



2019

Conditions of Service

April 1, 2019 edition

Hydro-Québec’s conditions of service for its electricity distribution activities, April 1, 2019 edition

Approved by the Régie de l’énergie in its decision D-2019-037.

The Régie de l’énergie has exclusive jurisdiction to establish or modify Hydro-Québec’s conditions of service following public hearings. For more information about its role and mission, please see its Web site at www.regie-energie.qc.ca/en. The *Act respecting the Régie de l’énergie* can also be consulted at www.legisquebec.gouv.qc.ca/en/ShowDoc/cs/R-6.01.

This edition of the *Conditions of Service* replaces the *Conditions of Service* effective as of April 1, 2018, under Régie de l’énergie decision D-2018-015.

Use of the word “you” to designate the *customer* is solely meant to facilitate the reading of this text.

If you disagree with Hydro-Québec’s application of the provisions in this document, you may file a complaint according to the procedure established by Hydro-Québec and approved by the Régie de l’énergie in decision D-2018-172 of November 26, 2018, docket R-3964-2016. If you disagree with Hydro-Québec’s decision regarding your complaint, you may ask the Régie de l’énergie for a review under Chapter 7 of the *Act respecting the Régie de l’énergie* (sections 86 to 101).

The complaint examination procedures are enclosed with these *Conditions of Service*.

In this document, all costs and charges are shown in quotation marks and presented in Chapter 20, while terms in italics are defined in Chapter 21. A PDF version of this document and the complaint examination procedures can be found on the Hydro-Québec Web site at www.hydroquebec.com/conditions-electricity.

Table of Contents

PART I – GENERAL PROVISIONS

CHAPTER 1

Scope of Application.....	9
1.1 Scope of application.....	9
1.2 Request for high-voltage or medium-voltage supply when current exceeds 260 A.....	9

PART II – ELECTRICITY SERVICE CONTRACT

CHAPTER 2

Electricity Service Request.....	11
2.1 Electricity service request.....	11
2.2 Start of contract.....	12
2.3 No use of electricity without contract.....	12
2.4 Multiple customers responsible for a single contract.....	12

CHAPTER 3

Metering of Electricity.....	12
3.1 Metering equipment supplied by Hydro-Québec.....	12
3.2 Metering by a non-communicating meter.....	12
3.2.1 Request for a non-communicating meter.....	12
3.2.2 Installation of a communicating meter during the term of the contract.....	14
3.2.3 Request for a communicating meter.....	14

CHAPTER 4

Billing.....	14
4.1 Consumption data used to establish your bill.....	14
4.1.1 Collection of consumption data.....	14
4.1.2 Billing based on an estimate of consumption.....	15
4.2 Sending of bills.....	16
4.2.1 Frequency.....	16
4.2.2 Late billing.....	16

4.3	Bill payment and charges for non-payment or insufficient funds.....	16
4.3.1	Amount payable and due date	16
4.3.2	Responsibility for bill payment	16
4.3.3	Accepted payment methods	17
4.3.4	Non-payment.....	17
4.3.5	Insufficient funds	18
4.4	Billing under the Equalized Payments Plan	18
4.5	Correction of billing errors	19
CHAPTER 5		
	Termination of Contract.....	21
5.1	Terms and conditions of contract termination.....	21
5.1.1	Termination by the person responsible for the contract	21
5.1.2	Termination of contract by Hydro-Québec.....	22
5.2	Terms and conditions for continuous electricity service.....	22
5.2.1	Continuation or interruption of electricity service at building owner’s request	22
5.3	Interruption of electricity service at the owner’s request.....	24
CHAPTER 6		
	Security Deposit.....	24
6.1	Situations in which Hydro-Québec may require a deposit	24
6.1.1	Deposit for domestic-use contracts	24
6.1.2	Deposit for non-domestic-use contracts.....	24
6.1.2.1	Credit risk assessment for non-domestic use contracts	25
6.1.3	Deposit required if service is interrupted for non-payment.....	25
6.2	Deposit amount and payment method	25
6.3	Interest on deposit.....	26
6.4	Use of deposit by Hydro-Québec.....	26
6.5	Holding and reimbursement of deposit.....	26
CHAPTER 7		
	Service Interruption and Restoration.....	27
7.1	Refusal or interruption of service by Hydro-Québec.....	27
7.1.1	Interruption of service without notice.....	27
7.1.2	Service interruption with notice.....	27
7.1.3	Continuation or restoration of service during winter period	28
7.2	Notices given prior to interruption of electricity service.....	28
7.2.1	Overdue notice.....	28
7.2.2	Notice of interruption of electricity service.....	28
7.2.3	Notice given where access to Hydro-Québec’s equipment is controlled by a third party or if the interruption affects other customers scheduled to undergo a voltage conversion	29
7.3	Charges arising from electricity service interruption.....	29

