

**MODIFICATIONS AUX *CONDITIONS DE SERVICE D'ÉLECTRICITÉ*  
ET JUSTIFICATIONS  
(VERSION ANGLAISE)**

**SUIVANT LA DÉCISION D-2015-018 RENDUE  
PAR LA RÉGIE DE L'ÉNERGIE LE 6 MARS 2015**



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## JUSTIFICATIONS DES MODIFICATIONS DES *CONDITIONS DE SERVICE D'ÉLECTRICITÉ*

CONDITIONS DE SERVICE D'ÉLECTRICITÉ EN VIGUEUR LE 1 <sup>ER</sup> AVRIL 2014	CONDITIONS DE SERVICE D'ÉLECTRICITÉ EN VIGUEUR LE 1 <sup>ER</sup> AVRIL 2015	JUSTIFICATION DE LA MODIFICATION OU REMARQUES
		<p>En plus des modifications justifiées au cas par cas, les modifications générales suivantes ont été apportées :</p> <ul style="list-style-type: none"> <li>• uniformisation de l'écriture des nombres dans un souci d'harmonisation avec les <i>Tarifs d'électricité</i>,</li> <li>• modification des citations des lois et des règlements conformément à la <i>Politique sur le recueil</i> des lois et des règlements du Québec,</li> <li>• remplacement des termes « Distribution Tarif » par « Electricity Rates » et « Electricity Rates » par « Rates » dans un souci d'harmonisation avec la terminologie proposée dans les <i>Tarifs d'électricité</i> (Voir la section 3.9 de la pièce HQD-14, document 2 [B-0049]),</li> <li>• <u>uniformisation des libellés quant à l'utilisation des italiques, notamment pour les lois et règlements.</u></li> </ul> <p>(Voir également la section 2 de la pièce HQD-13, document 2 [B-0045])</p>

CONDITIONS DE SERVICE D'ÉLECTRICITÉ EN VIGUEUR LE 1 <sup>ER</sup> AVRIL 2014	CONDITIONS DE SERVICE D'ÉLECTRICITÉ EN VIGUEUR LE 1 <sup>ER</sup> AVRIL 2015	JUSTIFICATION DE LA MODIFICATION OU REMARQUES
	<p>Conditions of Electricity Service Effective April 1, 2015</p> <p>Approved by the Régie de l'énergie in Decision D-2015-XXX</p> <p>The section headings are for clarity only, and should not be taken into account for the purposes of interpreting the conditions of electricity service.</p>	<p>Actualisation du texte à l'endos de la page couverture de cette publication.</p>
Chapter 1 – FIELD OF APPLICATION	Chapter 1 – FIELD OF APPLICATION	
	<p><del>1.40</del> The provisions contained herein establish Hydro-Québec's conditions of electricity service.</p>	<p>Numérotation d'article; ajout de l'article 1.0 pour le texte provenant de l'article 1.1 actuel.</p>
<p>1.1 The provisions contained herein establish the conditions of electricity service by Hydro-Québec. However, the provisions of chapters 14, 15, 16 and 17 of these Conditions of Service apply only to low voltage service and medium voltage service where the maximum current does not exceed 260 A at three-phase voltage.</p>	<p><del>1.1 The provisions contained herein establish the conditions of electricity service by Hydro-Québec. However, the provisions of chapters 14, 15, 16 and 17 of these Conditions of Service apply only to low voltage service and medium voltage service where the maximum current does not exceed 260 A at</del></p> <p><u>Notwithstanding Section 1.0, when a request is made for electricity service for a medium-voltage installation and when the maximum current exceeds 260 A at three-phase voltage or high voltage, the provisions of Part III hereof shall apply with the necessary adjustments. In that case, a written agreement entered into between the applicant and Hydro-Québec prior to commencement of the work shall state the applicable conditions and said adjustments, including the following:</u></p>	<p>Ajout de précision lors d'une demande d'alimentation moyenne tension de plus de 260 A à une tension triphasée ou en haute tension.</p> <p>(Voir également la section 1.1 de la pièce HQD-13, document 2 [B-0045])</p> <p>Demande de la Régie de déplacer l'ajout à un article distinct.</p> <p>(Voir les notes sténographiques du 15 décembre 2014 [A-0064], pages 78-80)</p>

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	<p>(1) <u>Anticipated date for establishing service at the electrical installation;</u></p> <p>(2) <u>Description of the work in the reference offer and the options to be implemented by Hydro-Québec;</u></p> <p>(3) <u>Applicant's financial contribution to the cost of the work, along with the terms of payment;</u></p> <p>(4) <u>Applicant's power demand commitment;</u></p> <p>(5) <u>Financial guarantees to be provided by the applicant;</u></p> <p>(6) <u>Conditions regarding postponement or withdrawal of the request for service.</u></p> <p><u>The financial guarantees required by Hydro-Québec must be enough to cover the amount allocated in consideration of the applicant's consumption commitment.</u></p>	
Chapter 2 – INFORMATION	Chapter 2 – INFORMATION	
	<p><u>2.0 The customer may use his Customer Space on the Web site <a href="http://www.hydroquebec.com">www.hydroquebec.com</a> to enter into or terminate a service contract, sign up for services including Online Billing, the equalized payments plan or pre-authorized debit, paying a bill or obtaining information about his contract.</u></p>	<p>Ajout d'une nouvelle définition afin d'introduire la notion de nouvelle technologie.</p> <p>(Voir également la section 2 de la pièce HQD-13, document 2 [B-0045])</p>
2.1 Hydro-Québec informs its customers of these Conditions of Service.	<p>2.1 Hydro-Québec informs its customers of these Conditions of Service.</p> <p><u>It may do so by electronic means.</u></p>	<p>Ajout d'une information quant au moyen utilisé.</p> <p>(Voir également la section 2 de la pièce HQD-13, document 2 [B-0045])</p>

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<p>2.2 When Hydro-Québec performs work whose cost billed to the applicant exceeds the "charge for establishing service" stipulated in the Electricity Rates for Hydro-Québec's regular working hours, Hydro-Québec conveys the following information to him</p> <p>(1) all useful information pertaining to the timetable and nature of the work and the technical requirements applicable to work to be performed by the applicant at Hydro-Québec's request;</p> <p>(2) the cost of work and the charges related to electricity service that will be billed as provided in the Electricity Rates, and the terms of payment;</p> <p>(3) the estimated cost of work whose value will, on completion of the work, be revised according to the actual cost incurred.</p>	<p>2.2 When Hydro-Québec performs work whose cost billed to the applicant exceeds the "<i>charge for establishing service</i>" stipulated in the <del>Electricity</del> Rates for Hydro-Québec's regular working hours, Hydro-Québec conveys the following information to him:</p> <p>(1) all useful information pertaining to the timetable and nature of the work and the technical requirements applicable to work to be performed by the applicant at Hydro-Québec's request;</p> <p>(2) the cost of work and the charges related to electricity service that will be billed as provided in the <del>Electricity</del> Rates, and the terms of payment;</p> <p>(3) the estimated cost of work whose value will, on completion of the work, be revised according to the actual cost incurred.</p>	Actualisation du texte.
<p>2.3 The Distributor may carry out promotional activities with respect to any of the conditions set forth in chapters 5 and 11 of these Conditions of Service. Such promotional activities must be temporary and may apply to all customers or to various groups of customers so as to reducing the charges they must pay under Chapter 12 of the Electricity Rates.</p> <p>The Distributor shall report on such promotional activities to the Régie de l'énergie, as instructed by the Régie.</p>	<p>2.3 The Distributor may carry out promotional activities with respect to any of the conditions set forth in chapters 5 and 11 of these Conditions of Service. Such promotional activities must be temporary and may apply to all customers or to various groups of customers so as to reducing the charges they must pay under Chapter 12 of the <del>Electricity</del> Rates.</p> <p>The Distributor shall report on such promotional activities to the Régie de l'énergie, as instructed by the Régie.</p>	Actualisation du texte.



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Chapter 3 – DEFINITIONS AND INTERPRETATION	Chapter 3 – DEFINITIONS AND INTERPRETATION	
3.1 In these Conditions of Service, the following terms and expressions have the meanings hereinafter described [...]	3.1 In these Conditions of Service, the following terms and expressions have the meanings hereinafter described. [...]	
<b>domestic rate:</b> a rate at which the electricity delivered for domestic use is billed under the conditions set forth in the Electricity Rates;	<b>domestic rate:</b> a rate at which the electricity delivered for domestic use is billed under the conditions set forth in the <del>Electricity</del> Rates;	Actualisation du texte.
<b>Electricity Rates:</b> "Distribution Tariff" approved by the Régie de l'énergie;	<del>Electricity Rates:</del> <del>"Distribution Tariff"</del> <u>the document that sets forth the electricity rates of Hydro-Québec in its distribution activities, Electricity Rates of Hydro-Québec, as approved by the Régie de l'énergie;</u>	Pour fin d'harmonisation avec les Tarifs, mise à jour de la définition. <u>Modification conformément à la décision D-2015-018.</u>
<b>highway accessible by flatbed trailer:</b> any highway maintained by an individual or an organization and accessible to road vehicles and heavy vehicles, within the meaning of section 4 of the <i>Highway Safety Code</i> (R.S.Q., c. C-24.2);	<b>highway accessible by flatbed trailer:</b> any highway maintained by an individual or an organization and accessible to road vehicles and heavy vehicles, within the meaning of <u>Section 4</u> of the <i>Highway Safety Code</i> (R.S.Q. <u>COLR</u> , <u>chapter</u> C-24.2);	

<b>CONDITIONS DE SERVICE D'ÉLECTRICITÉ EN VIGUEUR LE 1<sup>ER</sup> AVRIL 2014</b>	<b>CONDITIONS DE SERVICE D'ÉLECTRICITÉ EN VIGUEUR LE 1<sup>ER</sup> AVRIL 2015</b>	<b>JUSTIFICATION DE LA MODIFICATION OU REMARQUES</b>
<p>public highway:</p> <p>any public highway within the meaning of section 4 of the <i>Highway Safety Code</i> (R.S.Q., c. C-24.2) and, under the following conditions, any private roadway, whose maintenance may be the responsibility of an individual, body corporate, partnership or agency:</p> <p>[...]</p>	<p>public highway:</p> <p>any public highway within the meaning of <u>Section 4</u> of the <i>Highway Safety Code</i> (R.S.Q., <u>COLR, chapter</u>, C-24.2) and, under the following conditions, any private roadway, whose maintenance may be the responsibility of an individual, body corporate, partnership or agency:</p> <p>[...]</p>	
<p>3.1 [...]</p> <p>short-term contract:</p> <p>any short-term contract within the meaning of the Electricity Rates;</p>	<p>3.1 [...]</p> <p>short-term contract:</p> <p><del>any short-term contract</del> <u>with a term of less than 12 consecutive monthly periods</u> <del>within the meaning of the Electricity Rates;</del></p>	<p>Pour uniformité avec la définition de « abonnement de courte durée » présente dans les <i>Tarifs d'électricité</i>.</p>
<p><b>Chapter 5 – REQUEST FOR ELECTRICITY SERVICE</b></p>	<p><b>Chapter 5 – REQUEST FOR ELECTRICITY SERVICE</b></p>	
<p>5.1 Subject to Section 5.3, a request for electricity service must be made to Hydro-Québec in writing by the prospective contractholder or the latter's duly authorized representative.</p>	<p><del>5.1 Subject to Section 5.3, a request for electricity service must be made to Hydro-Québec in writing by the prospective contractholder or the latter's duly authorized representative.</del></p> <p><u>The request for electricity service must be made to Hydro-Québec by the person who will be the contractholder, or by the latter's duly authorized representative, in one of the following ways:</u></p> <p><u>(1) by electronic means, by telephone or in writing, for an existing installation rated 200 A or less;</u></p> <p><u>(2) by electronic means or in writing, for an existing installation rated more than 200 A or for any new</u></p>	<p>Pour fin de simplification, l'information relative à la demande d'abonnement présente aux articles 5.1, 5.3, 5.4, 5.5 et 5.6 est regroupée sous un seul article. (Voir également la section 2 de la pièce HQD-13, document 2 [B-0045] et les notes sténographiques du 15 décembre 2014 [A-0064], pages 99-101)</p> <p>Précision ajoutée relative aux moyens possibles pour signaler la demande d'abonnement de 200 A ou moins. (voir la réponse à la question 1.1.1 de la demande de renseignements de la CORPIQ à la pièce HQD-15, document 8 [B-0093])</p>

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	<p><u>installation.</u></p> <p><u>Acceptance of the request is conditional upon provision of the mandatory information prescribed in Schedule I.</u></p> <p><u>If the request is accepted, Hydro-Québec will write to the customer confirming the main specifications of the contract.</u></p> <p><u>The contract takes effect</u></p> <p><u>- as of the date agreed upon by Hydro-Québec and the customer; or</u></p> <p><u>- as of the date on which service is first established, in the case of a new installation.</u></p>	<p>Le texte proposé relatif aux nouvelles installations est conforme aux processus du Distributeur, à l'effet que toute nouvelle demande d'alimentation requiert un permis.</p> <p>(Voir les notes sténographiques du 15 décembre 2014 [A-0064], pages 99-101)</p>
<p>5.2 Where the requestor has been a customer of Hydro-Québec during the five (5) years preceding the date of the request for electricity service, or where, at the time of his request, he supplies a bill attesting that he has been a customer of a municipal or cooperative electricity distribution system in Québec during the five (5) years preceding the date of the request for electricity service, the "file administration charges" stipulated in the Electricity Rates must be paid.</p> <p>Where the requestor has not been a customer of Hydro-Québec during the five (5) years preceding the date of the request for electricity service, or where he has not been a customer of a municipal or cooperative electricity distribution system in Québec during the five (5) years preceding the date of the request for electricity service, the "new file charges" stipulated in the Electricity Rates must be</p>	<p><del>5.2 Where the requestor has been a customer of Hydro-Québec during the five (5) years preceding the date of the request for electricity service, or where, at the time of his request, he supplies a bill attesting that he has been a customer of a municipal or cooperative electricity distribution system in Québec during the five (5) years preceding the date of the request for electricity service, the "file administration charges" stipulated in the Electricity Rates must be paid.</del></p> <p><del>Where the requestor has not been a customer of Hydro-Québec during the five (5) years preceding the date of the request for electricity service, or where he has not been a customer of a municipal or cooperative electricity distribution system in Québec during the five (5) years preceding the date of the request for electricity service, the "new file charges" stipulated in the Electricity Rates must be</del></p>	<p>Simplification substantielle du texte notamment en éliminant la redondance.</p> <p>(Voir également la section 2 de la pièce HQD-13, document 2 [B-0045])</p>

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paid.	paid.  <u>Depending on the customer's situation, a request for service will be subject to the following charges:</u>  <u>- the "new file charge" provided for in the Rates; or</u>  <u>- the "file administration charge" provided for in the Rates if the customer can show that he has been a customer of Hydro-Québec or of a municipal system or power distribution co-op in the past 5 years.</u>	
5.3 A request for electricity service at single-phase voltage, 120/240 V, may be made orally for  (1) an electrical installation with a rated current of 400 A or less intended for domestic use;  (2) an electrical installation with a rated current of 200 A or less intended for non-domestic use.	<del>5.3 A request for electricity service at single-phase voltage, 120/240 V, may be made orally for</del>  <del>(1) an electrical installation with a rated current of 400 A or less intended for domestic use;</del>  <del>(2) an electrical installation with a rated current of 200 A or less intended for non-domestic use.</del>  <u>Repealed.</u>	Pour fin de simplification, l'information relative à la demande d'abonnement est regroupée à l'article 5.1.  (Voir également la section 2 de la pièce HQD-13, document 2 [B-0045])  <u>Modification conformément à la décision D-2015-018.</u>
5.4 All requests must contain the information listed in Schedule I.	<del>5.4 All requests must contain the information listed in Schedule I.</del>  <u>Repealed.</u>	Pour fin de simplification, l'information relative à la demande d'abonnement est regroupée à l'article 5.1.  (Voir également la section 2 de la pièce HQD-13, document 2 [B-0045])  <u>Modification conformément à la décision D-2015-018.</u>
5.5 The contract is entered into upon Hydro-Québec's granting the requestor its consent to the conditions under which electricity service will be supplied and delivered, and, if need be, the limit of available power and the technical specifications of	<del>5.5 The contract is entered into upon Hydro-Québec's granting the requestor its consent to the conditions under which electricity service will be supplied and delivered, and, if need be, the limit of available power and the technical specifications of</del>	Pour fin de simplification, l'information relative à la demande d'abonnement est regroupée à l'article 5.1.  L'article 5.5 est conservé pour sensibiliser le client à valider la durée minimale de l'abonnement dans

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the installations required.  The contract is concluded in writing where required by the requestor or Hydro-Québec.	<del>the installations required.  The contract is concluded in writing where required by the requestor or Hydro-Québec.</del>  <u>Repealed.</u>	les tarifs.  (Voir également la section 2 de la pièce HQD-13, document 2) [B-0045]  <u>Modification conformément à la décision D-2015-018.</u>
5.6 Hydro-Québec confirms to each customer in writing the principal specifications of the contract that he holds.	<del>5.6 Hydro-Québec confirms to each customer in writing the principal specifications of the contract that he holds.</del>  <u>Repealed.</u>	Pour fin de simplification, l'information relative à la demande d'abonnement est regroupée à l'article 5.1.  (Voir également la section 2 de la pièce HQD-13, document 2) [B-0045]  <u>Modification conformément à la décision D-2015-018.</u>
Chapter 6 – OBLIGATIONS OF THE CUSTOMER	Chapter 6 – OBLIGATIONS OF THE CUSTOMER	
6.1 The holder of a contract is a customer of Hydro-Québec and must fulfill the obligations set out in these Conditions of Service and in the Electricity Rates.  A customer of Hydro-Québec may hold one or more contracts.  Where multiple customers hold a single contract, each of them is responsible for the payment in full of the electricity bill.	6.1 The holder of a contract is a customer of Hydro-Québec and must fulfill the obligations set out in these Conditions of Service and in the <del>Electricity</del> Rates.  A customer of Hydro-Québec may hold one or more contracts.  Where multiple customers hold a single contract, each of them is responsible for the payment in full of the electricity bill.	

