

TEXTE DE
CONDITIONS OF ELECTRICITY SERVICE
ON APRIL 1, 2013
(VERSION ANGLAISE)

**SUIVANT LA DÉCISION D-2013-037 RENDUE PAR LA RÉGIE DE L'ÉNERGIE
LE 12 MARS 2013**

unpaid balance at the rate applicable at the billing date, calculated in accordance with the “administration charges applicable to billing by Hydro-Québec” as established in the Electricity Rates.

If Hydro-Québec is advised by a financial institution that payment cannot be made because of insufficient funds, the “charge for insufficient funds” as established in the Electricity Rates is applied.

11.7 The customer may pay its bill by mail or to any authorized agent of Hydro-Québec listed in Schedule IV.

11.8 The customer may not deduct from his bill an amount due to him from Hydro-Québec or a direct claim or counter-claim which he has, or claims to have, against Hydro-Québec.

11.9 A customer may, on agreement with Hydro-Québec, use the equalized payments plan under which the anticipated cost of electricity is divided into 12 monthly instalments based on an estimate of future consumption, subject to an overpayment or balance owing at the end of the agreement or at the annual revision, once the actual consumption is known.

Any service contract is eligible except for large-power contracts, provided that the consumption history is about 11 months at the relevant premises for a reasonable projection to be done.

Hydro-Québec reviews the equalized payments plan of the contract every year before the winter period. If there is a balance owing, Hydro-Québec allows this amount to be spread out over the next 12 months. Hydro-Québec may also work out a payment arrangement with the customer.

If there is a substantial discrepancy between the monthly instalments billed and the actual cost of the electricity consumed, Hydro-Québec may perform interim reviews, taking into account any rate adjustment.

The equalized payments plan will cease to apply in the following cases:

- (1) at any time, on the customer’s request;
- (2) when the contract is terminated.

Moreover, Hydro-Québec may terminate a customer’s participation in the equalized payments plan if the customer has missed more than one instalment.

Division 3 – Billing and payment procedures for some large -power service contracts

11.10 The provisions set forth in this division apply to large-power service contracts. They come into effect on April 8th, 2011 and have precedence over any incompatible provision set forth in these *Conditions of Electricity Service* and/or any incompatible provisions of a billing or payment agreement, despite any cancellation deadline stipulated in such an agreement.

In this division, a risky service contract is one with a customer assigned a credit rating in column 4 of the table in Schedule VII, and a high-risk service contract is one with a customer assigned a credit rating in column 5 of the table in Schedule VII.

If a customer has not been assigned a credit rating within the past 12 months by one of the agencies listed in Schedule VII, Hydro-Québec will conduct its own risk analysis using the applicable scorecard in Schedule VII.

If the customer fails to provide Hydro-Québec with the financial information required for the risk analysis, or if it has failed to pay a bill on time, all the customer's large-power service contracts are deemed to be high-risk.

11.11 Subject to any applicable law, Hydro-Québec undertakes to keep confidential all information provided by the customer related to the present division and identified as confidential by said customer.

11.12 When Hydro-Québec intends to apply sections 11.14 to 11.16 to a large-power service contract, it notifies the customer to that effect in writing, specifying the terms and conditions. Upon receipt of the notice, the customer shall communicate with Hydro-Québec and reach an agreement on the date that the new terms and conditions come into effect, as well as reasonable transitional measures.

If no agreement can be reached, the new terms and conditions come into effect eight (8) days after the date the notice was sent. In the case of a high-risk service contract, Hydro-Québec bills any unbilled consumption and power demand, and the bill must be paid within five business days of the billing date.

11.13 A customer who has not been assigned a credit rating by one of the agencies listed in Schedule VII and disagrees with the credit rating assigned by Hydro-Québec may ask to have a recognized credit-rating agency perform a new risk analysis based on the financial information already supplied. The customer shall indicate the grounds of its disagreement concerning the application of Schedule VII in writing and in sufficient detail. Such a request neither suspends

PART III – SUPPLY

Chapter 14 – MODES OF SUPPLY

14.1 Hydro-Québec supplies electricity at the connection point at a frequency of approximately 60 hertz in accordance with the provisions of this Chapter.

Steady state voltage up to 44,000 V is supplied in accordance with the provisions of standard No. CAN3-C235-83 (R2010) in force at the time of application.

14.2 Electricity is supplied subject to the limitations and upon the conditions described in these Conditions of Service and in accordance with the applicable technical specifications, including the specifications of the distribution substations, civil works and equipment required for such supply.

Division 1 – Supply at low voltage

14.3 Electricity at low voltage is supplied at single-phase voltage of 120/240 V or at three-phase voltage of 347/600 V grounded wye if the sum of the rated current of the service boxes of the electrical installation does not exceed the following limits

(1) 1,200 A at 120/240 V;

(2) 6,000 A at 347/600 V.

14.3.1 Where the customer's electrical installation is supplied at 600 V, 3-wire, Hydro-Québec may, at any time, change this voltage to three-phase, 347/600 V, grounded wye. In such a case, it shall give the customer at least 30 days' written notice before the date of the voltage conversion and of the termination of service at the existing voltage. The customer must then update its electrical installation at its expense in order to allow supply at the new voltage, carrying out all work mentioned in Section 14.5, if applicable.

14.4 Electricity at low voltage is supplied directly from the power line where the sum of the rated current of the service boxes is 600 A or less, or where the sum of the rated current of the service boxes exceeds 600 A and the maximum current demand on the distribution service loop does not exceed 500 A, or 600 A for a dual-energy system during the winter period.

Where the sum of the rated current of the service boxes on the distribution service loop exceeds 600 A, electricity at low voltage is supplied from a

distribution substation located on the property to be supplied and installed either on a pole, a base or a platform or in an annex.

Where the applicant and Hydro-Québec agree on another mode of supply at low voltage, the applicant assumes all the additional costs.

14.5 Except where electricity at low voltage is supplied from a distribution substation located on a pole or platform, the applicant must, at his expense, build, install, fit out, maintain and replace the civil works and equipment required for such supply, other than Hydro-Québec's electrical equipment.

14.6 In the case of an electrical installation the sum of the rated current of whose service boxes exceeds 600 A and to which electricity is supplied at 347/600 V, directly from the power line or from a distribution substation installed on a pole, Hydro-Québec advises the customer in writing when it determines that the limit of maximum current demand is exceeded. The customer must then, within six (6) months following the date of receipt of the notice

(1) install, at his expense, the civil works and equipment required for the supply of electricity from a distribution substation that is not installed on a pole; and

(2) pay, when requested, the cost of the portion of the distribution service loop exceeding 30 metres; and

(3) reimburse the total cost incurred by Hydro-Québec for the installation and removal of equipment and materials, including transformers, required for the supply of electricity directly from the power line or from a distribution substation installed on a pole where the limit of current demand is exceeded in the course of the five (5) years following the date on which service is first established. The depreciated value of the equipment and materials recovered for reuse by Hydro-Québec is refunded to the customer who paid for it.

14.7 When electricity is supplied to the electrical installation directly from the power line at low voltage, no load likely to cause an abrupt current demand of 100 A or more may be connected without Hydro-Québec's written authorization.

14.8 Subject to the customer's priority use of the full capacity of the distribution substation, Hydro-Québec may use such substation to supply electricity to the electrical installations of other customers.