PART III – CONNECTION REQUESTS

CHAPTER 8

Submission of Connection Request and Determination of Work Included in Basic Service	31
8.1 Connection request.....	31
8.2 Criteria for application of basic service to distribution service loop.....	32
8.2.1 Cases in which basic service is applicable to the distribution service loop.....	32
8.2.2 Items included in basic service for a distribution service loop.....	33
8.2.3 Method for determining the length of the distribution service loop.....	33
8.2.4 Cases in which the distribution service loop is not provided.....	33
8.2.5 Cases in which the connection is provided by the customer (service entrance).....	34
8.3 Criteria for application of basic service to a distribution line extension.....	34
8.3.1 Extension of an overhead distribution line (request for supply of less than 5 MVA including installed load).....	34
8.3.2 Extension of an underground distribution line (request for supply of less than 5 MVA including installed load).....	35
8.4 Criteria for application of basic service to a distribution line modification.....	35
8.4.1 Modification of an overhead distribution line (request for supply of less than 5 MVA including installed load).....	35
8.4.2 Modification of an underground distribution line (request for supply of less than 5 MVA including installed load).....	36
8.5 Securing of the power distribution system.....	36

CHAPTER 9

Calculation of the Amount to Be Paid for Work Not Included in Basic Service.....	36
9.1 Methods for calculating the cost of work.....	36
9.1.1 Additional costs and charges.....	37
9.1.2 Application of the detailed cost-of-work calculation.....	37
9.2 Calculation of amount to pay for work on a distribution service loop.....	38
9.2.1 Overhead distribution service loop.....	38
9.2.2 Underground distribution service loop.....	38
9.3 Calculation of amount to pay for modification of a distribution service loop.....	38
9.3.1 Modification, relocation or replacement of an overhead distribution service loop.....	39
9.3.2 Modification, relocation or replacement of an underground distribution service loop.....	39
9.4 Calculation of amount to pay for distribution line extension.....	39
9.4.1 Overhead distribution line extension.....	39
9.4.2 Extension of an underground distribution line for a residential project where transformers and disconnect switches are not underground.....	40
9.4.3 Underground distribution line extension for any other project.....	41
9.5 Calculation of amount to pay for distribution line modification.....	41
9.5.1 Overhead distribution line modification.....	41
9.5.2 Underground distribution line modification.....	42

9.6	Calculation of amount to pay for distribution line relocation	42
9.7	Other amounts to pay	42
9.7.1	Cost of medium-voltage metering equipment for a small-power installation	42
9.7.2	Optional equipment and backup line.....	42
9.7.3	Service for power demand less than 2 kW.....	43
9.7.3.1	Billing demand less than 2 kW.....	43
9.7.4	Temporary supply.....	44
9.7.5	Special charge for connecting to an off-grid system.....	44
9.7.6	Securing of the power distribution system	44

CHAPTER 10

	Processing of Connection Requests	44
10.1	Processing of a connection request according to the work to be done	44
10.1.1	Flat-fee work.....	44
10.1.2	Minor work.....	45
10.1.3	Major work.....	46
10.1.4	Prices applicable.....	47
10.1.5	Terms of payment.....	47
10.1.6	Withdrawal of a connection request.....	48
10.2	Customer’s commitments for a demand of less than 5 MVA including installed load.....	49
10.3	Financial guarantee for a demand of 1,000 kW or more supplied at medium voltage.....	49
10.4	Refund for addition of an electrical installation on a distribution line	50
10.5	Joint-use credit.....	51

PART IV – RIGHTS AND OBLIGATIONS OF HYDRO-QUÉBEC AND ITS CUSTOMERS

CHAPTER 11

	Communication of Information	53
11.1	Information on conditions of service.....	53
11.2	Means of communication between Hydro-Québec and its customers.....	53
11.3	Contract and billing information	53
11.4	Notification in the event of technical malfunction.....	54
11.5	Medium- or high-voltage supply.....	54
11.6	Hydro-Québec obligation regarding promotional activities.....	54

CHAPTER 12

Quality and Continuity of Service.....	55
12.1 Operation of the power distribution system.....	55
12.2 Limited liability of Hydro-Québec.....	55
12.3 Protection against electrical incidents.....	55
12.4 No guarantee.....	55

