 (Miscellaneous Standard Charges), will be paid by the Customer each time a BC Hydro representative attends the Customer's Premises to install or modify a Service Connection at the request of the Customer and is unable to complete the work because the facilities required to be provided by the Customer, for the purpose of the Service Connection are deficient.

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6.6.2 Failed Installation Charge

A Failed Installation Charge, as set out in section 11.4 (Miscellaneous Standard Charges), will be paid by the Customer each time a BC Hydro representative attends the Customer's Premises to install Metering Equipment but is unable to complete the work because of an obstruction or an objection made by the Customer.

6.7 Minimum Reconnection Charge

A Customer will pay a Minimum Reconnection Charge, as set out in section 11.3 (Minimum Reconnection Charges), when Service is reconnected to a Premises previously Disconnected for the following reasons, and where all Metering Equipment and other BC Hydro equipment used to provide Service remains in place:

1. To permit the Customer to make alterations to or on private property;
2. Because BC Hydro was ordered to Disconnect by the appropriate inspection authority;
or
3. Where Service was Disconnected for any reason set out in section 2.4 (Refusal to Provide Service and Termination by BC Hydro).

BC Hydro may add to the Minimum Reconnection Charges set out in section 11.3 (Minimum Reconnection Charges), an amount to cover the costs incurred by BC Hydro when there are unusual circumstances.

A Customer will not be required to pay a Minimum Reconnection Charge under section 11.3 (Minimum Reconnection Charges) when the Disconnection was made:

1. For reasons of public safety, unless attributable to actions of the Customer;
2. By BC Hydro because no application for Service had been received in respect of such Service; or
3. For service requirements of BC Hydro.

6.8 Taxes and Levies

The rates and charges set out in the Electric Tariff do not include the goods and services tax (GST), the provincial services tax (PST) or any other tax or levy which BC Hydro may be lawfully authorized or required to add to its normal rates and charges.

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1. INTERPRETATION AND DEFINITIONS

1.1 Interpretation

1.1.1 Conflicts

To the extent these Terms and Conditions conflict with any applicable Rate Schedule or Electric Tariff Supplement, the terms or conditions provided in such Rate Schedule or Electric Tariff Supplement will prevail. To the extent that an applicable Rate Schedule conflicts with an applicable Electric Tariff Supplement, the terms or conditions provided in the Electric Tariff Supplement will prevail.

1.1.2 Statutes

References to statutes in the Electric Tariff will include the statute and regulations issued pursuant to it, as amended and in force from time to time, and any superseding statute or regulation.

1.1.3 Technical Terms

Technical or industry-specific phrases, units of measure or words not otherwise defined in the Electric Tariff have the well-known meaning given to those terms in the electrical industry.

1.1.4 Including

In the Electric Tariff, the word “including” will in all cases be deemed to mean “including without limitation”, unless otherwise expressly provided.

1.2 Definitions

Unless the context otherwise requires, in the Electric Tariff the following words have the meanings set out below and alternate forms of the same words have corresponding meanings.

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BC Hydro	British Columbia Hydro and Power Authority.
BC Hydro- Owned Street Lighting Service	Service for lighting of public highways, streets, lanes and other similar public applications and displays, or for lighting of private property, where BC Hydro owns, installs and maintains the fixtures, conductors, controls and poles.
Billing Demand	Maximum Demand or, where permitted by the applicable Rate Schedule, estimated Demand, used to determine Demand charges under a Rate Schedule.
Customer	<p>Any Person whose application for Service has been accepted by BC Hydro or, in the absence of such an application, the Person with possession of the Premises to which Service is provided or the Owner or such other Person designated as the Customer pursuant to the Electric Tariff. If a Customer receives Service at more than one Premises, such Customer will be considered a separate Customer for each Premises.</p> <p>BC Hydro will determine the number of Premises for the purpose of this definition.</p>
Customer Crisis Fund	A pilot program established by BC Hydro with the revenue received pursuant to Rate Schedule 1903, for the purpose of providing crisis grants to qualifying Residential Service Customers.
Customer Crisis Fund Grant	A credit issued by, in its discretion, to a qualifying Residential Service Customer in respect of arrears owing to BC Hydro.
Customer Crisis Fund Return	The return of a Customer Crisis Fund Grant that BC Hydro determined should not have been granted.
Customer- Owned Street Lighting Service	Service for lighting of public highways, streets, lanes, traffic signals, traffic signs and other similar public applications and displays where the Customer owns, installs and maintains the fixtures, conductors and controls.