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<p>6.2 The customer must notify Hydro-Québec immediately upon becoming aware of any error appearing in</p> <p>(1) the confirmation of the specifications of the customer's contract referred to in Section 5.6; or</p> <p>[...]</p>	<p>6.2 The customer must notify Hydro-Québec immediately upon becoming aware of any error appearing in</p> <p>(1) the confirmation of the specifications of the customer's contract referred to in Section 5.6<sup>1</sup>; or</p> <p>[...]</p>	<p>À la suite de la simplification et du regroupement des articles liés à la demande d'abonnement, mise à jour de l'article de référence à 5.1.</p>
<p>6.3 The customer remains responsible to Hydro-Québec for electricity covered by the contract as long as the contract has not been terminated.</p> <p>Notwithstanding Section 7.1, a contract may not be terminated where a customer owing amounts to Hydro-Québec continues to use electricity service at the same address as the one for which termination is requested.</p>	<p>6.3 The customer remains responsible to Hydro-Québec for electricity covered by the contract as long as the contract has not been terminated.</p> <p>Notwithstanding Section 7.1, a contract may not be terminated where a customer owing amounts to Hydro-Québec continues to use electricity service at the same address as the one for which termination is requested.</p> <p><u>Hydro-Québec will also refuse to terminate a contract if the customer's sole purpose in terminating is to avoid application of a condition provided for in the Rates.</u></p>	<p>Ajout requis à la suite de la demande de report relative à la modification à l'article 7.1 et à l'ajout du nouvel article 7.2.</p> <p>Précision ajoutée quant au refus de mettre fin à un abonnement. (voir la section 2 de la pièce HQD-13, document 2 [B-0045])</p> <p>(Voir les notes sténographiques du 12 décembre 2014 [A-0062], pages 41-47)</p>
<p>6.4 Every delivery point is covered by a separate contract, except when</p> <p>(1) on February 1, 1984, the electricity delivered for a dwelling was covered by a single contract although it was metered by more than one unit of metering equipment, if this situation still prevails on or after April 1, 2008, as long as the customer's electrical installation is not modified;</p> <p>(2) the electricity delivered to the customer can also be delivered to a delivery point located on a backup line;</p> <p>(3) the electricity is delivered to the customer by</p>	<p>6.4 Every delivery point is covered by a separate contract, except when</p> <p>(1) on February 1, 1984, the electricity delivered for a dwelling was covered by a single contract although it was metered by more than one unit of metering equipment, if this situation still prevails on or after April 1, 2008, as long as the customer's electrical installation is not modified;</p> <p>(2) the electricity delivered to the customer can also be delivered to a delivery point located on a backup line;</p> <p>(3) the electricity is delivered to the customer by</p>	

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more than one line because of the limited capacity of Hydro-Québec's power lines;  (4) the electricity is sold at a flat rate or for purposes of public or Sentinel lighting defined in the Electricity Rates.	more than one line because of the limited capacity of Hydro-Québec's power lines;  (4) the electricity is sold at a flat rate or for purposes of public or Sentinel lighting defined in the Electricity Rates.	
6.5 A customer wishing to modify a contract must make a new request. Where the new request complies with the Conditions of Service, a new contract replaces the one in effect.	<del>6.5 A customer wishing to modify a contract must make a new request. Where the new request complies with the Conditions of Service, a new contract replaces the one in effect.</del>  <u>To add one of the contractholders or to change a contractholder's address, a new request for service must be submitted. Should one joint contractholder withdraw, the contract continues for the remaining contractholder(s). In such cases, Hydro-Québec sends a written notice to the remaining contractholder(s).</u>	Précision sur les cas requérant une nouvelle demande d'abonnement. (Voir également la section 2 de la pièce HQD-13, document 2 [B-0045])  La proposition de modification est conforme à une précédente décision de la Régie. (Voir la décision D-2001-60, page 7)  <u>Modification reflétant la demande de la Régie dans la décision D-2015-018. Dans la modification proposée de l'article, la demande de retrait d'un cotitulaire est sans frais.</u>
6.7 Following termination of a contract by a tenant or where it is determined that premises are vacant, Hydro-Québec sends a written notice to the owner asking him to communicate his intentions regarding the maintaining of electricity service.  An owner who agrees to become the holder of a contract for a dwelling or premises left vacant is exempted from the payment of the charges stipulated in Section 5.2.  Refusal to assume responsibility for the consumption of premises left vacant is equivalent to a request for termination of delivery of electricity, which is covered by Section 6.8 once the contract	6.7 Following termination of a contract by a tenant or where it is determined that premises are vacant, Hydro-Québec sends a written notice to the owner asking him to communicate his intentions regarding the maintaining of electricity service.  An owner who agrees to become the holder of a contract for a dwelling or premises left vacant is exempted from the payment of the charges stipulated in Section 5.2.  Refusal to assume responsibility for the consumption of premises left vacant is equivalent to a request for termination of delivery of electricity, which is covered by Section 6.8 once the contract	

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<p>in effect has been terminated in accordance with Section 7.1.</p> <p>The owner must give Hydro-Québec written notice of such refusal.</p> <p>An owner who fails to communicate his intentions regarding the maintaining of electricity service within seven (7) clear days from the time the notice is sent is considered to have the obligations of a contractholder in accordance with Section 6.1 once the contract in effect has been terminated in accordance with Section 7.1.</p>	<p>in effect has been terminated in accordance with Section 7.1.</p> <p>The owner must give Hydro-Québec written notice of such refusal.</p> <p>An owner who fails to communicate his intentions regarding the maintaining of electricity service within <del>seven (7)</del> clear days from the time the notice is sent is considered to have the obligations of a contractholder in accordance with Section 6.1 once the contract in effect has been terminated in accordance with Section 7.1.</p>	<p>Uniformisation de l'écriture des nombres.</p>
<p><b>6.8</b> Notwithstanding any agreement to the contrary between the landlord and the tenant and subject to Sections 12.3 and 12.9, only the owner of a building may request the delivery or the termination of delivery of electricity. When a request is made for delivery of electricity following a termination, the owner must pay the "charge for establishing service" stipulated in the Electricity Rates.</p> <p>If the owner is not a customer of Hydro-Québec for the building covered by the request, termination of delivery of electricity may be requested by the owner only after the contract is terminated by the tenant.</p>	<p><b>6.8</b> Notwithstanding any agreement to the contrary between the landlord and the tenant and subject to Sections 12.3 and 12.9, only the owner of a building may request the delivery or the termination of delivery of electricity. When a request is made for delivery of electricity following a termination, the owner must pay the <del>"charge for establishing service"</del> <u>stipulated following charges provided for in the Electricity Rates:-</u></p> <p><u>- the "charge for interrupting service" in the case of a single-phase installation rated 200 A or less; or</u></p> <p><u>- the "charge for establishing service" for all other installations, or if a meter that has no radio-frequency emission is installed under the provisions of Section 10.4.</u></p> <p>If the owner is not a customer of Hydro-Québec for the building covered by the request, termination of delivery of electricity may be requested by the owner only after the contract is terminated by the tenant.</p>	<p>Révision des frais lors des demandes de cessation et de remise en service à la demande des propriétaires.</p> <p>(Voir la pièce HQD-13, document 2.1 [B-0068] et la réponse à la question 2.4 de la demande de renseignements de la CORPIQ à la pièce HQD-15, document 8 [B-0093])</p> <p>Harmonisation du texte avec l'article 10.4, alinéa 4, paragraphe 2.</p>



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Chapter 7 – TERM OF THE CONTRACT	Chapter 7 – TERM OF THE CONTRACT	
<p>7.1 The contract begins on the date stipulated for the commencement of the delivery of electricity, and where delivery begins earlier, on the effective date of the commencement of delivery.</p> <p>Subject to the categories of use stipulated in Subparagraphs 1 to 4 of the third paragraph</p> <p>(1) a contract for domestic use is entered into for an initial term of at least one week and continues until either the customer or Hydro-Québec terminates it by giving at least seven (7) clear days' notice to this effect;</p> <p>(2) a contract for non-domestic use is entered into for an initial term of at least one year and continues for the term agreed upon between the customer and Hydro-Québec, or, where no such term has been agreed upon, from month to month until the customer or Hydro-Québec terminates it by giving at least 30 clear days' notice in writing to this effect prior to the end of the term.</p> <p>For the following categories of use</p> <p>(1) a short-term contract is entered into for an initial term of at least one month and continues until the customer or Hydro-Québec terminates it by giving at least 30 clear days' notice in writing to this effect;</p> <p>(2) a contract for temporary service continues on a day-to-day basis until the customer terminates it by giving Hydro-Québec at least one clear day's notice to this effect;</p>	<p>7.1 The contract begins on the date stipulated for the commencement of the delivery of electricity, and where delivery begins earlier, on the effective date of the commencement of delivery.</p> <p>Subject to the categories of use stipulated in Subparagraphs 1 to 4 of the third paragraph</p> <p>(1) a contract for domestic use is entered into for an initial term of at least one week and continues until either the customer or Hydro-Québec terminates it by giving at least <del>seven (7)</del> clear days' notice to this effect;</p> <p>(2) a contract for non-domestic use is entered into for an initial term of at least one year and continues for the term agreed upon between the customer and Hydro-Québec, or, where no such term has been agreed upon, from month to month until the customer or Hydro-Québec terminates it by giving at least 30 clear days' notice in writing to this effect prior to the end of the term.</p> <p>For the following categories of use</p> <p>(1) a short-term contract is entered into for an initial term of at least one month and continues until the customer or Hydro-Québec terminates it by giving at least 30 clear days' notice in writing to this effect;</p> <p>(2) a contract for temporary service continues on a day-to-day basis until the customer terminates it by giving Hydro-Québec at least one clear day's notice to this effect;</p>	<p>Demande de modification de l'article 7.1 reportée. (Voir les notes sténographiques du 10 décembre 2014 [A-0059], pages 10-11)</p>

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<p>(3) a contract for complete public lighting service defined in the Electricity Rates is entered into for an initial term of at least one year and continues for the term agreed upon by the customer and Hydro-Québec or, where no such term has been agreed upon, from year to year until the customer or Hydro-Québec terminates it by giving at least 30 clear days' notice in writing to this effect prior to the end of the term;</p> <p>(4) a contract for general public lighting service defined in the Electricity Rates is entered into for an initial term of at least one month, where the contract comprises only electricity service, and for an initial term of at least one year in other cases. It continues until the customer or Hydro-Québec terminates it by giving at least 30 clear days' notice in writing to this effect prior to the end of the term.</p>	<p>(3) a contract for complete public lighting service defined in the <del>Electricity</del> Rates is entered into for an initial term of at least one year and continues for the term agreed upon by the customer and Hydro-Québec or, where no such term has been agreed upon, from year to year until the customer or Hydro-Québec terminates it by giving at least 30 clear days' notice in writing to this effect prior to the end of the term;</p> <p>(4) a contract for general public lighting service defined in the <del>Electricity</del> Rates is entered into for an initial term of at least one month, where the contract comprises only electricity service, and for an initial term of at least one year in other cases. It continues until the customer or Hydro-Québec terminates it by giving at least 30 clear days' notice in writing to this effect prior to the end of the term.</p>	
Chapter 8 – USE OF ELECTRICITY	Chapter 8 – USE OF ELECTRICITY	
<p>8.2 Reselling, renting, lending, exchanging or giving away electricity supplied or delivered by Hydro-Québec is prohibited, except where an entity doing so is operating an undertaking engaged in the distribution of electricity within the meaning of the <i>Act respecting municipal and private electric power systems</i> (R.S.Q., c. S-41).</p> <p>[...]</p>	<p>8.2 Reselling, renting, lending, exchanging or giving away electricity supplied or delivered by Hydro-Québec is prohibited, except where an entity doing so is operating an undertaking engaged in the distribution of electricity within the meaning of the <i>Act respecting municipal and private electric power systems</i> (R.S.Q. <a href="#">COLR</a>, <a href="#">chapter</a> S-41).</p> <p>[...]</p>	

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Chapter 9 – DEPOSITS AND GUARANTEES OF PAYMENT	Chapter 9 – DEPOSITS AND GUARANTEES OF PAYMENT	
9.1 For a contract for domestic use and subject to section 20 of the <i>Act respecting the mode of payment for electric and gas service in certain buildings</i> (R.S.Q., c. M-37), Hydro-Québec may require a cash deposit or a guarantee of payment from a customer who, in the 24 months preceding the request for deposit or guarantee, has availed himself of the provisions of the <i>Bankruptcy and Insolvency Act</i> (R.S.C. 1985, c. B-3) or received an overdue notice stipulated in Section 12.5 advising him of the possibility of an interruption of service.	9.1 For a contract for domestic use and subject to <u>Section</u> 20 of the <i>Act respecting the mode of payment for electric and gas service in certain buildings</i> (R.S.Q. <u>COLR</u> , <u>chapter</u> - M-37), Hydro-Québec may require a cash deposit or a guarantee of payment from a customer who, in the 24 months preceding the request for deposit or guarantee, has availed himself of the provisions of the <i>Bankruptcy and Insolvency Act</i> (R.S.C. 1985, c. B-3) or received an overdue notice stipulated in Section 12.5 advising him of the possibility of an interruption of service.	
9.2 For any new contract for non-domestic use, a cash deposit or a guarantee may be required, except in the following cases  (1) a contract of a customer who does not constitute a risk following an evaluation conducted by Hydro-Québec based on generally recognized criteria, including but not limited to: number of years in business, experience of the managers, payment history, business sector;  (2) a contract of a public agency covered by Schedule II;  (3) a contract of a financial institution covered by Schedule II;  (4) a contract for a building covered by the <i>Act respecting the mode of payment for electric and</i>	9.2 For any new contract for non-domestic use, a cash deposit or a guarantee may be required, except in the following cases  (1) a contract of a customer who does not constitute a risk following an evaluation conducted by Hydro-Québec based on generally recognized criteria, including but not limited to: number of years in business, experience of the managers, payment history, business sector;  (2) a contract of a public agency covered by Schedule II;  (3) a contract of a financial institution covered by Schedule II;  (4) a contract for a building covered by the <i>Act respecting the mode of payment for electric and</i>	Simplification du texte avec les mêmes exclusions à l'exception de l'abonnement pour la vente à forfait pour lequel un dépôt pourra être dorénavant demandé.  (Voir également la section 2 de la pièce HQD-13, document 2)  Faisant suite à la demande de report, modification apportée relative à l'abonnement pour la vente à forfait pour lequel un dépôt pourra être dorénavant demandé. (Voir également la section 2 de la pièce HQD-13, document 2 [B-0045])