CHAPTER 13

Use of Electricity and Connection of Equipment and Appliances.....	56
13.1 Resale of electricity.....	56
13.2 Inappropriate use of electricity.....	56
13.3 Interfering with Hydro-Québec equipment.....	56
13.4 Tampering with the electrical installation or metering equipment.....	56
13.5 Hydro-Québec use of customer telecommunications circuits.....	56
13.6 Metering points.....	56
13.6.1 Separate service contract and metering for each delivery point.....	56
13.6.2 Overall metering in a building.....	57
13.6.3 Metering of electricity in apartment buildings, community residences and rooming houses.....	57
13.7 Metering equipment supplied by Hydro-Québec.....	57
13.8 Customer's instrument transformers.....	57
13.9 Actions requiring prior authorization.....	58

CHAPTER 14

Ownership of Facilities and Equipment and Right of Access.....	58
14.1 Ownership of facilities and equipment.....	58
14.2 Installation of equipment.....	58
14.3 Hydro-Québec access to its equipment.....	59
14.4 Compliance with clearance standards.....	60
14.5 Safety of persons and property.....	60

PART V – TECHNICAL SPECIFICATIONS**CHAPTER 15**

Modes of Supply.....	61
15.1 Delivery of electricity by Hydro-Québec.....	61
15.1.1 Frequency and voltage.....	61
15.1.2 Limitations and conditions of supply.....	61
15.1.3 Supply directly from the distribution line or from a distributing substation.....	61
15.1.4 Use of distributing substation.....	61

15.2	Technical requirements.....	62
15.2.1	Customer’s electrical installation	62
15.2.2	Review of available power authorized	62
15.2.3	Supply from more than one distribution line	62
15.2.4	Supply from a medium-voltage underground distribution line	62
15.2.5	Protection for backup generator.....	63
15.2.6	Connection of generating equipment	63
15.2.7	Coordination of protective equipment.....	63
15.2.8	Customer obligations regarding power factor.....	63
15.2.9	Customer obligations regarding inrush current.....	64
15.3	Excessive current demand.....	64
CHAPTER 16		
	Supply Voltages.....	65
16.1	Low voltage.....	65
16.1.1	Supply voltages available	65
16.1.2	Conversion of 3-wire 600 V.....	65
16.2	Medium-voltage supply.....	65
16.2.1	Maximum allowed current for three-phase supply at medium voltage.....	65
16.2.2	Equipment installed for conversion to 25-kV supply	65
16.2.3	Conversion of supply voltage to 25 kV.....	66
PART VI – LARGE-POWER CUSTOMERS		
<hr/>		
CHAPTER 17		
	Credit Risk for Large-Power Customers.....	69
17.1	Application.....	69
17.2	Establishment of customer’s credit risk.....	69
17.2.1	Risk level based on credit ratings	69
17.2.2	Risk level based on score assigned by Hydro-Québec.....	70
17.2.3	Review of score assigned by Hydro-Québec.....	70
17.3	Particular terms and conditions for risky or high-risk contracts.....	71
17.3.1	Notice to customer.....	71
17.3.2	Payment period for a risky contract	71
17.3.3	Deposit or payment guarantee.....	71
17.3.4	Payment frequency for a high-risk contract.....	72
17.3.5	Termination of special terms and conditions.....	72

CHAPTER 18

Hydro-Québec Credit Risk Assessment Criteria.....	72
18.1 Method used by Hydro-Québec to determine credit score.....	72
18.1.1 Scorecard used by Hydro-Québec to establish the credit score.....	72
18.1.2 Definitions of assessment criteria.....	74

CHAPTER 19

Types of Supply for Large-Power Customers.....	76
19.1 Connection request for 5 MVA or more, including installed load, at medium voltage.....	76
19.1.1 Overhead service.....	76
19.1.2 Underground service.....	76
19.2 Customer commitments for 5 MVA or more, including installed load, at medium voltage.....	77