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Demand	The rate at which electric energy is used in any instant or averaged over any designated period of time, measured in kilowatts (kW) or kilovolt amperes (kVA).
Disconnection	A physical deactivation of a Service Connection, including through removal of Metering Equipment and / or other BC Hydro equipment used to provide Service, regardless of duration.
Dwelling	A building or part of a building comprising private living quarters and containing sleeping quarters, a kitchen and bathroom, and in which the occupants have free access to all rooms, or alternative living quarters acceptable to BC Hydro, and including single-family homes, apartments, <u>residential strata lots</u> , townhouses, row-houses and duplexes. <u>A Dwelling may include parking stalls, garage areas, storage areas and similar areas or spaces that are used in conjunction with the living quarters of the Customer.</u>
Electric Tariff	These Terms and Conditions, the Rate Schedules and all Electric Tariff Supplements.
Electric Tariff Supplement	A form of agreement for Service entered into by a Customer and BC Hydro pursuant to section 2.2 (Electric Tariff Supplements) of these Terms and Conditions, as filed with the British Columbia Utilities Commission from time to time.
Electricity	Both Demand and Energy or either, as the context requires.
Energy	Electric consumption, measured in kilowatt hours (kWh).
Estimated Construction Cost	The cost estimated by BC Hydro to construct an Extension, a Service Connection or Optional Facilities pursuant to section 8.3 (Extension Fee for Rate Zone I), as the context requires.
Extension	An addition to or an increase in the capacity of BC Hydro's distribution system required to meet new or increased Service requirements, but excluding Service Connections.
Extension Fee	A contribution-in-aid of construction of an Extension, calculated as set out in section 8.3 (Extension Fee for Rate Zone I).

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Financing Agreement	An agreement under which BC Hydro provides financing to a Customer for improving the energy efficiency of a Premises.
General Service	<p>Service for business, commercial, institutional or industrial use, including use in nursing homes, boarding houses, rooming houses, common areas of multiple occupancy buildings, recreational establishments, marinas and yacht clubs, hotels, motels, mobile home parks and similar establishments or parts thereof, or for any other use not specifically provided for in the Electric Tariff.</p> <p>For greater certainty, General Service is not available for use in circumstances where Transmission Service or Street Lighting Service is available for use, and is available as an alternative to Residential Service only in the circumstances described in section 6.1.3 (General Service Election – Residential Customers) and as an alternative to Irrigation Service only in the circumstances described in section 6.1.4 (General Service Election – Irrigation Customers).</p>
Guarantor	A BC Hydro Customer who agrees to be responsible for another Customer's security deposit amount as required by section 2.6.3 (Security) and who meets BC Hydro's requirements for acting as a Guarantor.
Irrigation Service	Except where General Service is requested pursuant to section 6.1.4 (General Service Election – Irrigation Customers), Service for irrigation and outdoor sprinkling use where associated motor loads are 746 watts (W) or more.
Legacy Meter	An Electricity meter, other than a Smart Meter or a Radio-off Meter, that is of a type in use by BC Hydro.
Maximum Demand	The highest Demand averaged over a time interval of not more than 32 consecutive minutes that is registered during a specified period by a meter with Demand measurement capability.

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Metering Equipment	An assembly of metering and ancillary equipment, including one or more Legacy Meters, Radio-off Meters and / or Smart Meters, auxiliary control units, cabling, communication links, range extenders and any other devices owned and used by BC Hydro in connection with metering Electricity for a Premises, providing remote access to the metered data and / or monitoring the condition of the installed equipment, as applicable.
Month	A period of from 27 to 33 consecutive days.
Owner	The legal or beneficial owner(s) of a building or Premises or an agent or other authorized representative of such owner(s), such as a property manager, strata corporation or developer, as the context requires.
Permanent Service	Service that is not Temporary Service.
Person	A natural person, partnership, corporation, society, unincorporated entity or body politic.
Point of Delivery	The location at which the Service Connection is connected to the Metering Equipment or the Customer's electrical facilities, whichever comes first.
Power Factor	The ratio determined by the following formula and based on monthly measurements of kilowatt hours (kWh) and lagging kilovolt-ampere reactive hours (kVarh) or at BC Hydro's discretion by random checks from time to time. $\text{Power Factor} = \frac{kWh}{\sqrt{kWh^2 + kVarh^2}}$
Premises	A building, a separate unit of a building, a Dwelling or machinery, together with the surrounding land.
Primary Voltage	A voltage of 750 volts (V) or more measured phase to phase.
Radio-off Meter	A Smart Meter adjusted so that the meter's components that transmit and receive data by radio are deactivated.

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Rate Schedule	A schedule that sets out rates for Service and other terms and conditions, as filed with the British Columbia Utilities Commission from time to time.
Rate Zone I	All distribution areas served by BC Hydro within the limits from time to time outlined in Rate Map A included in these Terms and Conditions, as well as the Districts of Kingsgate-Yahk and Lardeau-Shutty Bench.
Rate Zone IB	Bella Bella.
Rate Zone II	Anahim Lake, Atlin, Bella Coola, Dease Lake, Elhlateese, Fort Ware, Good Hope Lake, Haida Gwaii, Hartley Bay, Jade City, Telegraph Creek District, Toad River and Tsay Keh Dene.
Residential Service	<p>Except as otherwise provided in section 6.1.3 (General Service Election – Residential Customers), Service for use:</p> <ol style="list-style-type: none"> 1. In Dwellings, including Dwellings where a portion is used to carry on a business; 2. In the common areas of multiple occupancy buildings if such common areas are used only for the common benefit of Dwellings in that building; and 3. At farms, in the circumstances described in section 6.1.2 (Eligibility of Farms for Residential Service).
Secondary Voltage	A voltage of less than 750 volts (V) measured phase to phase.
Service	The provision by BC Hydro of Electricity to a Premises.
Service Agreement	The agreement setting out the rights and responsibilities of BC Hydro and a Customer for Service, including the application for Service accepted by BC Hydro (if any), all applicable provisions of the Terms and Conditions and applicable Rate Schedule(s), and any additional terms and conditions of Service as agreed by BC Hydro and the Customer in an Electric Tariff Supplement or otherwise.
Service Connection	That part of the BC Hydro distribution system extending between a Point of Delivery and the first point of attachment to the rest of the BC Hydro distribution system.