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<p><i>gas service in certain buildings;</i></p> <p>(5) a contract relating to flat-rate sale of electricity where there is low electricity consumption, such as telephone booths and cable television equipment directly connected to Hydro-Québec's system;</p> <p>(6) a contract where a request for a modification affects only the customer's address for service;</p> <p>(7) the contract of a customer who, in the 24 months preceding the request, has paid by the due date the electricity bills for his other contracts for non-domestic use;</p> <p>(8) the contract of a customer who is an individual and who, in the 24 months preceding the request, has paid by the due date the electricity bills for his other contracts, provided there is no billing of power for the new contract.</p> <p>Hydro-Québec may also require a cash deposit or a guarantee of payment from a customer in the following cases:</p> <p>(1) if, in the 24 months preceding the date of his last bill, the customer failed at least once to pay his electricity bill by the due date.</p> <p>(2) when the amount billed for 12 consecutive months within the last 24 months exceeds \$500,000 for all of the customer's contracts for non-domestic use, if these contracts are risky or high-risk as defined in Schedule VII. The customer shall provide Hydro-Québec with the financial information required for the risk analysis within 30 business days after the written request is sent. Sections 11.11 and 11.13 apply in such a case, subject to</p>	<p><i>gas service in certain buildings;</i></p> <p><del>(5) a contract relating to flat-rate sale of electricity where there is low electricity consumption, such as telephone booths and cable television equipment directly connected to Hydro-Québec's system;</del></p> <p>(5) a contract where a request for a modification affects only the customer's address for service;</p> <p><del>(6)</del> the contract of a customer who, in the 24 months preceding the request, has paid by the due date the electricity bills for his other contracts for non-domestic use;</p> <p><del>(7)</del> the contract of a customer who is an individual and who, in the 24 months preceding the request, has paid by the due date the electricity bills for his other contracts, provided there is no billing of power for the new contract.</p> <p>Hydro-Québec may also require a cash deposit or a guarantee of payment from a customer in the following cases:</p> <p>(1) if, in the 24 months preceding the date of his last bill, the customer failed at least once to pay his electricity bill by the due date.</p> <p>(2) when the amount billed for 12 consecutive months within the last 24 months exceeds \$500,000 for all of the customer's contracts for non-domestic use, if these contracts are risky or high-risk as defined in Schedule VII. The customer shall provide Hydro-Québec with the financial information required for the risk analysis within 30 business days after the written request is sent. Sections 11.11 and 11.13 apply in such a case,</p>	

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the necessary adjustments. If the customer does not comply with this requirement, all the customer's service contracts are deemed to be high-risk.  Any cash deposit or guarantee of payment required while a contract is in effect must be given within eight (8) clear days of the date Hydro-Québec's written request was sent.	subject to the necessary adjustments. If the customer does not comply with this requirement, all the customer's service contracts are deemed to be high-risk.  Any cash deposit or guarantee of payment required while a contract is in effect must be given within <del>eight (8)</del> clear days of the date Hydro-Québec's written request was sent.	
9.3 Any deposit or guarantee under Sections 9.1 and 9.2 may not exceed a sum equal to the highest estimated billing for power and energy, including all taxes, for two (2) consecutive months within the 12-month period following the date on which the amount of the deposit or guarantee is established.	9.3 Any deposit or guarantee under Sections 9.1 and 9.2 may not exceed a sum equal to the highest estimated billing for power and energy, including all taxes, for <del>two (2)</del> consecutive months within the 12-month period following the date on which the amount of the deposit or guarantee is established.	
9.4 Any cash deposit bears interest, for the 12 months following April 1 in a given year, at the "rate applicable to deposits" specified in the Electricity Rates. [...]	9.4 Any cash deposit bears interest, for the 12 months following April 1 in a given year, at the " <i>rate applicable to deposits</i> " specified in the <del>Electricity</del> Rates. [...]	
Chapter 10 – METERING OF ELECTRICITY	Chapter 10 – METERING OF ELECTRICITY	
10.1 Electricity delivered to a customer is metered by metering equipment supplied and installed by Hydro-Québec.  Any equipment or apparatus other than Hydro-Québec's metering equipment is supplied and installed by the customer at his expense.  When electricity is metered at low voltage, the applicant must install Hydro-Québec's current	10.1 Electricity delivered to a customer is metered by metering equipment supplied and installed by Hydro-Québec.  Any equipment or apparatus other than Hydro-Québec's metering equipment is supplied and installed by the customer at his expense.  When electricity is metered at low voltage, the applicant must install Hydro-Québec's current	

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transformers and connect their primary voltage winding when they must be installed in a shielded substation.  When electricity is metered at medium voltage or at high voltage, the applicant must install Hydro-Québec's voltage and current transformers and connect their primary voltage winding.	transformers and connect their primary voltage windings when they must be installed in a shielded substation.  When electricity is metered at medium voltage or at high voltage, the applicant must install Hydro-Québec's voltage and current transformers and connect their primary voltage windings.	
10.2 Subject to the Electricity Rates, electricity delivered is metered separately for each delivery point on the property supplied, except where (1) the electricity is sold at a flat rate; (2) the electricity service is provided for the purpose of public lighting and Sentinel lighting defined in the Electricity Rates; (3) on April 15, 1987, the electricity was metered by a single unit of metering equipment and that is still the case on and after April 1, 2008, although it is delivered to multiple delivery points on the property supplied, as long as the customer's service entrance is not modified.	10.2 Subject to the <del>Electricity</del> Rates, electricity delivered is metered separately for each delivery point on the property supplied, except where (1) the electricity is sold at a flat rate; (2) the electricity service is provided for the purpose of public lighting and Sentinel lighting defined in the <del>Electricity</del> Rates; (3) on April 15, 1987, the electricity was metered by a single unit of metering equipment and that is still the case on and after April 1, 2008, although it is delivered to multiple delivery points on the property supplied, as long as the customer's service entrance is not modified.	
10.3 Even where there are multiple units of metering equipment in a building, Hydro-Québec must be able to effect an overall metering of electricity delivered throughout, or in a portion of, the building, for the purpose of analysing electricity consumption.	10.3 Even where there are multiple units of metering equipment in a building, Hydro-Québec must be able to effect an overall metering of electricity delivered throughout, or in a portion of, the building, for the purpose of analysing electricity consumption.	Actualisation du texte.
10.4 The customer can opt for a meter determined by Hydro-Québec that has no radio-frequency emission. In such a case, the customer must submit	10.4 The customer can opt for a meter determined by Hydro-Québec that has no radio-frequency emission. In such a case, the customer must submit	<u>Modification à l'article 10.4 en vigueur depuis le 3 octobre 2014 (D-2014-172).</u>

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<p>a written request to Hydro-Québec and pay the "initial installation charge" and the "monthly meter reading charge" stipulated in the Electricity Rates for each service contract. Such a request can be made at any time.</p> <p>When Hydro-Québec plans to replace the meters in a given region by new generation meters, it sends the customer a written notice to that effect at least 30 days before the replacement date. If the customer submits its request within 30 days of this notice, he is eligible for the "installation credit" stipulated in the Electricity Rates. Besides, a customer is not required to pay the "initial installation charge" if a meter without radio-frequency emission installed by Hydro Québec under the present Section is already in place at the time the request is submitted.</p> <p>Hydro-Québec maintains the metering without radio-frequency thus installed on the premises until the termination of the customer's service contract. However, the customer can request that a new generation meter be installed at any time, in which case no "monthly meter reading charge" will apply to the current consumption period.</p> <p>[...]</p>	<p>a <del>written</del> request to Hydro-Québec and pay the "<i>initial installation charge</i>" and the "<i>monthly meter reading charge</i>" stipulated in the <del>Electricity</del> Rates for each service contract. Such a request can be made at any time.</p> <p><del>When Hydro-Québec plans to replace the meters in a given region by new generation meters, it sends the customer a written notice to that effect at least 30 days before the replacement date. If the customer submits its request within 30 days of this notice, he is eligible for the "installation credit" stipulated in the Electricity Rates. Besides, a</del>  A customer is not required to pay the "<i>initial installation charge</i>" if a meter without radio-frequency emission installed by Hydro-Québec under the present Section is already in place at the time the request is submitted.</p> <p>Hydro-Québec maintains the metering without radio-frequency thus installed on the premises until the termination of the customer's service contract. However, the customer can request that a new generation meter be installed at any time, in which case no "<i>monthly meter reading charge</i>" will apply to the current consumption period.</p> <p>[...]</p>	
	<p><b>10.4.1</b> Notwithstanding Section 10.4, when Hydro-Québec plans to replace the meters in a given region by new generation meters, it sends the customer a written notice to that effect at least 30 days before the anticipated replacement date. If the customer submits his request for the installation</p>	<p><u>Modification au nouvel article 10.4.1 en vigueur depuis le 3 octobre 2014 (D-2014-172).</u></p>

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	<p>of a meter that has no radio-frequency emission within the time period stipulated in this notice, he will pay the <i>"reduced initial installation charge"</i> stipulated in the <del>Electricity Rates</del>. If the customer submits a request for the installation of a meter that has no radio-frequency emission following the time period stipulated in this notice, he will pay the <i>"initial installation charge"</i> stipulated in the <del>Electricity Rates</del>.</p> <p><u>Paragraphs 2, 3 and 4 repealed:</u></p> <p><del>A customer at whose premises a new generation meter was installed prior to October 3, 2014, or a customer who has received the notice stipulated in the first paragraph of this section, but whose new generation meter has not yet been installed at that date, may request that a meter that has no radio-frequency emission be installed and pay the <i>"reduced initial installation charge"</i> stipulated in the <del>Electricity Rates</del>. This request must be submitted by January 5, 2015.</del></p> <p><del>Hydro Québec will refund a customer who was billed the <i>"initial installation charge"</i> and the <i>"monthly meter reading charge"</i> in effect prior to October 3, 2014, the difference between the billed <i>"initial installation charge"</i> and <i>"monthly meter reading charge"</i> and the <i>"reduced initial installation charge"</i> and <i>"monthly meter reading charge"</i> set as of October 3, 2014. The amount will be reimbursed with interest in the form of a credit to his account.</del></p> <p><del>Subparagraph 7 of paragraph 11.5 shall apply to this refund.</del></p>	



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Chapter 11 – BILLING AND PAYMENT	Chapter 11 – BILLING AND PAYMENT	
Division 1 – Billing procedures	Division 1 – Billing procedures	
<p>11.1 Hydro-Québec reads the meters for billing purposes at one of the following frequencies</p> <ul style="list-style-type: none"> <li>(1) at least once a year for installations that are distant and difficult of access;</li> <li>(2) about every 60 days and at least every 120 days, for contracts under which only electricity consumption is billed;</li> <li>(3) about 30 days, for contracts under which power demand and electricity consumption are both billed.</li> </ul>	<p>11.1 Hydro-Québec reads the meters for billing purposes at one of the following frequencies</p> <ul style="list-style-type: none"> <li>(1) at least once a year for installations that are distant and difficult of access;</li> <li>(2) about every 60 days and at least every 120 days, for contracts under which only electricity consumption is billed;</li> <li>(3) about 30 days, for contracts under which power demand and electricity consumption are both billed;</li> <li><u>(4) about once every 120 days, for contracts of clients who chose the option stipulated in Section 10.4.</u></li> </ul>	<p><u>Conformément à la décision D-2014-172.</u></p>
<p>11.2 In the case of a contract under which only energy is billed, Hydro-Québec sends the customer a bill at least once every 90 days. Hydro-Québec must have access to the meter in order for the said period to apply in regard to the initial bill.</p> <p>If no bill is sent within the stipulated period, Hydro-Québec will accept payment of the balance owing in two (2) consecutive instalments according to the due date stipulated in Section 11.6. Hydro-Québec may also conclude a payment agreement with the customer.</p>	<p><del>11.2 In the case of a contract under which only energy is billed, Hydro-Québec sends the customer a bill at least once every 90 days. Hydro-Québec must have access to the meter in order for the said period to apply in regard to the initial bill.</del></p> <p><del>If no bill is sent within the stipulated period, Hydro-Québec will accept payment of the balance owing in two (2) consecutive instalments according to the due date stipulated in Section 11.6. Hydro-Québec may also conclude a payment agreement with the customer.</del></p>	<p>Simplification de l'article et regroupement de l'information relative à l'envoi des factures (articles 11.2 et 11.3) à un seul article. (Voir également la section 2 de la pièce HQD-13, document 2 [B-0045])</p> <p>Précision ajoutée pour les abonnements dont la puissance et l'énergie sont facturées et relative à l'émission de facture. (Voir les notes sténographiques du 12 décembre 2014 [A-0062], pages 21-25)</p>

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<p>Notwithstanding Section 11.1, when Hydro-Québec is unable to read the meters, it establishes bills based on an estimate of energy consumption or of power demand and energy consumption. It makes readjustments on a subsequent bill established after a meter reading.</p> <p>Hydro-Québec also establishes the initial bill and the final bill based on an estimate of energy consumption or of power demand and energy consumption. If Hydro-Québec has not read the meter at the termination date of the contract, the customer may supply his own meter reading and Hydro-Québec establishes the bill accordingly.</p>	<p><del>Notwithstanding Section 11.1, when Hydro-Québec is unable to read the meters, it establishes bills based on an estimate of energy consumption or of power demand and energy consumption. It makes readjustments on a subsequent bill established after a meter reading.</del></p> <p><del>Hydro-Québec also establishes the initial bill and the final bill based on an estimate of energy consumption or of power demand and energy consumption. If Hydro-Québec has not read the meter at the termination date of the contract, the customer may supply his own meter reading and Hydro-Québec establishes the bill accordingly.</del></p> <p><u>The customer will receive a bill from Hydro-Québec as follows:</u></p> <ul style="list-style-type: none"> <li><u>- at least every 90 days if only energy consumption is billed;</u></li> <li><u>- about every 30 days if both energy consumption and power demand are billed.</u></li> </ul> <p><u>If Hydro-Québec is unable to read the customer's meter(s), the bill will be based on an estimate, and any adjustments required after a meter reading will be presented on a subsequent bill.</u></p> <p><u>Upon termination of the contract, Hydro-Québec will send a final bill within the following timeframes:</u></p> <ul style="list-style-type: none"> <li><u>- 60 days if only energy consumption is billed;</u></li> <li><u>- 30 days if both energy consumption and power demand are billed.</u></li> </ul> <p><u>The customer's initial and final bills may be based</u></p>	<p>Actualisation du texte. (Voir la réponse à la question 12.1 de la demande de renseignements n° 5 de la Régie à la pièce HQD-15 document 1.7 [B-0153])</p>