PART VII – COSTS AND CHARGES RELATED TO ELECTRICITY SERVICE**CHAPTER 20**

Costs and Charges.....	79
20.1 General Charges, Flat-Fee Work Prices and Special Metering Charges.....	79
Table I-A – General Charges.....	79
Table I-B – Prices for Flat-Fee Work.....	80
Table I-C – Special Metering Charges.....	81
20.2 Prices for Major and Minor Work – System Extension and Modification.....	81
Table II-A – Prices for Overhead Service Loops.....	81
Table II-B – Price per Metre for Overhead Line Extension.....	82
Table II-C – Prices for Overhead Work.....	83
Table II-D – Prices for Overhead Equipment.....	84
Table II-E – Unit Prices for Underground Service for Residential Projects.....	85
Table II-F – Prices for Cable Work for Low-Voltage Underground Service Loops.....	86
Table II-G – Prices for Risers.....	86
Table II-H – Prices for Assembly of an Underground Cable Section – Cable Pulling and Splicing.....	87
Table II-I – Price per Metre of Underground Cable.....	88
Table II-J – Prices for Underground Transformers.....	89
Table II-K – Prices for Underground Switchgear.....	91
Table II-L – Prices for Temporary Supply.....	92
Table II-M – Allowances, Rates and Prospective Cost of Capital.....	93

PART VIII – TERMINOLOGY AND APPLICABLE UNITS OF MEASUREMENT

CHAPTER 21

Definitions, Interpretation and Units of Measurement.....	95
21.1 Definitions and interpretation.....	95
21.2 Units of measurement.....	101

SCHEDULES, ILLUSTRATION AND INDEX

Schedule I

Information Required from the Customer.....	103
---	-----

Schedule II

Public Bodies and Financial Institutions.....	105
---	-----

Schedule III

Supply Voltage Conversion.....	106
--------------------------------	-----

Schedule IV

Calculation of Cost of Work.....	108
----------------------------------	-----

Schedule V

Calculation of Prices for Extension or Modification of an Underground Distribution Line.....	110
---	-----

Illustration

The single-phase overhead power distribution system and its components.....	114
---	-----

Index	115
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General
Provisions

CHAPTER 1

Scope of Application

1.1 Scope of application

The provisions contained herein establish Hydro-Québec's conditions of service.

These conditions apply to all *customers* of Hydro-Québec. However, they do not apply to *electricity service* exceeding 1,000 kVA from an *off-grid system*.

Unless explicitly stated otherwise, these conditions of service apply to:

- a) any *contract* in effect as at April 1, 2019, or entered into on or after April 1, 2019; and
- b) any request for modification or other work on Hydro-Québec equipment received on or after April 1, 2019; and
- c) any *connection request* where the *contribution agreement*, the *proposal for minor work* or the *agreement for major work* was signed after March 31, 2019.

1.2 Request for high-voltage or medium-voltage supply when current exceeds 260 A

These conditions of service apply to *connection requests for high-voltage or medium-voltage electrical installations* when the current exceeds 260 A, with the necessary adjustments.

Before the work begins, you must enter into a *written agreement* with Hydro-Québec that states the applicable conditions, in particular:

- a) the anticipated date on which service to your *electrical installation* will first be established;
- b) a description of the work to be done by Hydro-Québec and the related options;
- c) your financial contribution and the terms of payment;
- d) your power commitment;
- e) the financial guarantees you will provide;
- f) conditions regarding postponement or withdrawal of your *connection request*.

The financial guarantees required by Hydro-Québec must be sufficient to cover the allowance granted in return for a consumption commitment on your part, plus taxes.



Electricity
Service
Contract

CHAPTER 2

Electricity Service Request

2.1 Electricity service request

To receive *electricity service*, you must submit a *service request* to Hydro-Québec. This request, which may also be submitted by your duly authorized representative, will establish the characteristics of the *contract* for which you will be responsible. Here are the steps to follow:

Request <i>in writing</i> or by telephone	<p>a) In all cases, you may send your request <i>in writing</i>.</p> <p>b) You may also apply by phone if all of the following conditions are met:</p> <ul style="list-style-type: none"> • the <i>service contract</i> is at a <i>domestic rate</i> or the <i>small-power rate</i>; • the <i>service contract</i> is for an existing <i>electrical installation</i>.
Mandatory information	<p>Your <i>service request</i> must include the mandatory information prescribed in Schedule I. If you do not provide this information or if you provide incorrect information, Hydro-Québec may deny your request.</p>
Applicable charges	<p>a) If you submit your <i>service request</i> using one of Hydro-Québec's <i>self-service</i> options, you will not be charged any fees.</p> <p>b) If you submit your <i>service request</i> by any other means, the \$25 "<i>contract administration charge</i>," indicated in Table I-A, Chapter 20, will be charged to you once your <i>service request</i> has been accepted.</p>
Acceptance of your request	<p>If your request is accepted:</p> <p>a) Hydro-Québec sends you <i>written</i> confirmation of the principal characteristics of your <i>contract</i>. You must check this information and immediately notify Hydro-Québec of any corrections needed under Section 11.3.</p> <p>b) You must fulfill the obligations set out in these conditions of service and in the <i>Rates</i>.</p>

When you submit a *service request*, Hydro-Québec may require you to provide a deposit. The criteria for application of a deposit are presented in Chapter 6.