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Smart Meter	An Electricity meter that: <ol style="list-style-type: none"> 1. Meets the requirements set out in section 2 of the <i>Smart Meters and Smart Grid Regulation</i>, B.C. Reg. 368/2010, and 2. Has components that transmit data by radio and those components are activated.
Street Lighting Service	BC Hydro-Owned Street Lighting Service or Customer-Owned Street Lighting Service or both, as the context requires.
System Improvement Costs	The incremental cost of work on BC Hydro's distribution system, including substations, attributed to new or increased Service requirements, as estimated by BC Hydro.
Temporary Service	Service that will or, in BC Hydro's determination, is likely to be taken temporarily.
Termination	Cessation of Service to a Premises under any applicable Rate Schedule(s) or termination of the Service Agreement with a Customer, as the context requires.
Terms and Conditions	These terms and conditions of Service, as filed with the British Columbia Utilities Commission from time to time.
Transformation	The transformation of Primary Voltage to Secondary Voltage, including all associated labour, equipment and materials.
Transmission Service	Service for commercial, industrial and institutional Customers, provided at 60 kilovolts (kV) or more.
Two Months	A period of from 54 to 66 consecutive days.

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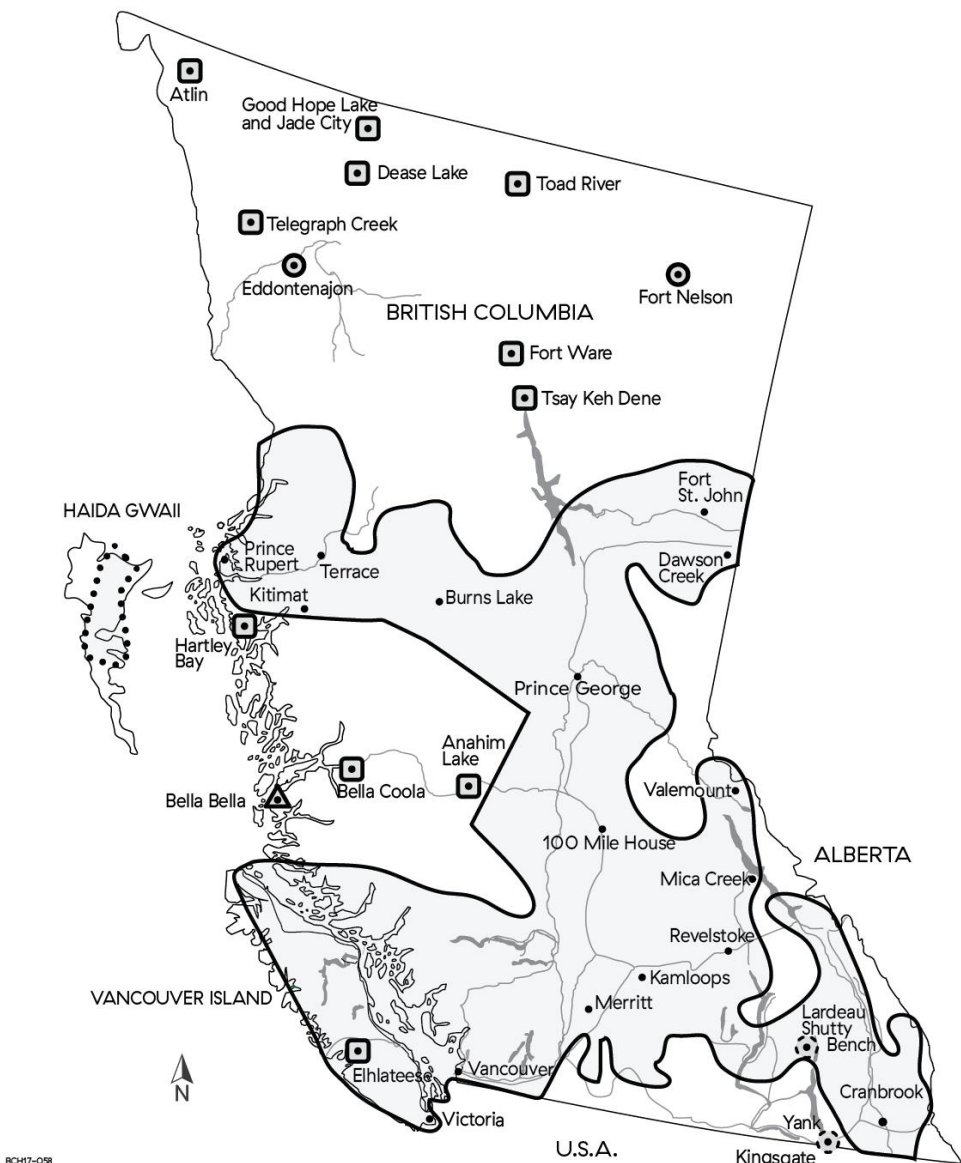
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1.3 Map of Rate Zones