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	<p><u>on an estimate.</u></p> <p><u>If Hydro-Québec does not read the meter(s) on the date the contract ends, the customer may provide the readings and Hydro-Québec will prepare the bill on that basis.</u></p> <p><u>If Hydro-Québec fails to send a bill within the timeframes specified above, it will allow the customer to pay the bill in 2 instalments spaced 21 days apart, or it may make a payment arrangement with the customer.</u></p>	
<p>11.3 Where only energy is billed, Hydro-Québec sends the customer a final bill within 60 days of the date the contract is terminated.</p> <p>Where power and energy are billed, Hydro-Québec sends the customer a final bill within 30 days of the date the contract is terminated.</p> <p>If no bill is sent within the stipulated period, Hydro-Québec will accept payment of the balance owing in two (2) consecutive instalments according to the due date stipulated in Section 11.6. Hydro-Québec may also conclude a payment agreement with the customer.</p> <p>Hydro-Québec must have access to the meter and the customer must have duly notified Hydro-Québec of the termination date of his contract in order for the periods stipulated in this Section to apply.</p>	<p><del>11.3 Where only energy is billed, Hydro-Québec sends the customer a final bill within 60 days of the date the contract is terminated.</del></p> <p><del>Where power and energy are billed, Hydro-Québec sends the customer a final bill within 30 days of the date the contract is terminated.</del></p> <p><del>If no bill is sent within the stipulated period, Hydro-Québec will accept payment of the balance owing in two (2) consecutive instalments according to the due date stipulated in Section 11.6. Hydro-Québec may also conclude a payment agreement with the customer.</del></p> <p><del>Hydro-Québec must have access to the meter and the customer must have duly notified Hydro-Québec of the termination date of his contract in order for the periods stipulated in this Section to apply.</del></p> <p><u>Repealed.</u></p>	<p>Pour fin de simplification, l'information relative à l'envoi des factures est regroupée à l'article 11.2. (Voir également la section 2 de la pièce HQD-13, document 2 [B-0045])</p> <p><u>Modification conformément à la décision D-2015-018.</u></p>

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<p>11.4 In cases where electricity metered by Hydro-Québec's metering equipment or billed is not the electricity actually used, or in the absence of metering equipment, Hydro-Québec establishes energy consumption and billing demand on the basis of one or more of the following elements</p> <p>(1) data from metering tests;</p> <p>(2) inventory of connected apparatus and an estimate of their average use;</p> <p>(3) values recorded during consumption periods immediately preceding or following the breakdown of metering equipment or during the same period of the preceding year;</p> <p>(4) any other means of establishing or estimating energy consumption or power demand.</p> <p>In the case of an off-grid system whose electricity delivered to customers is not usually metered, Hydro-Québec may also establish the average consumption per contract within a given category of use.</p>	<p>11.4 In cases where electricity metered by Hydro-Québec's metering equipment or billed is not the electricity actually used, or in the absence of metering equipment, Hydro-Québec establishes energy consumption and billing demand on the basis of one or more of the following elements:</p> <p>(1) data from metering tests;</p> <p>(2) inventory of connected apparatus and an estimate of their average use;</p> <p>(3) values recorded during consumption periods immediately preceding or following the breakdown of metering equipment or during the same period of the preceding year;</p> <p>(4) any other means of establishing or estimating energy consumption or power demand.</p> <p>In the case of an off-grid system whose electricity delivered to customers is not usually metered, Hydro-Québec may also establish the average consumption per contract within a given category of use.</p>	
<p>11.5 In cases where electricity billed to the customer is not the electricity actually used or where there is some error in the bill, Hydro-Québec makes the appropriate corrections as follows</p> <p>(1) For a contract for domestic use or a contract for non-domestic use under which only energy is billed</p> <p>(a) where the correction involves applying a debit to the customer's bill, Hydro-Québec claims from the customer the amount resulting from the application of the correction for all consumption</p>	<p><del>11.5 In cases where electricity billed to the customer is not the electricity actually used or where there is some error in the bill, Hydro-Québec makes the appropriate corrections as follows</del></p> <p><del>(1) For a contract for domestic use or a contract for non-domestic use under which only energy is billed</del></p> <p><del>(a) where the correction involves applying a debit to the customer's bill, Hydro-Québec claims from the customer the amount resulting from the application of the correction for all consumption</del></p>	<p>Pour fin de simplification, le texte est présenté de façon plus schématique selon que la correction entraîne un débit ou un crédit. Les situations qui ne sont pas assujetties à une erreur de facturation ont été précisées.</p> <p>(Voir également la section 2 de la pièce HQD-13, document 2 [B-0045] et la réponse à l'engagement n° 34 à la pièce HQD-18, document 30 [B-0212])</p>

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<p>periods affected, but not exceeding six (6) months;</p> <p>(b) where the correction involves applying a credit to the customer's bill, Hydro-Québec refunds the customer</p> <p>(i) in the case of a failure of the metering equipment, or of a discrepancy in the billing multiplier, the amount resulting from the application of the correction for all consumption periods affected;</p> <p>(ii) in all other cases, the amount resulting from the application of the correction for all consumption periods affected, but not exceeding 36 months;</p> <p>(iii) where the period is indeterminate, it is deemed to be six (6) months.</p> <p>Notwithstanding Sub-subparagraph (1) (a) above, if it is established that the customer was aware of the failure or the error and did not notify Hydro-Québec in accordance with Sections 6.2 and 8.1, Hydro-Québec claims the amount resulting from the application of the correction for all consumption periods affected.</p> <p>(2) For a contract for non-domestic use under which power and energy are billed</p> <p>(a) where the correction involves applying a debit to the customer's bill, Hydro-Québec claims from the customer</p> <p>(i) in the case of a failure of the metering equipment, or of a discrepancy in the billing multiplier, the amount resulting from the</p>	<p><del>periods affected, but not exceeding six (6) months;</del></p> <p><del>(b) where the correction involves applying a credit to the customer's bill, Hydro-Québec refunds the customer</del></p> <p><del>(i) in the case of a failure of the metering equipment, or of a discrepancy in the billing multiplier, the amount resulting from the application of the correction for all consumption periods affected;</del></p> <p><del>(ii) in all other cases, the amount resulting from the application of the correction for all consumption periods affected, but not exceeding 36 months;</del></p> <p><del>(iii) where the period is indeterminate, it is deemed to be six (6) months.</del></p> <p><del>Notwithstanding Sub subparagraph (1) (a) above, if it is established that the customer was aware of the failure or the error and did not notify Hydro-Québec in accordance with Sections 6.2 and 8.1, Hydro-Québec claims the amount resulting from the application of the correction for all consumption periods affected.</del></p> <p><del>(2) For a contract for non domestic use under which power and energy are billed</del></p> <p><del>(a) where the correction involves applying a debit to the customer's bill, Hydro-Québec claims from the customer</del></p> <p><del>(i) in the case of a failure of the metering equipment, or of a discrepancy in the billing multiplier, the amount resulting from the</del></p>	

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<p>application of the correction for all consumption periods affected, but not exceeding 36 months;</p> <p>(ii) in all other cases, the amount resulting from the application of the correction for all consumption periods affected, but not exceeding 12 months.</p> <p>Notwithstanding Sub-subparagraph (2) (a) above, if it is established that the customer was aware of the failure or the error and did not notify Hydro-Québec in accordance with Sections 6.2 and 8.1, Hydro-Québec claims the amount resulting from the application of the correction for all consumption periods affected.</p> <p>(b) where the correction involves applying a credit to the customer's bill, Hydro-Québec refunds the customer</p> <p>(i) in the case of a failure of the metering equipment, or of a discrepancy in the billing multiplier, the amount resulting from the application of the correction for all consumption periods affected;</p> <p>(ii) in all other cases, the amount resulting from the application of the correction for all consumption periods affected, but not exceeding 36 months;</p> <p>(iii) where the period is indeterminate, it is deemed to be six (6) months.</p> <p>(3) Notwithstanding Sub-subparagraphs (1) (a) and (2) (a) above, where a customer changes the use to which electricity is put by the customer such that</p>	<p><del>application of the correction for all consumption periods affected, but not exceeding 36 months;</del></p> <p><del>(ii) in all other cases, the amount resulting from the application of the correction for all consumption periods affected, but not exceeding 12 months.</del></p> <p><del>Notwithstanding Sub-subparagraph (2) (a) above, if it is established that the customer was aware of the failure or the error and did not notify Hydro-Québec in accordance with Sections 6.2 and 8.1, Hydro-Québec claims the amount resulting from the application of the correction for all consumption periods affected.</del></p> <p><del>(b) where the correction involves applying a credit to the customer's bill, Hydro-Québec refunds the customer</del></p> <p><del>(i) in the case of a failure of the metering equipment, or of a discrepancy in the billing multiplier, the amount resulting from the application of the correction for all consumption periods affected;</del></p> <p><del>(ii) in all other cases, the amount resulting from the application of the correction for all consumption periods affected, but not exceeding 36 months;</del></p> <p><del>(iii) where the period is indeterminate, it is deemed to be six (6) months.</del></p> <p><del>(3) Notwithstanding Sub-subparagraphs (1) (a) and (2) (a) above, where a customer changes the use to which electricity is put by the customer such that</del></p>	

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<p>the rate category applicable to the customer under the Electricity Rates is modified and where the customer has not notified Hydro-Québec of such change in accordance with Sections 8.1 and 18.19, Hydro-Québec claims the amount resulting from the application of the correction for all consumption periods affected.</p> <p>(4) Notwithstanding Subparagraphs (1) and (2) above, in cases involving crossed meters</p> <p>(a) where the correction involves applying a debit to the bill of one customer and a credit to the bill of another customer, Hydro-Québec makes the appropriate corrections, claiming from or refunding the customer, as the case may be, the amount resulting from the application of the correction for all consumption periods affected, but not exceeding 36 months;</p> <p>(b) where the period is indeterminate, it is deemed to be six (6) months;</p> <p>(c) the provisions of Subparagraph (4) apply where two (2) or more meters are affected by a correction, with the necessary adjustments being made.</p> <p>(5) When Hydro-Québec determines that the electrical installation or metering equipment has been manipulated in such a way as to falsify the metering of the electricity, or when the metering of electricity is impeded, Hydro-Québec claims the amount resulting from the application of the correction for all consumption periods affected.</p> <p>(6) The following are excluded from the bill correction provisions</p>	<p><del>the rate category applicable to the customer under the Electricity Rates is modified and where the customer has not notified Hydro-Québec of such change in accordance with Sections 8.1 and 18.19, Hydro-Québec claims the amount resulting from the application of the correction for all consumption periods affected.</del></p> <p><del>(4) Notwithstanding Subparagraphs (1) and (2) above, in cases involving crossed meters</del></p> <p><del>(a) where the correction involves applying a debit to the bill of one customer and a credit to the bill of another customer, Hydro-Québec makes the appropriate corrections, claiming from or refunding the customer, as the case may be, the amount resulting from the application of the correction for all consumption periods affected, but not exceeding 36 months;</del></p> <p><del>(b) where the period is indeterminate, it is deemed to be six (6) months;</del></p> <p><del>(c) the provisions of Subparagraph (4) apply where two (2) or more meters are affected by a correction, with the necessary adjustments being made.</del></p> <p><del>(5) When Hydro-Québec determines that the electrical installation or metering equipment has been manipulated in such a way as to falsify the metering of the electricity, or when the metering of electricity is impeded, Hydro-Québec claims the amount resulting from the application of the correction for all consumption periods affected.</del></p> <p><del>(6) The following are excluded from the bill correction provisions</del></p>	

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<p>(a) corrections to bill estimates established in accordance with Section 11.2;</p> <p>(b) revision of equalized payments plans established in accordance with Section 11.9;</p> <p>(c) the consumption of electricity contemplated in Section 6.6;</p> <p>(d) errors caused by wilful damage to Hydro-Québec's equipment;</p> <p>(e) contracts billed according to a flat rate under the Electricity Rates.</p> <p>(7) In all cases where Hydro-Québec refunds an amount to a customer, interest is calculated on the amount refunded at the prime rate of the National Bank of Canada in effect on the first business day of the month in which the amount is refunded. This provision does not apply in the case of a correction made in accordance with Subparagraph 4 above.</p> <p>(8) All periods contemplated in this Section are determined starting from the date of Hydro-Québec's notice informing the customer of the discovery of the irregularity. If the irregularity was reported by the customer, the periods contemplated in this Section are determined starting from the date of the customer's notice informing Hydro-Québec of the discovery of the irregularity.</p> <p>(9) Where the correction involves applying a debit to the customer's bill, Hydro-Québec agrees, at the customer's request, that the amount resulting from the application of the correction may be paid in two consecutive instalments following the due date</p>	<p><del>(a) corrections to bill estimates established in accordance with Section 11.2;</del></p> <p><del>(b) revision of equalized payments plans established in accordance with Section 11.9;</del></p> <p><del>(c) the consumption of electricity contemplated in Section 6.6;</del></p> <p><del>(d) errors caused by wilful damage to Hydro-Québec's equipment;</del></p> <p><del>(e) contracts billed according to a flat rate under the Electricity Rates.</del></p> <p><del>(7) In all cases where Hydro-Québec refunds an amount to a customer, interest is calculated on the amount refunded at the prime rate of the National Bank of Canada in effect on the first business day of the month in which the amount is refunded. This provision does not apply in the case of a correction made in accordance with Subparagraph 4 above.</del></p> <p><del>(8) All periods contemplated in this Section are determined starting from the date of Hydro-Québec's notice informing the customer of the discovery of the irregularity. If the irregularity was reported by the customer, the periods contemplated in this Section are determined starting from the date of the customer's notice informing Hydro-Québec of the discovery of the irregularity.</del></p> <p><del>(9) Where the correction involves applying a debit to the customer's bill, Hydro-Québec agrees, at the customer's request, that the amount resulting from the application of the correction may be paid in two consecutive instalments following the due date</del></p>	



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<p>referred to in Section 11.6. Hydro-Québec may also come to a payment agreement with the customer.</p>	<p>referred to in Section 11.6. Hydro-Québec may also come to a payment agreement with the customer.</p> <p><u>If a bill contains errors, Hydro-Québec will make the necessary corrections as follows:</u></p> <p><u>(1) Where the correction involves reimbursement by Hydro-Québec of an overbilling, a credit is applied to the customer's account and will cover</u></p> <p><u>(i) all periods affected by a meter malfunction or an error in the multiplier;</u></p> <p><u>(ii) in all other cases, a maximum of 36 months.</u></p> <p><u>The interest applicable to the refund will be based on the prime lending rate of the National Bank of Canada in effect on the first business day of the month in which the refund is made.</u></p> <p><u>(2) When the correction involves payment by the customer of an additional amount owed to Hydro-Québec, a debit is applied to the customer's account and will cover</u></p> <p><u>(i) a maximum of 6 months if only energy is billed;</u></p> <p><u>(ii) a maximum of 36 months in the case of a meter malfunction or an error in the multiplier, or a maximum of 12 months in all other cases, if both energy consumption and power demand are billed;</u></p> <p><u>(iii) all periods affected, in the following cases:</u></p> <p><u>a. Hydro-Québec notes that the electrical</u></p>	<p>Actualisation du texte.</p> <p>(Voir la réponse à la question 13.2 de la demande de renseignements n° 5 de la Régie à la pièce HQD-15 document 1.7 [B-0153] et les notes sténographiques du 15 décembre 2014 [A-0064], pages 103-106)</p> <p>(Voir la section 2 de la pièce HQD-13, document 2 [B-0045] et la réponse à l'engagement n° 34 à la pièce HQD-18, document 30 [B-0212])</p>

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	<p><u>installation or metering equipment has been tampered with so as to alter or prevent metering;</u></p> <p><u>b. It is established that the customer knew about the malfunction or error;</u></p> <p><u>c. The customer changed the electricity use so that the contract is no longer eligible for the rate applied, and did not notify Hydro-Québec.</u></p> <p><u>Hydro-Québec may make a payment agreement with the customer for the amount resulting from the correction.</u></p> <p><u>In the case of crossed meters, Hydro-Québec will make the necessary corrections to the bills of the affected customers, for a maximum of 36 months.</u></p> <p><u>In all cases where an error is of undetermined duration, the period will be set at 6 months.</u></p> <p><u>The corrections will be applied as of the date of notification by the customer or Hydro-Québec, whichever occurs first.</u></p> <p><u>The following situations are not subject to the provisions of this section:</u></p> <p><u>(i) corrections of estimates used for billing;</u></p> <p><u>(ii) revisions made under the equalized payments plan;</u></p> <p><u>(iii) electricity consumption in the absence of a service contract;</u></p> <p><u>(iv) absence of billing within the prescribed timeframes.</u></p>	