2.2 Start of contract

Electricity consumed is billed to you from the start of your *contract*, that is:

- a) the date you agreed on with Hydro-Québec; or
- b) the date on which service is first established, in the case of a new *electrical installation*.

2.3 No use of electricity without contract

Whether you are the occupant, tenant, owner or administrator of the *service address*, you may not use the electricity delivered to that address without a *contract*. If you do, you have the same obligations as a *customer*, you must comply with the obligations set out in these conditions of service and in the *Rates*, and Hydro-Québec may require that you pay the cost of electricity consumed, in addition to any applicable charges.

2.4 Multiple customers responsible for a single contract

Multiple *customers* may be responsible for a single *contract*, subject to the following conditions:

- a) To add an additional *customer* to an existing *contract*, you must submit a new *service request*.
- b) If one of the *customers* wishes to withdraw from the *contract*, Hydro-Québec must be notified. The *contract* then continues, with the necessary adjustments, for the other *customer(s)* responsible, and Hydro-Québec sends a notice to each of them *in writing*.

CHAPTER 3

Metering of Electricity

3.1 Metering equipment supplied by Hydro-Québec

Electricity delivered to you is metered by *metering equipment* chosen, supplied and installed by Hydro-Québec. The *communicating meter* is Hydro-Québec's standard metering option.

3.2 Metering by a non-communicating meter

3.2.1 Request for a non-communicating meter

You may submit a request for a *non-communicating meter* at any time, whether at the time of submitting your *service request* or later during the term of your *contract*. Such *meters* require manual reading, for which the conditions are described in Section 4.1.

<p>Conditions</p>	<p>Your request for a <i>non-communicating meter</i> will be accepted if all of the following prior conditions are met:</p> <ul style="list-style-type: none"> a) The <i>electrical installation</i> at the <i>service address</i> must be single-phase and rated 400 A or less. b) There must have been no billing of demand for the <i>contract</i> in the previous 12 monthly periods. c) You must have taken the necessary steps and obtained the necessary authorizations enabling Hydro-Québec to access the property for the reasons and under the conditions stated in Section 14.3. d) If an interruption of service notice under any of paragraphs (a) to (d) of Section 7.1.2 was sent to you in the 45 <i>days</i> preceding your request, you must have entered into a <i>payment arrangement</i> with Hydro-Québec or have entirely remedied the situation that led to the notice, as the case may be. e) Hydro-Québec must not have interrupted your service during the past 24 <i>months</i> under any of paragraphs (a) to (d) of Section 7.1.2 for any of your <i>contracts</i>. f) There must not have been any tampering with <i>metering equipment</i> or any other Hydro-Québec equipment and <i>electricity service</i> must not have been impeded in the past 24 <i>months</i> for any of your <i>contracts</i>.
<p>Initial installation charge</p>	<p>You will be billed the \$85 “initial installation charge” indicated in Table I-A, Chapter 20, for installation of the requested <i>non-communicating meter</i>. This charge applies for each <i>non-communicating meter</i> to be installed.</p> <p>If a <i>non-communicating meter</i> is already in place at the time of your request, you do not have to pay the “initial installation charge” and Hydro-Québec will maintain the <i>non-communicating meter</i> until the end of your <i>contract</i> unless, during the term of your <i>contract</i>, you submit a request for a <i>communicating meter</i>.</p>
<p>Subsequent monthly charge</p>	<p>Once the <i>non-communicating meter</i> is installed, you must pay the “monthly meter reading charge” of \$2.50 per <i>month</i>, as indicated in Table I-A, Chapter 20, until such time as the <i>meter</i> is replaced by a <i>communicating meter</i>.</p>

3.2.2 Installation of a communicating meter during the term of the contract

During the term of the *contract*, Hydro-Québec may install a *communicating meter* in the following situations:

Interruption of electricity service	If Hydro-Québec has interrupted your <i>electricity service</i> in the past 24 months under any of paragraphs (a) to (d) of Section 7.1.2 for a <i>contract</i> for which you are responsible, Hydro-Québec may, with no further notice, install <i>communicating meters</i> at all <i>delivery points</i> covered by your <i>contracts</i> .
Meter tampering	If the <i>metering equipment</i> or any other Hydro-Québec equipment has been tampered with or if <i>electricity service</i> has been impeded in the past 24 months for a <i>contract</i> for which you are responsible, Hydro-Québec may, with no further notice, install a <i>communicating meter</i> at all <i>delivery points</i> covered by your <i>contracts</i> .
Billing of demand	If there is billing of demand according to the threshold stipulated in the <i>Rates</i> during a given <i>consumption period</i> , Hydro-Québec will notify you <i>in writing</i> that you are no longer eligible for the <i>non-communicating meter</i> . Hydro-Québec may then, without further notice, install a <i>communicating meter</i> at the <i>delivery point</i> in question.