Rate map
RATE ZONE LIMITS

ZONE I	ZONE IB	ZONE II
— Integrated Service Area Districts of: ● Fort Nelson ● Eddontenajon ● Kingsgate – Yahk ● Lardeau – Shuttly Bench	District of: ▲ Bella Bella	Districts of: ●●●● Haida Gwaii ■ Anahim Lake ■ Atlin ■ Bella Coola ■ Dease Lake ■ Elhateese ■ Fort Ware ■ Good Hope Lake ■ Hartley Bay ■ Jade City ■ Telegraph Creek ■ Toad River ■ Tsay Keh Dene



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3. PROVISION OF ELECTRICITY

3.1 New and Replacement Service Connections

BC Hydro will provide an overhead or underground Service Connection for a Premises, subject to and in accordance with BC Hydro’s current distribution system development plans, distribution standards and applicable laws and regulations in each case. BC Hydro may from time to time remove and replace any Service Connection as necessary to ensure compliance with BC Hydro’s distribution system development plans, distribution standards and applicable laws and regulations.

3.2 Number of Service Connections

BC Hydro will serve each private property parcel of land with one Service Connection, except where BC Hydro and the appropriate inspection authority consent otherwise. ~~The Customer will in each case pay the applicable Service Connection charge as set out in section 3.14 (Service Connection Charges).~~

3.3 Premises Previously Connected

If a Premises is connected to BC Hydro's distribution system at the time when the application for Service is made, and no new Service Connection will be required, and the applicant will pay an Account Charge as set out in section 6.5 (Account Charge). For any additional Service Connections or any modification or alteration to a Service Connection, the Customer will pay the applicable Service Connection charge for each Service Connection as set out in section 3.14 (Service Connection Charges) and, where applicable, the Extension Fee, provided that no Metering Equipment will be required in cases where BC Hydro permits unmetered Service.

3.4 Premises Not Previously Connected

If a Premises is not connected to BC Hydro's distribution system at the time when the application for Service is made, and if a Service Connections, Metering Equipment and possibly an Extension will be required, and the applicant will pay BC Hydro the amount set out under section 3.14 (Service Connection Charges) for each Service Connection and, where applicable, the Extension Fee, provided that no Metering Equipment will be required in cases where BC Hydro permits unmetered Service.

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3.5 Temporary Service

For Temporary Service, the applicant must pay to BC Hydro in advance of construction all costs BC Hydro estimates it will incur to install and remove the facilities necessary to provide Temporary Service. The facilities will include the Extension, Service Connection and transformers of BC Hydro, and the costs will include charges for labour, administration and depreciation on materials as determined by BC Hydro from time to time.

3.6 Service Voltage and Number of Phases

BC Hydro will determine the Service voltage and the number of phases of each Service Connection.

3.7 Civil Work and Structures on Private Property

A Customer will provide, own and maintain, at the cost of the Customer, all civil work and structures required for underground Service Connections on private property including ducts, foundations, pads and switch gear and other equipment rooms, all as required for compliance with BC Hydro distribution and environmental standards.

3.8 Electrical Facilities on Private Property

Customer's electrical facilities intended to be installed at Primary Voltage will be of a type or characteristic, and operated in a manner, acceptable to BC Hydro.

BC Hydro is not responsible for electrical facilities, including wiring, poles and equipment, on the Customer's side of the Point of Delivery, except that BC Hydro will maintain its Metering Equipment and transformers (if any) located on the Customer's side of the Point of Delivery.

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3.9 Primary Loop Service Connection

Where an underground Service Connection at Primary Voltage is provided and Customer-supplied equipment provides three-way switching on BC Hydro's distribution feeder, the Point of Delivery will be the source terminals on the Customer's switch which may be used by the Customer to interrupt only the Customer's load. BC Hydro will assume ownership, operation and maintenance of the two primary load break switches located on BC Hydro's side of the Point of Delivery in the primary entrance equipment originally supplied by the Customer. These two switches may be used only by BC Hydro to interrupt other Customers on that loop service.

3.10 Care of BC Hydro Equipment

The Customer will take reasonable care of and protect all meters and apparatus belonging to BC Hydro on the Customer's Premises, and will pay to BC Hydro the cost of any BC Hydro meters or apparatus broken, missing or damaged except to the extent that the Customer can show that the meter or apparatus was broken, missing or damaged due to an inherent defect or to any act or omission of BC Hydro's representatives or agents.