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Division 2 – Payment procedures	Division 2 – Payment procedures	
<p>11.6 All bills must be paid in Canadian dollars, within 21 days of the billing date. If the twenty-first day is a day when Hydro-Québec's customer service department is closed, the due date is deferred to the next following business day. Failure to pay by the due date results in administration charges applied to the 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.</p> <p>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.</p>	<p><del>11.6 All bills must be paid in Canadian dollars, within 21 days of the billing date. If the twenty-first day is a day when Hydro-Québec's customer service department is closed, the due date is deferred to the next following business day. Failure to pay by the due date results in administration charges applied to the 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.</del></p> <p><del>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.</del></p> <p><u>All bills must be paid in Canadian dollars, within 21 days of the billing date, by one of the following means:</u></p> <ul style="list-style-type: none"> <li><u>- online;</u></li> <li><u>- at one of the financial institutions listed in Schedule IV;</u></li> <li><u>- by mail.</u></li> </ul> <p><u>If the 21st day falls on a weekend or holiday, the due date is deferred to the next business day. Failure to pay by the due date results in administration charges applied to the unpaid balance at the rate applicable at the billing date, calculated in accordance with the "administration</u></p>	<p>Regroupement de l'information relative à l'envoi des factures (articles 11.6 et 11.7) en un seul article, et actualisation de l'article afin d'intégrer les nouvelles possibilités de paiement par voie électronique. (Voir également la section 2 de la pièce HQD-13, document 2 [B-0045])</p>

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	<u>charges applicable to billing by Hydro-Québec</u> provided for in the Rates.  <u>If Hydro-Québec is advised by a financial institution that payment cannot be made because of insufficient funds, the "charge for insufficient funds" provided for in the Rates is applied.</u>	
11.7 The customer may pay its bill by mail or to any authorized agent of Hydro-Québec listed in Schedule IV.	<del>11.7 The customer may pay its bill by mail or to any authorized agent of Hydro-Québec listed in Schedule IV.</del>  <u>Repealed.</u>	Pour fin de simplification, l'information relative au paiement est regroupée à l'article 11.6. (Voir également la section 2 de la pièce HQD-13, document 2 [B-0045]) <u>Modification conformément à la décision D-2015-018.</u>
Division 3 – Billing and payment procedures for some large -power service contracts	Division 3 – Billing and payment procedures for some large-power service contracts	
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.	11.12 When Hydro-Québec intends to apply <u>S</u> ections 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 <del>eight (8)</del> <u>five 5</u> 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 <del>five</del> <u>5</u> business days of the billing	

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	date.	
11.14 For a risky or high-risk service contract, all bills must be paid in Canadian dollars, within five (5) business days of the billing date.	11.14 For a risky or high-risk service contract, all bills must be paid in Canadian dollars, within <del>five</del> (5) business days of the billing date.	
11.15 [...] Each month, Hydro-Québec reconciles the energy, power demand, options and services in accordance with the Electricity Rates. The amount of any adjustment is credited or debited to the customer's bill.	11.15 [...] Each month, Hydro-Québec reconciles the energy, power demand, options and services <del>in accordance with</del> provided for in the Electricity Rates. The amount of any adjustment is credited or debited to the customer's bill.	Actualisation du texte.
11.16 For a high-risk service contract, a cash deposit or a guarantee may be required by Hydro-Québec. Any deposit or guarantee is payable within eight (8) days of Hydro-Québec's request and may not exceed a sum equal to the highest estimated billing for power and energy, including all taxes, for twelve (12) consecutive days within the 12-month period following the date on which the amount of the deposit or guarantee is established. Section 9.4 applies to deposits paid by customers pursuant to this section.	11.16 For a high-risk service contract, a cash deposit or a guarantee may be required by Hydro-Québec. Any deposit or guarantee is payable within <del>eight</del> (8) days of Hydro-Québec's request and may not exceed a sum equal to the highest estimated billing for power and energy, including all taxes, for <del>twelve</del> (12) consecutive days within the 12-month period following the date on which the amount of the deposit or guarantee is established. Section 9.4 applies to deposits paid by customers pursuant to this section.	
11.17 Section 11.14 ceases to apply when the service contract has no longer been risky within the meaning of Section 11.10 for at least two (2) consecutive quarters.  Sections 11.15 and 11.16 cease to apply when the service contract has no longer been high-risk within the meaning of Section 11.10 for at least two (2) consecutive quarters.	11.17 Section 11.14 ceases to apply when the service contract has no longer been risky within the meaning of Section 11.10 for at least <del>two</del> (2) consecutive quarters.  Sections 11.15 and 11.16 cease to apply when the service contract has no longer been high-risk within the meaning of Section 11.10 for at least <del>two</del> (2) consecutive quarters.	

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[...]	[...]	
Chapter 12 – REFUSAL OR INTERRUPTION OF SERVICE  Division 2 – Refusal or interruption of service or delivery of electricity	Chapter 12 – REFUSAL OR INTERRUPTION OF SERVICE  Division 2 – Refusal or interruption of service or delivery of electricity	
12.4 Between December 1 and March 31 inclusive, Hydro-Québec, in the cases contemplated in Subparagraphs 1 to 4 of the second paragraph of Section 12.3, does not interrupt service or delivery of electricity and does not refuse to supply or deliver electricity to a principal residence occupied by a residential customer whose heating system requires electricity.	12.4 Between December 1 and March 31 inclusive, Hydro-Québec, in the cases contemplated in Subparagraphs 1 to 4 of the second paragraph of Section 12.3, does not interrupt service or delivery of electricity and does not refuse to supply or deliver electricity to a principal residence occupied by a <del>residential</del> customer whose heating system requires electricity.	Actualisation du texte.
12.5 [...]  Where Hydro-Québec intends to interrupt the service or delivery of electricity of a customer for a general use contract who does not pay his bill on time, except for large-power customers deemed to be high-risk within the meaning of Section 11.10, it gives the customer an overdue notice advising him of the possibility of an interruption of service, at least eight (8) clear days before the notice of interruption is sent.  [...]	12.5 [...]  Where Hydro-Québec intends to interrupt the service or delivery of electricity of a customer for a general use contract who does not pay his bill on time, except for large-power customers deemed to be high-risk within the meaning of Section 11.10, it gives the customer an overdue notice advising him of the possibility of an interruption of service, at least <del>eight (8)</del> clear days before the notice of interruption is sent.  [...]	
12.6 Where Hydro-Québec interrupts the service or delivery of electricity under Section 12.3, except in cases stipulated in Subparagraphs 1 to 3 and 7 of	12.6 Where Hydro-Québec interrupts the service or delivery of electricity under Section 12.3, except in cases stipulated in Subparagraphs 1 to 3 and 7 of	

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the first paragraph of the said section, it gives the customer at least eight (8) clear days' notice of its intention to interrupt. [...]	the first paragraph of the said section, it gives the customer at least <del>eight (8)</del> clear days' notice of its intention to interrupt. [...]	
<p><b>12.9</b> When the service or delivery of electricity has been interrupted under Section 12.3, except in the cases provided for in Subparagraphs 1 and 2 of the first paragraph, the customer must remedy the situation which justified the interruption and pay Hydro-Québec the "charge for interrupting service" stipulated in the Electricity Rates.</p> <p>The customer does not pay the "charge for establishing service" stipulated in the Electricity Rates when service is re-established during Hydro-Québec's regular working hours as established in the Electricity Rates.</p> <p>In the event that the customer requires service to be re-established outside Hydro-Québec's regular working hours, Hydro-Québec bills the customer for the cost of such request calculated in accordance with Section 17.1, from which the billed charge for interrupting service is deducted.</p>	<p><b>12.9</b> When the service or delivery of electricity has been interrupted under Section 12.3, except in the cases provided for in Subparagraphs 1 and 2 of the first paragraph, the customer must remedy the situation which justified the interruption and pay Hydro-Québec the "<i>charge for interrupting service</i>" stipulated in the <del>Electricity</del> Rates.</p> <p>The customer does not pay the "<i>charge for establishing service</i>" stipulated in the <del>Electricity</del> Rates when service is re-established during Hydro-Québec's regular working hours as established in the <del>Electricity</del> Rates.</p> <p>In the event that the customer requires service to be re-established outside Hydro-Québec's regular working hours, Hydro-Québec bills the customer for the cost of such request calculated in accordance with Section 17.1, from which the billed charge for interrupting service is deducted.</p>	
<b>12.11</b> Where the service or delivery of electricity is interrupted pursuant to Subparagraphs 1 to 4 of the second paragraph of Section 12.3, Hydro-Québec, with the customer's consent, re-establishes the service or delivery of electricity to a residential customer whose heating system requires electricity at a principal residence occupied by the customer on or about December 1, in which case the charges	<b>12.11</b> Where the service or delivery of electricity is interrupted pursuant to Subparagraphs 1 to 4 of the second paragraph of Section 12.3, Hydro-Québec, with the customer's consent, re-establishes the service or delivery of electricity to a <del>residential</del> customer whose heating system requires electricity at a principal residence occupied by the customer on or about December 1, in which case the charges	Actualisation du texte.

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referred to in Section 12.9 are added to the customer's bill.	referred to in Section 12.9 are added to the customer's bill.	
<p>12.12 When Hydro-Québec has interrupted the service or delivery of electricity under Section 12.3 for at least 30 consecutive clear days, it may immediately terminate the contract by sending the customer written notice to this effect, except in the cases contemplated in Subparagraphs 1 and 2 of the first paragraph of Section 12.3.</p> <p>The charges stipulated in the Electricity Rates other than the "charge for establishing service" and any other amount then due from the customer for the service or delivery of electricity are payable before service is established.</p>	<p>12.12 When Hydro-Québec has interrupted the service or delivery of electricity under Section 12.3 for at least 30 consecutive clear days, it may immediately terminate the contract by sending the customer written notice to this effect, except in the cases contemplated in Subparagraphs 1 and 2 of the first paragraph of Section 12.3.</p> <p>The charges stipulated in the Electricity Rates other than the "charge for establishing service" and any other amount then due from the customer for the service or delivery of electricity are payable before service is established.</p>	<p>Modification à l'article 12.12 reportée faisant suite au report de la modification de l'article 7.1. (Voir les notes sténographiques du 10 décembre 2014 [A-0059], pages 10-11)</p>
<p>Chapter 14 – MODES OF SUPPLY</p> <p>Division 1 – Supply at low voltage</p>	<p>Chapter 14 – MODES OF SUPPLY</p> <p>Division 1 – Supply at low voltage</p>	
<p>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</p> <p>[...]</p> <p>(3) reimburse the total cost incurred by</p>	<p>14.6 In the case of an electrical installation where the sum of the rated currents of the 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 <del>six (6)</del> months following the date of receipt of the notice</p> <p>[...]</p> <p>(3) reimburse the total cost incurred by</p>	



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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.	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 <del>five</del> (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.	
Division 2 – Supply at medium voltage	Division 2 – Supply at medium voltage	
14.10 [...] <p>(2) the credit for supply at medium or high voltage specified in the Electricity Rates for a voltage of 25 kV. This credit applies as of the first complete billing period following the date on which the capacity of the transformer or transformers installed by the customer and capable of receiving electricity at 25 kV allows the customer to use all of the available power he has agreed to with Hydro-Québec.</p>	14.10 [...] <p>(2) the credit for supply at medium or high voltage specified in the <del>Electricity</del> Rates for a voltage of 25 kV. This credit applies as of the first complete billing period following the date on which the capacity of the transformer or transformers installed by the customer and capable of receiving electricity at 25 kV allows the customer to use all of the available power he has agreed to with Hydro-Québec.</p>	
Chapter 15 – SUPPLY OF ELECTRICITY TO THE ELECTRICAL INSTALLATION	Chapter 15 – SUPPLY OF ELECTRICITY TO THE ELECTRICAL INSTALLATION	
15.4 When the distribution service loop is first installed or is replaced further to an increase in load, the applicant must pay the cost of work related to the distribution service loop before the	15.4 When the distribution service loop is first installed or is replaced further to an increase in load, the applicant must pay the cost of work related to the distribution service loop before the	

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<p>work begins. The applicant is entitled to an exemption of 30 metres of conductors or cable measured in the most advantageous of the following ways</p> <p>(i) from the property line dividing the property to be supplied from a public highway, to the connection point; or</p> <p>(ii) from the supply point to the connection point.</p> <p>The applicant must also pay the "charge for establishing service" stipulated in the Electricity Rates in force at the date of receipt of the request.</p> <p>In the case of an off-grid system located north of the 53rd parallel, except the Schefferville system, if the new distribution service loop carries a space or water heating load, the applicant must pay the "special connection charge for off-grid systems" stipulated in the Electricity Rates instead of the "charge for establishing service". This charge also applies in the case of conversion to electricity of a space or water heating system.</p> <p>The "special connection charge for off-grid systems" does not apply in cases where the service loop is supplying temporary electric heating loads for drying joints or paint construction.</p>	<p>work begins. The applicant is entitled to an exemption of 30 metres of conductors or cable measured in the most advantageous of the following ways:</p> <p>(i) from the property line dividing the property to be supplied from a public highway, to the connection point; or</p> <p>(ii) from the supply point to the connection point.</p> <p>The applicant must also pay the "<i>charge for establishing service</i>" stipulated in the <del>Electricity</del> Rates in force at the date of receipt of the request.</p> <p>In the case of an off-grid system located north of the 53rd parallel, except the Schefferville system, if the new distribution service loop carries a space or water heating load, the applicant must pay the "<i>special connection charge for off-grid systems</i>" stipulated in the <del>Electricity</del> Rates instead of the "<i>charge for establishing service</i>". This charge also applies in the case of conversion to electricity of a space or water heating system.</p> <p>The "<i>special connection charge for off-grid systems</i>" does not apply in cases where the service loop is supplying temporary electric heating loads for drying joints or paint construction.</p>	
15.5 When interventions are carried out or work is done on Hydro-Québec's equipment subsequent to the date on which service to the customer's	15.5 When interventions are carried out or work is done on Hydro-Québec's equipment subsequent to the date on which service to the customer's	Actualisation du texte. (Voir la réponse à l'engagement n° 33 à la pièce HQD-18, document 29 [B-0205])

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<p>electrical installation is first established, the person who requested or caused the work to be done must pay for the cost of such work before the work begins, including the cost of modifying the distribution service loop and the cost incurred for the first 30 metres. Work required as a result of a failure on the power line is excluded.</p> <p>In the case of any request for modification of a connection, disconnection, remaking of any connection splices or establishment of service, the minimum cost of the intervention is the "charge for establishing service" stipulated in the Electricity Rates for Hydro-Québec's regular working hours, in force at the date of receipt of the request.</p> <p>However, where Hydro-Québec determines on the premises that service to the installation for which it received a request for intervention has already been established, the cost of the intervention is the "charge for travel without establishing service" stipulated in the Electricity Rates in force at the date of receipt of the request.</p> <p>When Hydro-Québec determines that the electrical installation or metering equipment has been manipulated in such a way as to falsify the metering of the electricity, or when the metering of electricity is impeded, the customer must pay the "inspection fee" stipulated in the Electricity Rates and the cost of purchase and installation of the metering equipment unless the customer can show that the manipulation of impediment took place without the customer's knowledge.</p>	<p>electrical installation is first established, the person who requested or caused the work to be done must pay for the cost of such work before the work begins, including the cost of modifying the distribution service loop and the cost incurred for the first 30 metres. Work required as a result of a failure on the power line is excluded.</p> <p>In the case of any request for modification of a connection, disconnection, remaking of any connection splices or establishment of service, the minimum cost of the intervention is the "<i>charge for establishing service</i>" stipulated in the <del>Electricity</del> Rates for Hydro-Québec's regular working hours, in force at the date of receipt of the request.</p> <p>However, where Hydro-Québec determines on the premises that service to the installation for which it received a request for intervention has already been established, the cost of the intervention is the "<i>charge for travel without establishing service</i>" stipulated in the <del>Electricity</del> Rates in force at the date of receipt of the request.</p> <p>When Hydro-Québec determines that the electrical installation or metering equipment has been manipulated in such a way as to falsify the metering of the electricity, or when the metering of electricity is impeded, the customer must pay the "<i>inspection fee</i>" stipulated in the <del>Electricity</del> Rates and the cost of purchase and installation of the metering equipment, unless the customer can show that the manipulation <del>of or</del> impediment took place without the customer's knowledge.</p>	

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15.6 Where the cost of work exceeds the "charge for establishing service" stipulated in the Electricity Rates for Hydro-Québec's regular working hours, Hydro-Québec provides a summary written estimate of the cost of such work.	15.6 Where the cost of work exceeds the " <i>charge for establishing service</i> " stipulated in the Electricity Rates for Hydro-Québec's regular working hours, Hydro-Québec provides a summary written estimate of the cost of such work.	
<p>15.8 When temporary supply is requested, the applicant pays, before the work begins, the applicable prices for "Flat-fee work" set out in the Electricity Rates, if applicable, or otherwise, the cost of work required for such temporary supply, including the sum of the following items</p> <p>(1) the "<i>Temporary metering</i>" price established in the Electricity Rates, where applicable; if such price is not applicable, the cost of installing metering equipment, transformers, circuit breakers and lightning arresters necessary for the operation of such transformers;</p> <p>(2) when there is a distribution service loop, the cost of work related to that service loop including the cost for the first 30 metres of conductors or cable measured, provided that</p> <p>(i) when the power line is overhead, Hydro-Québec does not supply a service loop, except for the medium voltage portion, where electricity is supplied from a distribution substation;</p> <p>(ii) when the power line is underground, Hydro-Québec supplies, at the applicant's expense, the distribution service loop to the connection point;</p> <p>(3) when there is a customer's service loop, the</p>	<p>15.8 When temporary supply is requested, the applicant pays, before the work begins, the applicable prices for "<i>Flat-fee work</i>" set out in the <del>Electricity</del> Rates, if applicable, or otherwise, the cost of work required for such temporary supply, including the sum of the following items:</p> <p>(1) the "<i>Temporary metering</i>" price established in the <del>Electricity</del> Rates, where applicable; if such price is not applicable, the cost of installing metering equipment, transformers, cutouts and lightning arresters necessary for the operation of such transformers;</p> <p>(2) when there is a distribution service loop, the cost of work related to that service loop, including the cost for the first 30 metres of conductor or cable measured, provided that</p> <p>(i) when the power line is overhead, Hydro-Québec does not supply a service loop, except for the medium voltage portion, where electricity is supplied from a distribution substation;</p> <p>(ii) when the power line is underground, Hydro-Québec supplies, at the applicant's expense, the distribution service loop to the connection point;</p> <p>(3) when there is a customer's service loop, the</p>	Actualisation du texte.