In all of these situations, the “monthly *meter* reading charge” no longer applies.

3.2.3 Request for a communicating meter

If your *service address* is equipped with a *non-communicating meter*, you may at any time ask Hydro-Québec to install a *communicating meter* at no charge. The “monthly *meter* reading charge” then no longer applies.

CHAPTER 4

Billing

4.1 Consumption data used to establish your bill

4.1.1 Collection of consumption data

To calculate your bill, Hydro-Québec collects consumption data from your *meter* as follows:

- a) If your *service address* is equipped with a *communicating meter*, the data are obtained according to the billing frequency indicated in Section 4.2.1, unless you are enrolled in the Equalized Payments Plan described in Section 4.4.

- b) If your *service address* is equipped with a *communicating meter* and you are enrolled in the Equalized Payments Plan described in Section 4.4, the consumption data are obtained as follows:
- about once every 60 days if your *contract* is at a rate under which only *energy* consumption is billed;
 - about every 30 days if your *contract* is at a rate under which both *energy* consumption and power demand are billed.
- c) If the *meter* at your *service address* requires an employee to go to your premises to read the *meter*, the minimum travel frequency is as follows:
- at least once a year if only *energy* is billed;
 - about every 30 days if both *energy* consumption and power demand are billed;
 - at least once a year if the *electrical installation* is remote or difficult to access;
 - there is no minimum frequency if the *meter* is inaccessible or Hydro-Québec does not have the accesses provided for in Section 14.3.

If your *contract* is at a rate where only *energy* is billed, you may take the *meter* reading yourself and send it to Hydro-Québec for use in preparing your bill. A Hydro-Québec employee will nevertheless come to your location at least once a year to read the *meter*.

4.1.2 Billing based on an estimate of consumption

Actual consumption data unavailable	If your actual consumption data are not available on the billing <i>day</i> , Hydro-Québec prepares your bill based on an estimate. It then applies any necessary adjustments to a subsequent bill after obtaining your actual consumption data.
Meter inaccessible	If Hydro-Québec does not have access to the <i>meter</i> in accordance with Section 14.3, billing will be based on an estimate until Hydro-Québec is able to obtain the consumption data by taking the <i>meter</i> reading.
How your consumption is estimated	<p>If Hydro-Québec has to estimate your <i>energy</i> consumption or power demand, one of the following will be used:</p> <ol style="list-style-type: none"> a) past consumption at that <i>service address</i>; b) an inventory of your electrical appliances and/or equipment, and estimates of their average use; c) data from metering tests conducted by Hydro-Québec; d) any other means or combination of means for establishing or estimating your <i>energy</i> consumption or power demand.

4.2 Sending of bills

4.2.1 Frequency

Hydro-Québec sends you bills as follows :

- a) About once every 30 *days*:
 - if you are enrolled in the Equalized Payments Plan described in Section 4.4; or
 - if your *contract* is at a rate under which both *energy* consumption and power demand are billed; or
 - if your *contract* is at a flat rate.
- b) About once every 60 *days*:
 - if your *contract* is at a rate under which only *energy* consumption is billed and you are not enrolled in the Equalized Payments Plan described in Section 4.4.

4.2.2 Late billing

If the interval between bills exceeds 90 *days* for a *contract* under which only *energy* consumption is billed, or 35 *days* for a *contract* under which both *energy* consumption and power demand are billed:

- a) Hydro-Québec will accept payment in 2 installments, 21 *days* apart, with no “administration charge.”
The first installment is due no later than 21 *days* after the billing date, and the second 21 *days* after the due date of the first installment; or
- b) Hydro-Québec may work out a *payment arrangement* with you, with no “administration charge.”

4.3 Bill payment and charges for non-payment or insufficient funds

4.3.1 Amount payable and due date

When Hydro-Québec sends you a bill, the amount due must be paid in full, in Canadian dollars, no later than 21 *days* after the billing date.

You may not deduct from your bill an amount owed to you by Hydro-Québec or related to a claim which you have presented to or which you allege against Hydro-Québec.