All meters, wires or other apparatus furnished by BC Hydro remain the property of BC Hydro and must not be moved or removed from the Premises without BC Hydro's advance written permission.

3.11 Service Upgrades

3.11.1 Service Connection Upgrades

Prior to BC Hydro upgrading the load capability of a Service Connection at the Customer's request, the Customer will pay BC Hydro the applicable fee as set out in section 3.14 (Service Connection Charges).

3.11.2 Transformer Upgrades

A transformer upgrade, whether the transformer is owned by BC Hydro or the Customer, may require additional work that constitutes a new Extension. In those cases, and prior to BC Hydro upgrading the transformer at the Customer's request, the Customer will pay BC Hydro the applicable Extension Fee (if any) pursuant to section 8 (Distribution Extensions – 35 kV or Less).

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3.11.3 Upgrades Must Comply with Standards

BC Hydro will not make any upgrade, modification or alteration to a Service Connection or any transformer except as permitted by and in accordance with the applicable provisions of the Electric Tariff and BC Hydro's distribution system development plans, distribution standards and applicable laws and regulations.

3.12 Transformation on Private Property (All Rate Zones)

1. If Service is at Secondary Voltage, BC Hydro will provide Transformation.
2. If Service is at Primary Voltage, the applicant will supply Transformation, except that:
 - (a) If the applicant requests, BC Hydro will supply Primary Voltage to Secondary Voltage transformers, provided the transformers are single phase, oil-filled with a capacity of not more than 167 kVA; and
 - (b) BC Hydro may, if it has suitable transformers available, agree to rent transformers to the applicant for the Transformer Rental Charge set out in section 11.4 (Miscellaneous Standard Charges).
3. BC Hydro will operate and maintain its transformers on private property.

3.13 Connection and Disconnection Work

Connections to or Disconnections from BC Hydro's electrical system will only be made by individuals authorized by BC Hydro except where the connection or Disconnection is made by a Customer-owned switching device on the Customer's side of the Point of Delivery.

3.14 Service Connection Charges

For each Service Connection installed in Rate Zone I, the Customer will pay to BC Hydro the applicable charges set out in section 11.1 (Minimum Connection Charges – Rate Zone I) and section 11.2 (Additional Meter Charges).

For all other Service Connections, the Customer will pay to BC Hydro the Estimated Construction Cost which will include the cost of installation of one meter per Service Connection.

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4. METERING

4.1 Meter Installation

The provision of Electricity by BC Hydro will be metered at Secondary Voltage except where BC Hydro otherwise determines. The installation cost of the first meter is included in the Service Connection charge. Any additional meters required will be installed for a standard charge in accordance with section 11.2 (Additional Meter Charges).

4.2 Meter Equipment and Location

To determine for billing purposes the quantity of Electricity used by the Customer at a Premises, BC Hydro will select and install Metering Equipment for the Premises at a locations most convenient to BC Hydro ~~for each separate Rate Schedule under which the Customer takes Service.~~ At the request of a Customer receiving multiple Residential or General Service at a Premises, BC Hydro may agree to install for billing purposes more than one meter for the Customer's Premises (including Demand measurement capability where required), subject to section 4.4 (Metering of Multiple Occupancy Buildings). ~~for each separate Rate Schedule under which the Customer takes Service and in such cases t~~The Customer receiving multiple General Service at a Premises will be billed separately for Electricity consumption and, where appropriate, associated Demand registered on each such meter for each separate Rate Schedule under which the Customer takes Service. The Customer receiving multiple Residential Service at a Dwelling under Rate Schedule 1101 will be billed in aggregate for Electricity consumption. The Customer will provide wiring, fittings, structures and poles satisfactory to BC Hydro and in accordance with any applicable electrical code, civic by-law or other law or regulation, for the installation of each meter. BC Hydro may install for the Customer's Premises any meter or apparatus that it may need for its use or convenience.

4.2.1 Meter Types

BC Hydro's standard meter for measuring Energy consumption and (if applicable) Demand at a Customer's Premises is the Smart Meter. Except as set out in section 4.2.2 (Conditions for Retention or Installation of Legacy Meters and Radio-off Meters), in all cases BC Hydro will install a Smart Meter at Customer Premises.

Notwithstanding the preceding paragraph, but subject to the conditions specified in section 4.2.2 being satisfied in each case, BC Hydro will permit to remain in operation, install,

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replace, maintain and service Legacy Meters and Radio-off Meters at a Residential Service Customer's Premises for the periods specified in sections 4.2.3 (Periods during which Legacy Meters May Remain in Place) and 4.2.4 (Periods during which Radio-off Meters May Remain in Place).