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<p>cost of work carried out by Hydro-Québec for installation of the service loop;</p> <p>(4) the "charge for establishing service" stipulated in the Electricity Rates;</p> <p>(5) the cost estimated by Hydro-Québec for dismantling the installations that will no longer be required when temporary supply ends and, if necessary, for restoring the condition of the site.</p>	<p>cost of work carried out by Hydro-Québec for installation of the service loop;</p> <p>(4) the "<i>charge for establishing service</i>" stipulated in the <del>Electricity</del> Rates;</p> <p>(5) the cost estimated by Hydro-Québec for dismantling the installations that will no longer be required when temporary supply ends and, if necessary, for restoring the condition of the site.</p>	
<p>Chapter 16 – EXTENSION AND MODIFICATION OF DISTRIBUTION LINE</p> <p>Division 1 – General provisions</p>	<p>Chapter 16 – EXTENSION AND MODIFICATION OF DISTRIBUTION LINE</p> <p>Division 1 – General provisions</p>	
<p>16.1 When an extension or modification of the power line is necessary in order to meet a request for supply, the applicant must pay the cost of work required to allow such service to be provided, in accordance with the provisions contained in this chapter. Before the work begins, the applicant and Hydro-Québec sign a contribution agreement.</p> <p>Any request of the applicant over and above the reference offer is conditional upon Hydro-Québec's acceptance and constitutes an option. The cost of the additional work required in connection with an option must be paid by the applicant, before the work begins, and is not refundable. No allowed amount applies to an option.</p> <p>A request for an underground power line where an overhead power line is provided for in the reference offer constitutes an option, the cost of which equals</p>	<p>16.1 When an extension or modification of the power line is necessary in order to meet a request for supply, the applicant must pay the cost of work required to allow such service to be provided, in accordance with the provisions contained in this chapter. Before the work begins, the applicant and Hydro-Québec sign a contribution agreement.</p> <p>Any request of the applicant over and above the reference offer is conditional upon Hydro-Québec's acceptance and constitutes an option. The cost of the additional work required in connection with an option must be paid by the applicant, before the work begins, and is not refundable. No allowed amount applies to an option.</p> <p>A request for an underground power line where an overhead power line is provided for in the reference offer constitutes an option, the cost of which equals</p>	

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<p>the difference between the total cost of the underground work and the cost of work that would be realised overhead, calculated in accordance with the conditions set out in the Chapter 17.</p> <p>Only the payment required for work covered by the reference offer, excluding work done on the distribution service loop, may be refunded as provided in this chapter. In no event may the total refund exceed the contribution paid by the applicant.</p> <p>The applicant does not contribute to the cost of work to modify the power line in order to allow a load to be increased or electricity to be supplied to a new installation, excluding all work to extend an existing power line, if</p> <p>(1) the voltage required on the power line is available from the existing power line; and</p> <p>(2) the increase in available power over a period of five (5) years is less than 5 MVA, including initial power where service was established less than five (5) years before.</p>	<p>the difference between the total cost of the underground work and the cost of work that would be realised overhead, calculated in accordance with the conditions set out in the Chapter 17.</p> <p>Only the payment required for work covered by the reference offer, excluding work done on the distribution service loop, may be refunded as provided in this chapter. In no event may the total refund exceed the contribution paid by the applicant.</p> <p>The applicant does not contribute to the cost of work to modify the power line in order to allow a load to be increased or electricity to be supplied to a new installation, excluding all work to extend an existing power line, if</p> <p>(1) the voltage required on the power line is available from the existing power line; and</p> <p>(2) the increase in available power over a period of <del>five (5)</del> years is less than 5 MVA, including initial power where service was established less than <del>five (5)</del> years before.</p>	
<p><b>16.2</b> The cost of work to extend an overhead power line, excluding the distribution service loop, is determined by multiplying the applicable price per overhead metre established in the Electricity Rates by the length of the power line to be constructed. The costs related to tree removal, civil works and any right of servitude determined by Hydro-Québec, as required, are added to the said cost.</p>	<p><b>16.2</b> The cost of work to extend an overhead power line, excluding the distribution service loop, is determined by multiplying the <del>applicable</del> price per overhead metre established in the <del>Electricity</del> Rates by the length of the power line to be constructed. The costs related to tree removal, civil works and any right of servitude determined by Hydro-Québec, as required, are added to the said cost.</p>	<p>Actualisation du texte.</p>

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Division 2 – Domestic use – non-developper	Division 2 – Domestic use – non-developper	
<p>16.5 When there is no municipal water supply or sanitary sewer system in place, the applicant's contribution for the extension of an overhead power line is equal to the cost of work. The applicant is entitled to an exemption for 100 metres of power line measured, excluding the distribution service loop.</p> <p>When there is more than one dwelling, the applicant is entitled to the "amount allocated for domestic use" established in the Electricity Rates for each additional dwelling unit.</p> <p>The applicant chooses to pay the contribution</p> <p>(1) in a single payment on the date the contribution agreement is signed;</p> <p>(2) in 30 two-monthly instalments, including interest at the prospective capital cost rate stipulated in the Electricity Rates in effect on the date the contribution agreement is signed. The rate is fixed for the term of the agreement. The first instalment is payable on the date the agreement is signed.</p>	<p>16.5 When there is no municipal water supply or sanitary sewer system in place, the applicant's contribution for the extension of an overhead power line is equal to the cost of work. The applicant is entitled to an exemption for 100 metres of power line measured, excluding the distribution service loop.</p> <p>When there is more than one dwelling, the applicant is entitled to the "<i>amount allocated for domestic use</i>" established in the <del>Electricity</del> Rates for each additional dwelling unit.</p> <p>The applicant chooses to pay the contribution</p> <p>(1) in a single payment on the date the contribution agreement is signed;</p> <p>(2) in 30 two-monthly instalments, including interest at the prospective capital cost rate stipulated in the <del>Electricity</del> Rates in effect on the date the contribution agreement is signed. The rate is fixed for the term of the agreement. The first instalment is payable on the date the agreement is signed.</p> <p><u>If there is more than one unpaid installment, Hydro-Québec may terminate the agreement and thus claim the entire contribution amount plus accrued interest, less the installments already paid.</u></p>	<p>Ajout d'une précision pour assurer l'efficacité du recouvrement si le client ne paie pas ses versements tel que convenu à l'entente de contribution.</p> <p>(Voir également la section 2 de la pièce HQD-13, document 2 [B-0045])</p>



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Division 3 – Domestic use – developer	Division 3 – Domestic use – developer	
<p>16.7 [...]</p> <p>For a period of five (5) years following the date the contribution agreement is signed, the developer is entitled to a refund of the "amount allocated for domestic use" established in the Electricity Rates after the connection of each dwelling unit after the first. However, the costs related to tree removal and rights of servitude are not refundable.</p> <p>[...]</p>	<p>16.7 [...]</p> <p>For a period of <del>five (5)</del> years following the date the contribution agreement is signed, the developer is entitled to a refund of the "<del>amount allocated for domestic use</del>" established in the <del>Electricity Rates</del> after <del>the</del> connection of each dwelling unit <del>after</del> <u>subsequent to</u> the first. However, the costs related to tree removal and rights of servitude are not refundable.</p> <p>[...]</p>	
<p>16.8 When a developer requests underground supply for a housing development, the cost of the option for each domestic-use building containing eight dwellings or less, supplied at a voltage of 120/240 V, is the applicable "price per building – underground" established in the Electricity Rates, where both of the following conditions are met</p> <p>(1) part of Hydro-Québec's electrical equipment is installed above ground; and</p> <p>(2) where individual houses are planned, the average frontage of the lots of all the individual houses does not exceed 30 metres.</p> <p>The cost of the option is then the sum of the following components</p> <p>(1) the applicable "price per building – underground" established in the Electricity Rates;</p> <p>(2) the number of metres in excess multiplied by</p>	<p>16.8 When a developer requests underground supply for a housing development, the cost of the option for each domestic-use building containing <del>eight</del> <u>8</u> dwellings or less, supplied at a voltage of 120/240 V, is the applicable "<del>price per building – underground</del>" established in the <del>Electricity Rates</del>, where both of the following conditions are met</p> <p>(1) part of Hydro-Québec's electrical equipment is installed above ground; and</p> <p>(2) where individual houses are planned, the average frontage of the lots of all the individual houses does not exceed 30 metres.</p> <p>The cost of the option is then the sum of the following components:</p> <p>(1) the applicable "<del>price per building – underground</del>" established in the <del>Electricity Rates</del>;</p> <p>(2) the number of metres in excess multiplied by</p>	<p>Actualisation du texte.</p> <p>Introduction de l'entrée électrique 320 A. (Voir également la section 2 de la pièce HQD-13, document 2.1 [B-0068])</p>



CONDITIONS DE SERVICE D'ÉLECTRICITÉ EN VIGUEUR LE 1 <sup>ER</sup> AVRIL 2014	CONDITIONS DE SERVICE D'ÉLECTRICITÉ EN VIGUEUR LE 1 <sup>ER</sup> AVRIL 2015	JUSTIFICATION DE LA MODIFICATION OU REMARQUES
<p>the "price per additional metre – underground" established in the Electricity Rates when the average frontage of the lots for all such individual houses exceeds</p> <p>(i) 15 metres for individual houses when the rated current of the service box does not exceed 200 A;</p> <p>(ii) 24 metres for individual houses when the rated current of the service box is 400 or 600 A.</p> <p>[...]</p> <p>Furthermore, the cost of the option is increased by the costs related to tree removal and rights of servitude, if any. The applicant must undertake, at his expense, the civil works required for the local power line and service loops.</p>	<p>the "<i>price per additional metre – underground</i>" established in the <del>Electricity</del> Rates when the average frontage of the lots for all such individual houses exceeds</p> <p>(i) 15 metres for individual houses when the rated current of the service box does not exceed 200 A;</p> <p>(ii) 24 metres for individual houses when the rated current of the service box is <u>320</u>, 400 or 600 A.</p> <p>[...]</p> <p>Furthermore, the cost of the option is increased by the costs related to tree removal and rights of servitude, if any. The applicant must undertake, at his expense, the civil works required for the local power line and service loops.</p>	
Division 4 – Non-domestic use	Division 4 – Non-domestic use	
<p><b>16.9</b> In the case of non-domestic use, or in the case of a farm, the applicant must pay, on the date the contribution agreement is signed, the excess of the cost of work over the allowed amount.</p> <p>The allowed amount is the estimated annual average billing demand in kW multiplied by the "amount allocated for non-domestic use" established in the Electricity Rates. In the case of an increase in load for an existing electrical installation, only the additional annual average billing demand is taken into consideration.</p>	<p><b>16.9</b> In the case of non-domestic use, or in the case of a farm, the applicant must pay, on the date the contribution agreement is signed, the excess of the cost of work over the allowed amount.</p> <p>The allowed amount is the estimated annual average billing demand in kW multiplied by the "<i>amount allocated for non-domestic use</i>" established in the <del>Electricity</del> Rates. In the case of an increase in load for an existing electrical installation, only the additional annual average billing demand is taken into consideration.</p>	<p>Pour les demandes d'alimentation d'au moins 1 MW, introduction d'une nouvelle condition à la signature de l'entente de contribution.</p> <p>(Voir également la section 1.2 de la pièce HQD-13, document 2 [B-0045])</p>

CONDITIONS DE SERVICE D'ÉLECTRICITÉ EN VIGUEUR LE 1 <sup>ER</sup> AVRIL 2014	CONDITIONS DE SERVICE D'ÉLECTRICITÉ EN VIGUEUR LE 1 <sup>ER</sup> AVRIL 2015	JUSTIFICATION DE LA MODIFICATION OU REMARQUES
	<p><u>If requesting service of 1 MW or more, the applicant must provide a financial guarantee on the date on which the contribution agreement is signed. The guarantee must be valid for 5 years from the date on which service is established and must cover the allowed amount plus an amount equivalent to the taxes.</u></p> <p><u>For the public bodies and financial institutions listed in Schedule II hereto, the guarantee may take the form of a letter of undertaking from the Board of Directors.</u></p> <p><u>The amount of the guarantee is revised annually.</u></p>	
16.10 For each of the five (5) years following the date on which service to the electrical installation is first established, Hydro-Québec may require the applicant to pay the "non-domestic use allocation adjustment charge" established in the Electricity Rates for the difference between the initial estimate of annual average billing demand in kW for the installation and the average kW actually billed for that installation. In the case of an increase in load for an existing electrical installation, only the additional annual average billing demand is taken into consideration in the calculation of the difference. The allocation adjustment charge is fixed for the period of five (5) years.	16.10 For each of the <del>five (5)</del> years following the date on which service to the electrical installation is first established, Hydro-Québec may require the applicant to pay the " <i>non-domestic use allocation adjustment charge</i> " established in the <del>Electricity</del> Rates for the difference between the initial estimate of annual average billing demand in kW for the installation and the average kW actually billed for that installation. In the case of an increase in load for an existing electrical installation, only the additional annual average billing demand is taken into consideration in the calculation of the difference. The allocation adjustment charge is fixed for the period of <del>five (5)</del> years.	
Division 5 – Refund of contribution in case of additions or joint use	Division 5 – Refund of contribution in case of additions or joint use	
16.12 For the five (5) years following the date on which the contribution agreement is signed,	16.12 For the <del>five (5)</del> years following the date on which the contribution agreement is signed,	