4.3.2 Responsibility for bill payment

As a *customer*, you are responsible for payment of the bills that Hydro-Québec sends you.

Where multiple persons are responsible for a single *contract*, each of these *customers* is responsible for payment of the bill in full. In the event of *non-payment*, Hydro-Québec may claim the amount due from any of the persons responsible for the *contract*.

4.3.3 Accepted payment methods

Payment methods	<p>You must pay your bill in one of the following ways:</p> <ul style="list-style-type: none"> a) by mail directly to Hydro-Québec; b) online directly to Hydro-Québec; c) through one of the following authorized agents: <ul style="list-style-type: none"> • Canadian Imperial Bank of Commerce (CIBC); • Bank of Montreal (BMO); • Laurentian Bank of Canada; • National Bank; • Royal Bank of Canada (RBC); • Bank of Nova Scotia (Scotiabank); • Toronto-Dominion Bank (TD-Canada Trust); • Fédération des Caisses Desjardins du Québec. <p>Payment through a third party must be made by one of the methods mentioned above and must not give rise to any expense for Hydro-Québec.</p>
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Receipt of payment	<p>Your payment is considered made on the date on which it is received by Hydro-Québec or by one of the authorized agents listed in this section, as the case may be.</p>
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4.3.4 Non-payment

Applicable administration charge	<p>If you do not pay a bill by its due date by one of the methods described in Section 4.3.1, your account is <i>in default</i>. An “administration charge” will then be applied to the unpaid balance at the applicable rate indicated in Table I-A, Chapter 20, and in effect on the due date of your bill.</p>
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Deposit requirement	<p>If your account is <i>in default</i>, Hydro-Québec may ask you for a deposit. For more information on this topic, see Chapter 6.</p>
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Possible interruption of electricity service	<p>If your account is <i>in default</i>, Hydro-Québec may send you notices and your <i>electricity service</i> could be interrupted. For more information on this topic, see Chapter 7.</p>
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4.3.5 Insufficient funds

If Hydro-Québec is advised that payment cannot be made because of insufficient funds, the \$10 “charge for insufficient funds” provided for in Table I-A, Chapter 20, will be applied. Such a circumstance can put your account *in default*.

4.4 Billing under the Equalized Payments Plan

You may apply to enroll in the Equalized Payments Plan (EPP), which spreads your anticipated electricity costs over a year.

Eligibility	<p>Except <i>large-power contracts</i>, any <i>contract</i> is eligible for the Equalized Payments Plan if the following two conditions are met:</p> <ul style="list-style-type: none"> a) There is a consumption history of about 11 consecutive <i>months</i> at the <i>service address</i> for which you want to be enrolled. b) Your account does not have a balance owing.
Calculation of monthly installment	<p>Hydro-Québec estimates your electricity cost for the following year and divides it into 12 equal monthly installments, the amount of which is reviewed annually.</p> <ul style="list-style-type: none"> a) Installment calculated at the time of enrollment in the Equalized Payments Plan: <ul style="list-style-type: none"> If you enroll between two annual reviews, your monthly installment will be based on the number of <i>months</i> remaining until the next annual review by Hydro-Québec. b) Annual review of your installment by Hydro-Québec: <ul style="list-style-type: none"> After each period of 12 consecutive <i>months</i>, Hydro-Québec reviews your annual electricity cost based on your actual consumption. It uses this revision to determine the amount of the installments you will pay for the following 12 <i>months</i>. c) Interim review by Hydro-Québec: <ul style="list-style-type: none"> If Hydro-Québec expects a substantial discrepancy between the monthly installments billed to you and the cost of your actual consumption, it may perform an interim review between annual reviews, notably to take into account any rate adjustment. d) Installment adjustment by the <i>customer</i>: <ul style="list-style-type: none"> You can track your electricity consumption and adjust your installment from your Customer Space at any time. You can also call to request an adjustment. By doing so, you can avoid having a balance to pay following your annual review.