4.2.2 Conditions for Retention or Installation of Legacy Meters and Radio-off Meters

The conditions that must be satisfied for BC Hydro to permit to remain in operation, install, replace, maintain and service Legacy Meters or Radio-off Meters at a Residential Service Customer's Premises are:

1. The Customer is, as of the date of the Customer's election in accordance with paragraph 3 or deemed election in accordance with paragraph 4, taking Residential Service at the Customer's Premises; and
2. BC Hydro had not, before the date of the Customer's election in accordance with paragraph 3 or deemed election in accordance with paragraph 4, installed a Smart Meter at the Customer's Premises, but rather a Legacy Meter remained in place at those Premises as of the date of the Customer's election or deemed election; and
3. The Customer, during the period beginning September 1, 2013 and ending December 1, 2013, by notice to BC Hydro, elects to retain the Legacy Meter then in place at the Customer's Premises, or to have a Radio-off Meter installed in place of the Legacy Meter; or
4. The Customer, despite satisfaction of the conditions set out in paragraphs 1 and 2 has failed to provide notice of election to BC Hydro in accordance with paragraph 3, in which case the Customer will be deemed to have elected effective December 1, 2013 to retain the existing Legacy Meter at the Customer's Premises and the Customer will thereafter pay the charges for having a Legacy Meter installed at the Customer's Premises as set out in section 11.4 (Miscellaneous Standard Charges).

4.2.3 Periods during which Legacy Meters May Remain in Place

If the conditions set out in section 4.2.2 (Conditions for Retention or Installation of Legacy Meters and Radio-off Meters) have been satisfied, Residential Service Customers who have satisfied the conditions in section 4.2.2 and who have elected, or are deemed to have elected, to retain a Legacy Meter at the Customer's Premises may continue to have their Electricity

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consumption measured by the Legacy Meter for the periods, and subject to the conditions, specified below:

1. A Customer who has elected, or is deemed to have elected, to retain a Legacy Meter can continue to retain the Legacy Meter until the seal of the meter expires, or the meter ceases to function properly, whichever comes first.
2. If the seal of a Legacy Meter expires, or the meter ceases to function properly before the seal expiry date, BC Hydro will, so long as it has a suitable Legacy Meter in its meter inventory available for installation, install a replacement Legacy Meter at the Customer's Premises. A Customer for whom a replacement Legacy Meter has been installed in accordance with the preceding sentence can continue to retain the replacement Legacy Meter for the period specified in paragraph 1, and any replacement Legacy Meter so installed will be subject to replacement in accordance with this paragraph 2 as the occasion arises. For the purposes of this section, BC Hydro will only be deemed to have suitable replacement Legacy Meters in its meter inventory if it has existing verified and sealed Legacy Meters in its meter inventory as of the date that a Legacy Meter in place at a Customer's Premises requires replacement, and BC Hydro is under no obligation to repair, rebuild or modify, or re-verify and re-seal, any Legacy Meters that have been removed from service for any reason, nor to purchase or otherwise acquire from any source any Legacy Meters in replenishment of its Legacy Meter inventory.
3. In any case where the seal of a Legacy Meter expires, or the meter ceases to function properly, and BC Hydro does not have a suitable Legacy Meter in its meter inventory available for installation, BC Hydro will install either a Smart Meter or a Radio-off Meter at the Customer's Premises, at the Customer's election. A Customer with a Legacy Meter installed at the Customer's Premises can also elect to have a Smart Meter or a Radio-off Meter installed in place of the Legacy Meter at any time. A Customer who elects to have a Smart Meter or a Radio-off Meter installed at the Customer's Premises cannot later change back to a Legacy Meter at the applicable Premises.
4. A Customer with a Legacy Meter in place at the Customer's Premises who moves to another Premises for which the Customer is eligible to take Residential Service, can elect to have a Smart Meter or Radio-off Meter installed at the new Premises, but cannot retain or have installed a Legacy Meter at the new Premises. Except where a Customer who is eligible to elect to have either a Smart Meter or a Radio-off Meter installed in a new Premises moves into the vacated Premises and elects to have a

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Radio-off Meter installed, the vacated Premises will in all cases have a Smart Meter installed.

5. A Customer with a Legacy Meter in place whose Service is Terminated for any reason whatsoever ceases to be eligible to retain a Legacy Meter, and if that Customer again takes Residential Service at the same or another Premises the Customer can elect to have either a Smart Meter or a Radio-off Meter installed upon resumption of Service.
6. In any case where a Customer ceases to be eligible to have a Legacy Meter installed at the Customer's Premises, or BC Hydro no longer has suitable Legacy Meters available for installation at the Customer's Premises, and the Customer is required to elect to have either a Radio-off Meter or a Smart Meter installed instead, but the Customer refuses or fails to make an election within 10 days after BC Hydro has delivered written notice to the Customer's Premises notifying the Customer that he or she must elect either a Radio-off Meter or a Smart Meter, the Customer will be deemed to have elected to have a Radio-off Meter installed and the Customer will pay the charges for having a Radio-off Meter installed at the Customer's Premises as set out in section 11.4 (Miscellaneous Standard Charges) from the date of BC Hydro's installation of the replacement Radio-off Meter.

