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| <p>Newmarket-Tay Power Distribution Ltd.</p> <p>Conditions of Service</p> | <p>Number: NT POWER COS-240-05</p> <p>Issue Date: July, 2007</p> <p>Next Review Date: February, 2015</p> |
| <p>Tariffs and Charges Payments</p> | |

1. Preamble

Newmarket-Tay Power Distribution Ltd. (NT POWER) has established payment methods to provide the *Consumer* with *distribution services*, and *wholesale settlement rates* through *Standard Supply Service*, or through a third party *retailer* as per the rules and regulations laid out in the *Ontario Energy Board's (OEB) Retail Settlements Code (RSC)*.

2. Payments and Late Payment Charges

Bills are rendered for *distribution services* and *wholesale settlement rates* to the *Consumer* on a monthly basis. Bills are payable in full by the due date, otherwise, overdue interest will apply. Interest will be applied per month at the *rate* stated in NT POWERCOS-500, Appendix "Q", Schedule of Rates and Charges. Where a partial payment has been made by the *Consumer* on or before the due date, the interest charge will apply only to the amount of the bill outstanding on the due date. In the event of partial payment by a *Consumer*, payments shall be allocated to the *wholesale settlement costs* first, and then to *distribution services* costs.

Payments will be accepted in the form of legal tender as defined in the Currency Act, Chapter C-52 (Canada), in the currency of Canada, a personal or business cheque or direct deposit through a bank listed in Schedule I or II of the Bank Act (Canada), Visa or MasterCard credit card, debit card, or money order.

NT POWER also offers an Equal Payment Plan that allows *Consumers* to normally pay the same amount over eleven months, with reconciliation in the twelfth month. See *Conditions of Service* Section NT POWERCOS-310-01, Consumer Specific - Residential for details of this plan.

Outstanding bills are subject to the collection process and may ultimately lead to *disconnection of distribution services*. *Distribution services* will be restored once satisfactory payment has been made. *Disconnection of distribution services* does not relieve the *Consumer* of the liability for arrears. NT POWER shall not be liable for any damage on the *Consumer's* premises resulting from such *disconnection* of

distribution services. A *disconnect/reconnect* charge will apply where the service has been *disconnected* due to non-payment. *OEB* approved charges for collection notices and *disconnect/reconnect* are shown in NT POWERCOS-500, Appendix “Q”, Schedule of Rates and Charges.

3. Pre-Authorized Payment

NT POWER also offers a Pre-Authorized Payment (PAP) plan. The PAP plan allows *Consumer* payments to be automatically withdrawn from the *Consumer's* bank account on their due date. A *Consumer* wishing to be put on the PAP plan must complete an authorization form, which is available from NT POWER. See NT POWERCOS-500, Appendix ‘T’.

This plan may also be used in conjunction with the Equal Payment Plan.

4. Other Charges

Consumers will pay special charges and deposits, on request, which may arise from a variety of conditions. These charges are approved by the *OEB* and are shown in NT POWERCOS-500, Appendix “Q”, Schedule of Rates and Charges. The other charges are:

Security Deposit - As a guarantee of payment of bills *Consumers* will be required to pay a deposit to NT POWER, see NT POWERCOS 240 – 03 and NT POWERCOS 240-04.

New Account Set-up - When a new account has to be established.

Change of Occupancy - A change of occupancy charge will apply to all accounts being finalled by an existing *Consumer*.

Arrears Certificate - If a *Consumer* or lawyer request an arrears certificate a charge will apply.

Returned Cheque - The *Consumer* will be required to pay additional charges for the processing of non-sufficient fund (N.S.F.) cheque.

Collection of Account Charge - It is sometimes necessary, for the *Consumer's* convenience, for a NT POWER employee to visit a *Consumer's* premises to collect payment for an account. There will be a charge for this service.

***Bill Copy** - If the *Consumer* requests a copy of their previously mailed bill a charge will apply.

***Statement of Account** - If the *Consumer* requests a statement of their account a charge will apply.

Reference Letter - A letter of reference on *Consumer* payment activity will be supplied for a service fee.

Easement Letter - When a lawyer or *Consumer* requests information on easements for a parcel of land, a letter will be supplied for a service fee.

Disconnect/Reconnect Charges - If *distribution services* are *disconnected* to a *Consumer* for non-payment, and payment has been received according to NT POWERCOS 220 - 01, the *distribution services* will be reconnected and a service charge will apply. The amount of the service charge will depend on when the *distribution services* were reconnected, and the physical location on the *electrical service* wires of the actual reconnection.

Dispute Meter Test - If a *Consumer* disputes the accuracy of the meter, the dispute process outlined in NT POWERCOS 230 – 07 Section 8 will be followed. A service charge will apply. The amount of the charge is different, depending on the type of *meter installation*.

Items marked with (*) are available on the NT POWER web site.

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