CONDITIONS DE SERVICE D'ÉLECTRICITÉ EN VIGUEUR LE 1 <sup>ER</sup> AVRIL 2014	CONDITIONS DE SERVICE D'ÉLECTRICITÉ EN VIGUEUR LE 1 <sup>ER</sup> AVRIL 2015	JUSTIFICATION DE LA MODIFICATION OU REMARQUES
<p>connection of a new permanent electrical installation to the portion of the power line for which the applicant has paid a contribution gives rise to a refund determined on the basis of the amount allocated in respect of the use that is to be made of the new installation in accordance with the Electricity Rates in force on the date of connection of the addition. Such amount is paid to the applicant during the period of five (5) years, if he so requests, or at the end of the period of five (5) years.</p> <p>The allowed amount for non-domestic use or for a farm is determined on the basis of the estimated annual average billing demand for the new installation, expressed in kW, multiplied by the "amount allocated for non-domestic use" established in the Electricity Rates.</p>	<p>connection of a new permanent electrical installation to the portion of the power line for which the applicant has paid a contribution gives rise to a refund determined on the basis of the amount allocated in respect of the use that is to be made of the new installation in accordance with the <del>Electricity</del> Rates in force on the date of connection of the addition. Such amount is paid to the applicant during the <u>5-year</u> period <del>of five (5) years</del>, if he so requests, or at the end of the <u>5-year</u> period <del>of five (5) years</del>.</p> <p>The allowed amount for non-domestic use or for a farm is determined on the basis of the estimated annual average billing demand for the new installation, expressed in kW, multiplied by the "<i>amount allocated for non-domestic use</i>" established in the <del>Electricity</del> Rates.</p>	
<p><b>16.14</b> The applicant is entitled to an adjustment of the amount of his contribution if, at the time of the initial installation or during the term of his contribution agreement, the Hydro-Québec poles that were included in the cost of work are used by an enterprise with which Hydro-Québec shares the cost and ownership of the poles. Such adjustment is based</p> <p>(1) on the "joint-use credit" established in the Electricity Rates where the cost of work is calculated from per-metre prices; or</p> <p>(2) in other cases, on the amount estimated by Hydro-Québec.</p> <p>The total amount of the credit may not exceed the</p>	<p><b>16.14</b> The applicant is entitled to an adjustment of the amount of his contribution if, at the time of the initial installation or during the term of his contribution agreement, the Hydro-Québec poles that were included in the cost of work are used by an enterprise with which Hydro-Québec shares the cost and ownership of the poles. Such adjustment is based</p> <p>(1) on the "<i>joint-use credit</i>" established in the <del>Electricity</del> Rates where the cost of work is calculated from per-metre prices; or</p> <p>(2) in other cases, on the amount estimated by Hydro-Québec.</p> <p>The total amount of the credit may not exceed the</p>	

<b>CONDITIONS DE SERVICE D'ÉLECTRICITÉ EN VIGUEUR LE 1<sup>ER</sup> AVRIL 2014</b>	<b>CONDITIONS DE SERVICE D'ÉLECTRICITÉ EN VIGUEUR LE 1<sup>ER</sup> AVRIL 2015</b>	<b>JUSTIFICATION DE LA MODIFICATION OU REMARQUES</b>
balance of the refundable contribution paid by the applicant.	balance of the refundable contribution paid by the applicant.	
<b>Division 6 – Abandonment of project</b>	<b>Division 6 – Abandonment of project</b>	
<p><b>16.15</b> When a project for the supply of electricity is abandoned after the applicant has agreed in writing to the terms of a summary written estimate provided by Hydro-Québec, the cost of abandonment is the sum of the following components [...] The depreciated value of equipment and materials recovered for reuse by Hydro-Québec is deducted from the cost of abandonment.</p> <p>In such case the applicant is not entitled to the allocated amounts established in the Electricity Rates or to the applicable contribution exemptions. Any amount paid by the applicant in excess of the amount billed is refunded.</p> <p>A project is abandoned where</p> <p>(1) the applicant advises Hydro-Québec that he is abandoning the project; or</p> <p>(2) service has not been established within a 12-month period following the scheduled connection date, unless an agreement is entered into between the applicant and Hydro-Québec.</p>	<p><b>16.15</b> When a project for the supply of electricity is abandoned after the applicant has agreed in writing to the terms of a summary written estimate provided by Hydro-Québec, the cost of abandonment is the sum of the following components: [...] The depreciated value of equipment and materials recovered for reuse by Hydro-Québec is deducted from the cost of abandonment.</p> <p>In such case the applicant is not entitled to the allocated amounts established in the Electricity Rates or to the applicable contribution exemptions. Any amount paid by the applicant in excess of the amount billed is refunded.</p> <p>A project is abandoned where</p> <p>(1) the applicant advises Hydro-Québec that he is abandoning the project; or</p> <p>(2) service has not been established within a 12-month period following the scheduled connection date, unless an agreement is entered into between the applicant and Hydro-Québec.</p>	<p>Demande de modification de l'article 16.15 reportée (Voir les notes sténographiques du 11 décembre 2014 [A-0060], pages 10, 77-78)</p>

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Chapter 17 – COST OF WORK	Chapter 17 – COST OF WORK	
<p>17.1 For purposes of these Conditions of Electricity Service, the cost of work is calculated by Hydro-Québec from the prices for overhead and underground work and the prices for "Flat-fee work" established in the Electricity Rates where such prices are applicable. All these prices are available for information purposes at Hydro-Québec's customer service department and on Hydro-Québec's website. The "prices for overhead work" apply when Hydro-Québec can reach the worksite by flatbed trailer and use at the site the equipment required to implement the reference offer. The "prices for underground work" apply when the reference offer is for underground work.</p> <p>In other cases, or where the cost of work cannot be fully calculated in the manner provided for above, the cost of work is Hydro-Québec's estimate calculated as the sum of the following components, the whole in accordance with the table "Calculation of the Cost of Work" set out in Schedule VI of these Conditions of Service.</p> <p>1) cost of materials needed to carry out the work, plus the "acquisition fee", "materials management fee" and "minor materials fee" established in the Electricity Rates;</p> <p>(2) cost of labour and equipment needed for the performance of the work and transport, obtained by multiplying hourly rates by number of hours required;</p>	<p>17.1 For purposes of these <i>Conditions of Electricity Service</i>, the cost of work is calculated by Hydro-Québec from the prices for overhead and underground work and the prices for "<i>Flat-fee work</i>" established in the <del>Electricity</del> Rates where such prices are applicable. All these prices are available for information purposes at Hydro-Québec's customer service department and on Hydro-Québec's website. The "<i>prices for overhead work</i>" apply when Hydro-Québec can reach the worksite by flatbed trailer and use at the site the equipment required to implement the reference offer. The "<i>prices for underground work</i>" apply when the reference offer is for underground work.</p> <p>In other cases, or where the cost of work cannot be fully calculated in the manner provided for above, the cost of work is Hydro-Québec's estimate calculated as the sum of the following components, the whole in accordance with the table "<i>Calculation of the Cost of Work</i>" set out in Schedule VI of these Conditions of Service:-</p> <p>(1) cost of materials needed to carry out the work, plus the "<i>acquisition fee</i>," "<i>materials management fee</i>" and "<i>minor materials fee</i>" established in the <del>Electricity</del> Rates;</p> <p>(2) cost of labour and equipment needed for the performance of the work and transport, obtained by multiplying hourly rates by number of hours required;</p>	Actualisation du texte.

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<p>(3) cost of acquiring goods and services supplied by third parties and needed to carry out the work, plus the "acquisition fee" and the "contract management fee" established in the Electricity Rates;</p> <p>(4) cost of acquiring any right of servitude determined by Hydro-Québec;</p> <p>(5) when the power line is underground, "provision for reinvestment at end of useful life" established in the Electricity Rates, applicable on the amounts specified in Subparagraphs 1 to 3, excluding civil works;</p> <p>(6) "engineering and applications management fee," established in the Electricity Rates, applicable to the amounts specified in Subparagraphs 1 to 5; and</p> <p>(7) "provision for future operation and maintenance" established in the Electricity Rates, applicable to the amounts specified in Subparagraphs 1 to 3, excluding civil works.</p>	<p>(3) cost of acquiring goods and services supplied by third parties and needed to carry out the work, plus the "<i>acquisition fee</i>" and the "<i>contract management fee</i>" established in the <del>Electricity</del> Rates;</p> <p>(4) cost of acquiring any right of servitude determined by Hydro-Québec;</p> <p>(5) when the power line is underground, "<i>provision for reinvestment at end of useful life</i>" established in the <del>Electricity</del> Rates, applicable on the amounts specified in Subparagraphs 1 to 3, excluding civil works;</p> <p>(6) "<i>engineering and applications management fee</i>," established in the <del>Electricity</del> Rates, applicable to the amounts specified in Subparagraphs 1 to 5; and</p> <p>(7) "<i>provision for future operation and maintenance</i>" established in the <del>Electricity</del> Rates, applicable to the amounts specified in Subparagraphs 1 to 3, excluding civil works.</p>	
<p><b>17.3</b> The cost of purchasing and installing transformers, circuit breakers and lightning arresters necessary for the operation of transformers and the cost of purchasing and installing metering equipment are excluded from the cost of work when the work is carried out in accordance with the reference offer.</p> <p>If the work relates to an option, the applicant must also pay the applicable "<i>Medium-voltage metering related to an option</i>" price provided for in the Electricity Rates. If such price is not applicable, all</p>	<p><b>17.3</b> The cost of purchasing and installing transformers, circuit breakers and lightning arresters necessary for the operation of transformers and the cost of purchasing and installing metering equipment are excluded from the cost of work when the work is carried out in accordance with the reference offer.</p> <p>If the work relates to an option, the applicant must also pay the applicable "<i>Medium-voltage metering related to an option</i>" price provided for in the <del>Electricity</del> Rates. If such price is not applicable, all</p>	Actualisation du texte.

CONDITIONS DE SERVICE D'ÉLECTRICITÉ EN VIGUEUR LE 1 <sup>ER</sup> AVRIL 2014	CONDITIONS DE SERVICE D'ÉLECTRICITÉ EN VIGUEUR LE 1 <sup>ER</sup> AVRIL 2015	JUSTIFICATION DE LA MODIFICATION OU REMARQUES
additional costs of purchasing and installing transformers, circuit breakers and lightning arresters necessary for the operation of transformers and the additional costs of purchasing and installing metering equipment are added to the cost of the option.	additional costs of purchasing and installing transformers, circuit breakers and lightning arresters necessary for the operation of transformers and the additional costs of purchasing and installing metering equipment are added to the cost of the option.	
17.5 Where, at the applicant's request, electricity is supplied at single-phase medium voltage for an electrical installation whose output voltage is low voltage and where the maximum current at low voltage does not exceed 500 A per building, the applicant must pay the price of <i>"Medium-voltage metering for a small-power installation"</i> established in the Electricity Rates. The said amount is payable before work begins and is not refundable.	17.5 Where, at the applicant's request, electricity is supplied at single-phase medium voltage for an electrical installation whose output voltage is low voltage and where the maximum current at low voltage does not exceed 500 A per building, the applicant must pay the price of <i>"Medium-voltage metering for a small-power installation"</i> established in the <del>Electricity</del> Rates. The said amount is payable before work begins and is not refundable.	Actualisation du texte.
Chapter 18 – RIGHTS AND OBLIGATIONS  Division 1 – Rights and access	CHAPTER 18 – RIGHTS AND OBLIGATIONS  Division 1 – Rights and access	
18.2 Every building and installation including a swimming pool, outbuilding, platform or rostrum that is put up in proximity to Hydro-Québec's power line and metering equipment must conform to the clearances prescribed in the following standards in force at the time of installation  [...]	18.2 Every building and installation including a swimming pool, outbuilding, platform or rostrum that is put up in proximity to Hydro-Québec's power line and metering equipment must conform to the clearances prescribed in the following standards in force at the time of installation;  [...]	

CONDITIONS DE SERVICE D'ÉLECTRICITÉ EN VIGUEUR LE 1 <sup>ER</sup> AVRIL 2014	CONDITIONS DE SERVICE D'ÉLECTRICITÉ EN VIGUEUR LE 1 <sup>ER</sup> AVRIL 2015	JUSTIFICATION DE LA MODIFICATION OU REMARQUES
Division 2 – Electrical installation	Division 2 – Electrical installation	
<p><b>18.10 [...]</b></p> <p>The person responsible for the electrical installation must ensure that the designated persons are authorized pursuant to the <i>Master Electricians Act</i> (R.S.Q., c. M-3).</p>	<p><b>18.10 [...]</b></p> <p>The person responsible for the electrical installation must ensure that the designated persons are authorized pursuant to the <i>Master Electricians Act</i> (R.S.Q., <u>COLR</u>, <u>chapter</u> M-3).</p>	
<p><b>18.18</b> Hydro-Québec's authorization must be obtained in writing prior to the connection of any electrical generating equipment in parallel with Hydro-Québec's system.</p> <p>Moreover, in the case of electricity generating equipment that feeds electricity into Hydro-Québec's system, the following additional conditions apply</p> <p>(1) the applicant must hold a contract for electricity service that includes the net metering option for a customer-generator established in the Electricity Rates; and</p> <p>(2) the applicant must pay the inspection fee established in the Electricity Rates.</p>	<p><b>18.18</b> Hydro-Québec's authorization must be obtained in writing prior to the connection of any electrical generating equipment in parallel with Hydro-Québec's system.</p> <p>Moreover, in the case of electricity generating equipment that feeds electricity into Hydro-Québec's system, the following additional conditions apply:</p> <p>(1) the applicant must hold a contract for electricity service that includes the net metering option for a customer-generator established in the <del>Electricity</del> Rates; and</p> <p>(2) the applicant must pay the inspection fee established in the <del>Electricity</del> Rates.</p>	Actualisation du texte.
Chapter 19 – TRANSITIONAL PROVISIONS	Chapter 19 – TRANSITIONAL PROVISIONS	
<p><b>19.1</b> These <i>Conditions of Electricity Service</i> replace the <i>Conditions of Electricity Service</i> in effect as of April 1, 2013 pursuant to Decision D-2013-043 of the Régie de l'énergie.</p>	<p><b>19.1</b> These <i>Conditions of Electricity Service</i> replace the <i>Conditions of Electricity Service</i> in effect as of April 1, 2013 <u>and on October 3, 2014 pursuant to decision D-2014-172</u> of the Régie de</p>	Mise à jour des dates d'entrée en vigueur des CDSÉ.