4.2.4 Periods during which Radio-off Meters May Remain in Place

If the conditions set out in section 4.2.2 (Conditions for Retention or Installation of Legacy Meters and Radio-off Meters) have been satisfied, Residential Service Customers who have satisfied the conditions in section 4.2.2 and who have elected, or are deemed to have elected, to have a Radio-off Meter installed may continue to have their Electricity consumption measured by the Radio-off Meter for the periods, and subject to the conditions, specified below.

1. A Customer who has elected, or is deemed to have elected, to have a Radio-off Meter installed can continue to retain the Radio-off Meter, and have a replacement Radio-off Meter installed from time to time as necessary, for so long as the Customer continues to take Residential Service at the Customer's Premises.
2. A Customer with a Radio-off Meter in place at the Customer's Premises who moves to another Premises for which the Customer is eligible to take Residential Service, may elect to have a Smart Meter or a Radio-off Meter installed at the new Premises. Except where a Customer who is eligible to have either a Smart Meter or a Radio-off Meter

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installed in a new Premises moves into the vacated Premises and elects to have a Radio-off Meter installed, the vacated Premises will in all cases have a Smart Meter installed.

- 3. A Customer with a Radio-off Meter in place whose Service is Terminated for any reason whatsoever, but who again takes Residential Service at the same or another Premises may elect to have either a Smart Meter or a Radio-off Meter installed upon resumption of Service.

4.2.5 Legacy Meter and Radio-off Meter Charges

A Customer whose Electricity consumption is metered by a Legacy Meter or a Radio-off Meter in accordance with this section 4, will pay the applicable meter charges set out in section 11.4 (Miscellaneous Standard Charges).

If a Customer whose Electricity consumption is metered by a Radio-off Meter moves to a different Premises or elects to have a Smart Meter installed in place of the Radio-off Meter, the Customer will pay the Radio-off Meter Removal Charge set out in section 11.4 (Miscellaneous Standard Charges).

4.3 Meter Testing

Any Customer who doubts the accuracy of the meter measuring Electricity used by the Customer may have the meter tested pursuant to the *Electricity and Gas Inspection Act (Canada)*. Applications for such tests should be made to the nearest Measurement Canada office.

When a meter is tested pursuant to this section and determined to be accurate within the limits prescribed by the *Electricity and Gas Inspection Act (Canada)*, the Customer will pay the Meter Test Charge as set out in section 11.4 (Miscellaneous Standard Charges). If the meter test discloses that the meter is registering with an error greater than that permitted under the *Electricity and Gas Inspection Act, (Canada)*, no Meter Test Charge will apply.

BC Hydro is not permitted to verify the accuracy of meters. BC Hydro may, however, conduct tests for its own information from time to time.

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4.4 Metering of Multiple Occupancy Buildings

4.4.1 Multiple Occupancy Buildings - Residential Units

If a building contains more than one unit, including one or more Dwelling, the Owner of the building may determine in respect of the unit(s) that are Dwellings that:

- 1. All Dwellings in the building will receive Service through a single meter; or
- 2. Each Dwelling will receive Service through a separate metering.

4.4.2 Multiple Occupancy Buildings - Non-Residential Units

If a building contains more than one unit, including one or more commercial or common use unit, each commercial, common use or other unit in the building that is not a Dwelling will be metered separately, except:

- 1. To the extent that BC Hydro considers it impractical to do so; or
- 2. Where the Point of Delivery is at a Primary Voltage, and the Owner elects for the building to be served through one meter.

Examples of situations where BC Hydro considers separate metering of multiple occupancy building units that are not Dwellings to be impractical include:

- 1. Where building occupancy is transient in nature, and
- 2. Where the design of the building renders it impractical to meter Electricity use on a unit by unit basis, such as:
 - (a) An office building with shared common space;
 - (b) A hotel with one large load unit and several small load units; and
 - (c) A building that easily permits amalgamation and division of individual units, such as a shopping centre or warehouse.

In all cases where multiple occupancy buildings are served through a single meter, the Customer must comply with the provisions of section 9.1 (Resale of Electricity) and the *Utilities Commission Act* related to the resale of Electricity.

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6. RATES AND CHARGES

6.1 Rates

6.1.1 Application of Rate Schedules

The rates to be charged by and paid to BC Hydro for Service will be the rates set out in the Rate Schedules from time to time in effect or elsewhere in the Electric Tariff, available at www.bchydro.com or upon request.

Customers may be served under any Rate Schedule for which they meet the applicability criteria. BC Hydro will endeavour to provide the Customer with information and advice regarding rates available to the Customer from time to time, but will not be responsible if the most favourable rate is not selected.

BC Hydro may conduct periodic reviews of a Customer's account and, where the Customer no longer meets the applicability criteria of a particular Rate Schedule, change the Customer to the appropriate Rate Schedule.

The Customer may also apply at any time to be billed on a different Rate Schedule and BC Hydro may, in its sole discretion, reject, defer or approve such application. BC Hydro will not approve a Customer request to move to another Rate Schedule where:

1. The Customer was billed under such Rate Schedule at any time during the preceding 12-month period; or
2. Such Rate Schedule is, in the opinion of BC Hydro, not available to the Customer.