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	l'énergie.	
<p>19.2 Unless specifically mentioned in this chapter, these Conditions of Service apply to any contract in effect on April 1, 2014 or entered into on or after April 1, 2014.</p> <p>They also apply to</p> <p>(1) any request for intervention or work to modify Hydro-Québec's installations or to any request for service received on or after April 1, 2014; and</p> <p>(2) any request for supply where the contribution agreement was signed after March 31, 2014.</p>	<p>19.2 Unless specifically mentioned in this chapter, these Conditions of Service apply to any contract in effect on April 1, 2014<sup>15</sup> or entered into on or after April 1, 2014<sup>15</sup>.</p> <p>They also apply to</p> <p>(1) any request for intervention or work to modify Hydro-Québec's installations or to any request for service received on or after April 1, 2014<sup>15</sup>; and</p> <p>(2) any request for supply where the contribution agreement was signed after March 31, 2014<sup>15</sup>.</p>	<p>Mise à jour des dates d'entrée en vigueur des CDSÉ.</p>
19.3 Repealed.	<p>19.3 <u>Paragraph R</u> repealed.</p> <p><u>Electricity service at three-phase voltage, 600 V, 3-wire remains subject to Sections 23 and 24 of Bylaw No.411 establishing the Conditions Governing the Supply of Electricity ((1987) 119 G.O.II, 1233) and amended by Bylaws No.439 ((1989) 121 G.O.II, 1520), No.475 ((1989) 121 G.O.II, 4121), No.500 ((1990) 122 G.O.II, 2491) and No.526 ((1992) 124 G.O.II, 1876).</u></p>	<p>Actualisation du texte.</p> <p><u>Modification conformément à la décision D-2015-018.</u></p> <p><u>Omission d'un alinéa figurant à la pièce HQD-17, document 4 [B-0176], mais n'apparaissant pas dans les Conditions de service d'électricité en vigueur le 1<sup>er</sup> avril 2013 [B-0195], du dossier R-3814-2012 (voir également la décision D-2013-037).</u></p>
<p>19.4 Where Hydro-Québec supplies electricity at a medium three-phase voltage that is less than 25 kV the customer is entitled to the "credit for supply at medium or high voltage" established in the Electricity Rates corresponding to the voltage of 25 kV if all the following requirements are met</p> <p>[...]</p>	<p>19.4 Where Hydro-Québec supplies electricity at a medium three-phase voltage that is less than 25 kV the customer is entitled to the "credit for supply at medium or high voltage" established in the Electricity Rates corresponding to the voltage of 25 kV if all the following requirements are met:</p> <p>[...]</p>	
19.5 Subparagraph 2 of the second paragraph of Section 53 of the Conditions for Electrical Service	19.5 Subparagraph 2 of the second paragraph of Section 53 of the <i>Conditions for Electrical Service</i>	

CONDITIONS DE SERVICE D'ÉLECTRICITÉ EN VIGUEUR LE 1 <sup>ER</sup> AVRIL 2014	CONDITIONS DE SERVICE D'ÉLECTRICITÉ EN VIGUEUR LE 1 <sup>ER</sup> AVRIL 2015	JUSTIFICATION DE LA MODIFICATION OU REMARQUES
stipulated in Bylaw No. 634 is repealed effective December 1, 2007. Only contribution agreements signed before December 1, 2007 continue to be subject to the said Subparagraph.	stipulated in Bylaw No. 634 is repealed effective December 1, 2007. Only contribution agreements signed before December 1, 2007 continue to be subject to the said Subparagraph.	
<b>19.6</b> The exemption for 100 metres of power line established in the first and second paragraphs of Section 16.5 and the first paragraph of Section 16.7 is applicable to requests for supply received by Hydro-Québec after December 1, 2007 and in such cases the applicant is not entitled to the "amount allocated for domestic use" stipulated in the Electricity Rates for the supply of the first dwelling.	<b>19.6</b> The exemption for 100 metres of power line established in the first and second paragraphs of Section 16.5 and the first paragraph of Section 16.7 is applicable to requests for supply received by Hydro-Québec after December 1, 2007 and in such cases the applicant is not entitled to the " <i>amount allocated for domestic use</i> " stipulated in the <del>Electricity</del> Rates for the supply of the first dwelling.	
<b>19.8</b> For every additional installation made on or after April 1, 2008 on a power line for which a contribution agreement is in effect, the amounts corresponding to the "amount allocated for domestic use" and the "amount allocated for non-domestic use" established in the Electricity Rates in effect on the date the additional installation is connected apply to the extent of any remaining refundable contribution. However, for any contribution agreement for underground supply signed before December 1, 2007 by Hydro-Québec and an applicant under Section 53 of the conditions of service set out in Bylaw No. 634 respecting the Conditions Governing the Supply of Electricity, the amount corresponding to the "amount allocated for domestic use" established in the Electricity Rates in effect on April 1, 2007 continues to apply until the expiry of the contribution agreement.	<b>19.8</b> For every additional installation made on or after April 1, 2008 on a power line for which a contribution agreement is in effect, the amounts corresponding to the " <i>amount allocated for domestic use</i> " and the " <i>amount allocated for non-domestic use</i> " established in the <del>Electricity</del> Rates in effect on the date the additional installation is connected apply to the extent of any remaining refundable contribution. However, for any contribution agreement for underground supply signed before December 1, 2007 by Hydro-Québec and an applicant under Section 53 of the conditions of service set out in <i>Bylaw No. 634 respecting the Conditions Governing the Supply of Electricity</i> , the amount corresponding to the " <i>amount allocated for domestic use</i> " established in the <del>Electricity</del> Rates in effect on April 1, 2007 continues to apply until the expiry of the contribution agreement.	
<b>19.9</b> Where a contribution agreement for a domestic use is in effect on April 1, 2008, the rate	<b>19.9</b> Where a contribution agreement for a domestic use is in effect on April 1, 2008, the " <i>rate</i> "	

CONDITIONS DE SERVICE D'ÉLECTRICITÉ EN VIGUEUR LE 1 <sup>ER</sup> AVRIL 2014	CONDITIONS DE SERVICE D'ÉLECTRICITÉ EN VIGUEUR LE 1 <sup>ER</sup> AVRIL 2015	JUSTIFICATION DE LA MODIFICATION OU REMARQUES
of interest applicable to instalment payments" is replaced by the "prospective capital cost rate" stipulated in the Electricity Rates in effect as of April 1, 2008 and is fixed for the remaining duration of the agreement. [...]	<i>of interest applicable to instalment payments" is replaced by the "prospective capital cost rate" stipulated in the Electricity Rates in effect as of April 1, 2008 and is fixed for the remaining duration of the agreement.</i> [...]	
<p>SCHEDULE I (S. 5.4) DOMESTIC USE</p> <p>Information required in the request For a contract for domestic use</p> <p>Premises or place to be served</p> <p>(1) Name, corporate name; (2) Use of facility; (3) Street address; (4) Billing address.</p> <p>Contractholder (1) Name;</p>	<p>SCHEDULE I (S. <u>5.15-4</u>) <del>DOMESTIC USE</del></p> <p>Information required in the request <u>for service</u> <del>For a contract for domestic use</del></p> <p><u>MANDATORY INFORMATION</u></p> <p><del>Premises or place to be served</del> <u>Service location:</u></p> <p>(1) <del>Name, corporate name;</del> <del>(2)</del> Use of facility; <del>(23)</del> <del>Street</del> <u>Service</u> address; <del>(3)</del> <del>(4)</del> Billing address.</p> <p>Contractholder; (1) Name;</p>	<p>Pour fin de simplification, l'information relative aux renseignements exigés pour la demande d'abonnement est regroupée et sans distinction de l'usage. Et afin d'intégrer les nouveautés technologiques, ajout d'un volet de renseignements facultatifs. (Voir également la section 2 de la pièce HQD-13, document 2 [B-0045])</p>

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<p>(2) Address;</p> <p>(3) Previous address;</p> <p>(4) Home telephone number;</p> <p>(5) Social insurance number.</p> <p>Use of electricity.</p> <p>Connected loads (where rated current is greater than 200 A)</p> <p>(1) Lighting;</p> <p>(2) Heating;</p> <p>(3) Ventilation;</p> <p>(4) Motive power;</p> <p>(5) Processes;</p> <p>(6) Other.</p> <p>Power requested.</p> <p>Date for which service is requested.</p>	<p>(2) Address;</p> <p>(3) Previous address;</p> <p>(4) Home telephone number;</p> <p>(5) Social insurance number <u>(if the contractholder is a physical person) or NEO (if the contractholder is not a physical person).</u></p> <p>Use of electricity.</p> <p>Connected loads (where rated current is greater than 200 A)</p> <p>(1) Lighting;</p> <p>(2) Heating;</p> <p>(3) Ventilation;</p> <p>(4) Motive power;</p> <p>(5) Processes;</p> <p>(6) Other.</p> <p>Power requested.</p> <p>Date for which service is requested.</p> <p><u>OPTIONAL INFORMATION</u></p> <p><u>(1) E-mail address:</u></p> <p><u>(2) Other telephone numbers.</u></p>	

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<p>SCHEDULE I (S. 5.4)</p> <p>NON-DOMESTIC USE</p> <p>Information required in the request For a contract for non-domestic use</p> <p>Premises or place to be served</p> <p>(1) Name, corporate name;</p> <p>(2) Use of facility;</p> <p>(3) Street address;</p> <p>(4) Billing address.</p> <p>Contractholder</p> <p>(1) Name;</p> <p>(2) Address;</p> <p>(3) Previous address;</p> <p>(4) Telephone number;</p> <p>(5) Enterprise number (N.E.Q.).</p> <p>Use of electricity.</p> <p>Connected loads</p> <p>(1) Lighting;</p>	<p><del>SCHEDULE I (S. 5.4)</del></p> <p><del>NON-DOMESTIC USE</del></p> <p><del>Information required in the request For a contract for non-domestic use</del></p> <p><del>Premises or place to be served</del></p> <p><del>(1) Name, corporate name;</del></p> <p><del>(2) Use of facility;</del></p> <p><del>(3) Street address;</del></p> <p><del>(4) Billing address.</del></p> <p><del>Contractholder</del></p> <p><del>(1) Name;</del></p> <p><del>(2) Address;</del></p> <p><del>(3) Previous address;</del></p> <p><del>(4) Telephone number;</del></p> <p><del>(5) Enterprise number (N.E.Q.).</del></p> <p><del>Use of electricity.</del></p> <p><del>Connected loads</del></p> <p><del>(1) Lighting;</del></p>	<p>Pour fin de simplification, l'information relative aux renseignements exigés à la demande d'abonnement est regroupée sous un même titre à l'annexe I et ce, sans distinction de l'usage.</p> <p>(Voir également la section 2 de la pièce HQD-13, document 2 [B-0045])</p>

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<p>(2) Heating; (3) Ventilation; (4) Motive power; (5) Processes; (6) Other.</p> <p>Power requested.</p> <p>Date for which service is requested.</p>	<p><del>(2) Heating;</del> <del>(3) Ventilation;</del> <del>(4) Motive power;</del> <del>(5) Processes;</del> <del>(6) Other.</del></p> <p><del>Power requested.</del></p> <p><del>Date for which service is requested.</del></p>	
<p>SCHEDULE II (S. 9.2)</p> <p>Public bodies and financial institutions</p> <p>1. Public bodies</p> <p>[...]</p> <p>(2) government bodies</p> <p>bodies a majority of whose members are appointed by the government or a minister, whose officials or employees are by law appointed or remunerated in accordance with the <i>Public Service Act</i> (R.S.Q., c. F-3.1.1) or the <i>Public Service Employment Act</i> (R.S.C., 1985, c. P-33), or at least half of whose share capital is provided from the Consolidated Revenue Fund;</p>	<p>SCHEDULE II (S. 9.2)</p> <p>Public bodies and financial institutions</p> <p>1. Public bodies</p> <p>[...]</p> <p>(2) government bodies</p> <p>bodies a majority of whose members are appointed by the government or a minister, whose officials or employees are by law appointed or remunerated in accordance with the <i>Public Service Act</i> (R.S.Q., <a href="#">COLR</a>, <a href="#">chapter</a> F-3.1.1) or the <i>Public Service Employment Act</i> (R.S.C., 1985, c. P-33), or at least half of whose share capital is provided from the Consolidated Revenue Fund;</p> <p>(3) health services or social services</p>	

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<p>(3) health services or social services institutions</p> <p>(a) public institutions within the meaning of the <i>Act respecting health services and social services</i> (R.S.Q., c. S-4.2) or within the meaning of the <i>Act respecting health services and social services for Cree native persons</i> (R.S.Q., c. S-5), amended by section 20 of chapter 23 of the Statutes of 1994;</p> <p>[...]</p> <p>(5) educational bodies</p> <p>[...]</p> <p>(b) general and vocational colleges governed by the <i>General and Vocational Colleges Act</i> (R.S.Q., c. C-29);</p> <p>(c) bodies established under the <i>Act respecting the Université du Québec</i> (R.S.Q., c. U-1).</p> <p>2. Financial institutions</p> <p>(1) banks governed by the <i>Bank Act</i> (R.S.C., 1985, c. B-1.01);</p> <p>(2) savings and credit unions governed by the <i>Savings and Credit Unions Act</i> (R.S.Q., c. C-4);</p>	<p>institutions</p> <p>(a) public institutions within the meaning of the <i>Act respecting health services and social services</i> (R.S.Q. COLR, <del>chapter-</del> S-4.2) or within the meaning of the <i>Act respecting health services and social services for Cree native persons</i> (R.S.Q. COLR, <del>chapter-</del> S-5), amended by Section 20 of chapter 23 of the Statutes of 1994;</p> <p>[...]</p> <p>(5) educational bodies</p> <p>[...]</p> <p>(b) general and vocational colleges governed by the <i>General and Vocational Colleges Act</i> (R.S.Q. COLR, <del>chapter-</del> C-29);</p> <p>(c) bodies established under the <i>Act respecting the Université du Québec</i> (R.S.Q. COLR, <del>chapter-</del> U-1).</p> <p>2. Financial institutions</p> <p>(1) banks governed by the <i>Bank Act</i> (R.S.C., 1985, c. B-1.01);</p> <p>(2) savings and credit unions governed by the <i>Savings and Credit Unions Act</i> (R.S.Q. COLR, <del>chapter-</del> C-4);</p> <p>(3) insurance companies within the meaning of the <i>Act respecting insurance</i> (R.S.Q. COLR, <del>chapter-</del> A-32);</p>	

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<p>(3) insurance companies within the meaning of the <i>Act respecting insurance</i> (R.S.Q., c. A-32);</p> <p>(4) trust companies within the meaning of the <i>Act respecting trust companies and savings companies</i> (R.S.Q., c. S-29.01).</p>	<p>(4) trust companies within the meaning of the <i>Act respecting trust companies and savings companies</i> (R.S.Q., <del>c. S-29.01</del>, <u>chapter S-29.01</u>).</p>	
<p>SCHEDULE IV (S. 11.7)</p> <p>List of authorized agents</p> <p>[...]</p>	<p>SCHEDULE IV (S. 11.7<del>6</del>)</p> <p>List of authorized agents</p> <p>[...]</p>	<p>À la suite de la simplification et du regroupement des articles liés à l'information relative au paiement, mise à jour de l'article de référence à 11.6.</p>
<p>SCHEDULE V (S. 14.11)</p> <p>Compensation for voltage conversion</p> <p>[...]</p> <p>2. The "credit for supply at medium or high voltage" established in the Electricity Rates corresponding to a voltage of 25 kV.</p> <p>This credit is applied to the first complete billing period when the capacity of the installed transformers that are able to receive electricity at 25 kV allows all of the available power agreed with the customer to be used.</p> <p>3. The reasonable cost of materials and labour paid by the applicant to allow his electrical installation to receive electricity at the time of conversion to a voltage of 25 kV.</p>	<p>SCHEDULE V (S. 14.11)</p> <p>Compensation for voltage conversion</p> <p>[...]</p> <p>2. The "<i>credit for supply at medium or high voltage</i>" established in the <del>Electricity</del> Rates corresponding to a voltage of 25 kV.</p> <p>This credit is applied to the first complete billing period when the capacity of the installed transformers that are able to receive electricity at 25 kV allows all of the available power agreed with the customer to be used.</p> <p>3. The reasonable cost of materials and labour paid by the applicant to allow his electrical installation to receive electricity at the time of conversion to a voltage of 25 kV.</p>	



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<p>4. The reasonable cost paid by the applicant to dismantle the electrical installations and civil works required to be dismantled for conversion purposes, excluding costs of decontaminating and restoring the condition of the land.</p> <p>[...]</p>	<p>4. The reasonable cost paid by the applicant to dismantle the electrical installations and civil works required to be dismantled for conversion purposes, excluding costs of decontaminating and restoring the condition of the land.</p> <p>[...]</p>	
<p>SCHEDULE VII (S. 9.2, 9.7, 11.10 AND 11.13)</p> <p>Credit risk management</p> <p>[...]</p> <p>1. Profit margin ratio as a percentage of sales (TTM : Trailing twelve months)</p> <p>[...]</p> <p>5. Working capital ratio</p> <p>Current assets divided by current liabilities. Used to assess a company's ability to meet its financial obligations over the next twelve months.</p> <p>6. Interest coverage ratio (TTM)</p> <p>[...]</p> <p>8. Total debt/EBITDA (TTM)</p>	<p>SCHEDULE VII (S. 9.2, 9.7, 11.10 and 11.13)</p> <p>Credit risk management</p> <p>[...]</p> <p>1. Profit margin ratio as a percentage of sales (TTM : Trailing twelve months)</p> <p>[...]</p> <p>5. Working capital ratio</p> <p>Current assets divided by current liabilities. Used to assess a company's ability to meet its financial obligations over the next <del>twelve</del> <u>12</u> months.</p> <p>6. Interest coverage ratio (TTM)</p> <p>[...]</p> <p>8. Total debt/EBITDA (TTM)</p>	

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[...]  9. Total debt/operational liquidity less capital expenditures (TTM) [...]	[...]  9. Total debt/operational liquidity less capital expenditures (TTM) [...]	