6.1.2 Eligibility of Farms for Residential Service

Residential Service is available for use at farms, except:

1. Lodging on a farm that is not a Dwelling;
2. For use in the processing of farm products produced elsewhere;
3. For use in selling farm or other products to the general public, other than from a small roadside stand; or
4. For use for any commercial operation not ordinarily conducted on a farm.

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6.1.3 General Service Election – Residential Customers

General Service is available as an alternative to Residential Service only where (i) the Customer or applicant for Service (as applicable) is eligible for Residential Service but requests General Service, and (ii) the Service will be used:

1. In a Dwelling, a portion of which is used to carry on a business, where Billing Demand and Energy consumption at the Premises meet the availability requirements of Medium General Service or Large General Service; or
2. At a farm, where the Billing Demand and Energy consumption at the Premises meet the availability requirements of Medium General Service or Large General Service; or
3. In the common areas of multiple occupancy buildings if such common areas are used only for the common benefit of Dwellings in that building.

6.1.4 General Service Election – Irrigation Customers

General Service is available as an alternative to Irrigation Service only where the Customer or applicant for Service (as applicable) is eligible for Irrigation Service but requests General Service.

6.2 Use of Electricity

A Customer will use Electricity only for the purposes permitted under the availability clause of the Rate Schedule under which the Customer takes Service.

6.3 Late Payment Charge

If the amount payable shown on a bill is not paid in accordance with section 5.3 (Payment of Bills), and if the unpaid balance is \$30 or more, the subsequent bill will, in addition to the overdue amount, include a Late Payment Charge calculated from the billing date as set out in section 11.4 (Miscellaneous Standard Charges). To allow time for payments made to BC Hydro to reach BC Hydro's payment processing centre and to coordinate the billing of Late Payment Charges with scheduled billing cycles, BC Hydro may, in its discretion, waive Late Payment Charges.

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6.4 Returned Payment Charge

If a cheque received by BC Hydro from a Customer or a pre-authorized payment deduction or electronic funds transfer in payment of any account or Financing Agreement amount is returned or stopped by the Customer's bank, trust company or financial institution because of insufficient funds, or any reason other than clerical error, a Returned Payment Charge, as set out in section 11.4 (Miscellaneous Standard Charges), for processing each failed payment will be added to the amount due and payable by the Customer whether or not the Service has been Disconnected.

6.5 Account Charge

When a change of Customer on an account for a Premises occurs an Account Charge as set out in section 11.4 (Miscellaneous Standard Charges) will be paid by the new Customer with respect to each account in that Customer's name for which a separate bill is rendered by BC Hydro, except that:

1. If the new Customer is, or was, the spouse of the former Customer, no such Account Charge will apply; and
2. If the new Customer is the Owner of a multi-tenant building, an Account Charge will apply only the first time a particular Dwelling account in the building is changed to the name of such Owner.

6.6 Call-Back Charges

6.6.1 Service Connection Call-Back Charge

A Service Connection Call-Back Charge, as set out in section 11.4 (Miscellaneous Standard Charges), will be paid by the Customer each time a BC Hydro representative attends the Customer's Premises to install or modify a new Service Connection at the request of the Customer and is unable to complete the work because the facilities required to be provided by the Customer, for the purpose of the Service Connection are deficient.

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6.6.2 Failed Installation Charge

A Failed Installation Charge, as set out in section 11.4 (Miscellaneous Standard Charges), will be paid by the Customer each time a BC Hydro representative attends the Customer's Premises to install Metering Equipment but is unable to complete the work because of an obstruction or an objection made by the Customer.

6.7 Minimum Reconnection Charge

A Customer will pay a Minimum Reconnection Charge, as set out in section 11.3 (Minimum Reconnection Charges), when Service is reconnected to a Premises previously Disconnected for the following reasons, and where all Metering Equipment and other BC Hydro equipment used to provide Service remains in place:

1. To permit the Customer to make alterations to or on private property;
2. Because BC Hydro was ordered to Disconnect by the appropriate inspection authority; or
3. Where Service was Disconnected for any reason set out in section 2.4 (Refusal to Provide Service and Termination by BC Hydro).

BC Hydro may add to the Minimum Reconnection Charges set out in section 11.3 (Minimum Reconnection Charges), an amount to cover the costs incurred by BC Hydro when there are unusual circumstances.

A Customer will not be required to pay a Minimum Reconnection Charge under section 11.3 (Minimum Reconnection Charges) when the Disconnection was made:

1. For reasons of public safety, unless attributable to actions of the Customer;
2. By BC Hydro because no application for Service had been received in respect of such Service; or
3. For service requirements of BC Hydro.

6.8 Taxes and Levies

The rates and charges set out in the Electric Tariff do not include the goods and services tax (GST), the provincial services tax (PST) or any other tax or levy which BC Hydro may be lawfully authorized or required to add to its normal rates and charges.

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