Payment of a balance owed to Hydro-Québec	<p>If you have a balance to pay following the annual review, Hydro-Québec:</p> <ol style="list-style-type: none"> a) will agree to spread the balance out over 12 <i>months</i>, with no “administration charge”; b) may also work out a <i>payment arrangement</i> with you.
Cancellation	<p>Your enrollment in the Equalized Payments Plan will be cancelled:</p> <ol style="list-style-type: none"> a) at any time when you so request; b) when your <i>contract</i> ends. <p>In either case, when your enrollment in the Equalized Payments Plan is cancelled, you may have a balance payable or receivable.</p> <p>Hydro-Québec may terminate your participation in the Equalized Payments Plan if you miss more than one installment.</p>

4.5 Correction of billing errors

If your electricity bill has to be corrected, the correction is applied retroactively from the date on which you report the situation or on which it is noticed by Hydro-Québec. The following conditions apply to bill corrections:

Reimbursement by Hydro-Québec of an amount overbilled to you	<p>Except in cases of crossed <i>meters</i>, impediment to metering or <i>meter</i> tampering with intent to alter metering data, if the correction leads to reimbursement by Hydro-Québec of an amount overbilled to you, the correction period is established in one of the following ways:</p> <ol style="list-style-type: none"> a) If the period in question can be established: <ul style="list-style-type: none"> • all periods concerned, if the error is related to metering or application of an erroneous multiplier; • a maximum of 36 <i>months</i> in all other cases. b) If the period in question cannot be established: <ul style="list-style-type: none"> • a maximum of 6 <i>months</i>. <p>The amount of the correction is credited to your account.</p> <p>Interest is also credited to your account. The interest is calculated by Hydro-Québec at the National Bank prime rate in effect on the first business <i>day</i> of the <i>month</i> in which the amount is refunded.</p>
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<p>Billing of an additional amount owed to Hydro-Québec</p>	<p>Except in cases of crossed <i>meters</i>, impediment to metering or <i>meter</i> tampering with intent to alter metering data, if the correction results in payment of an additional amount to Hydro-Québec, the correction period is established in one of the following ways:</p> <p>a) If the period in question can be established:</p> <ul style="list-style-type: none"> • all periods concerned, in the following cases: <ul style="list-style-type: none"> - it is determined that you were aware of the defect or error; - you have changed your electricity use without notifying Hydro-Québec, and consequently your <i>contract</i> is no longer eligible for the rate at which you were billed; • a maximum of 36 <i>months</i> if the error is related to metering or the application of an erroneous multiplier and if both <i>energy</i> consumption and power demand are billed; • a maximum of 12 <i>months</i> if both power demand and <i>energy</i> are billed; • a maximum of 6 <i>months</i> if only <i>energy</i> is billed; <p>b) If the period in question cannot be established:</p> <ul style="list-style-type: none"> • a maximum of 6 <i>months</i>. <p>The amount of the correction is charged to your account.</p> <p>Hydro-Québec may make a <i>payment arrangement</i> with you for the amount resulting from the correction, with no administration charge.</p>
<p>Crossed meters</p>	<p><i>Meters</i> are considered crossed when a <i>service address</i> is billed for electricity metered at a different address. In other words, a <i>customer</i> is billed for electricity used by another <i>customer</i>.</p> <p>In the case of crossed <i>meters</i>, Hydro-Québec will make the necessary corrections to the bills of the affected <i>customers</i> for a maximum of 36 <i>months</i>. The amount of the correction is charged or credited to the account, as the case may be.</p>
<p>Impeding metering or meter tampering with intent to alter metering data</p>	<p>If Hydro-Québec notes that the <i>electrical installation</i> or <i>metering equipment</i> has been tampered with so as to alter or impede metering:</p> <p>a) the correction applies to all periods concerned;</p> <p>b) Hydro-Québec may work out a <i>payment arrangement</i> with you.</p>

Exclusions	<p>The following situations are not covered by this section:</p> <ul style="list-style-type: none"> a) corrections resulting from estimates for billing purposes under Section 4.1.2, which provides for an adjustment to be made to a subsequent bill on the basis of actual consumption data; b) any review conducted under the Equalized Payments Plan (see Section 4.4); c) electricity consumption in the absence of a <i>contract</i>; d) absence of billing within the timeframes set out by Hydro-Québec.
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CHAPTER 5

Termination of Contract

5.1 Terms and conditions of contract termination

Your *contract* ends when it is terminated at your request or following a decision by Hydro-Québec. The terms and conditions of termination are described in this section.

5.1.1 Termination by the person responsible for the contract

Request <i>in writing</i> or by telephone	<ul style="list-style-type: none"> a) To terminate a <i>contract</i> at a <i>domestic rate</i>, at a <i>small-power rate</i>, or for temporary service, you must submit your request <i>in writing</i> or by phone. <ul style="list-style-type: none"> In that case, your <i>contract</i> will end on the <i>day</i> your request is received, or on a later <i>day</i> that you choose and agree on with Hydro-Québec. b) For any other type of <i>contract</i>, you must submit your request to Hydro-Québec <i>in writing</i>. In that case, Hydro-Québec must be notified at least 30 <i>days</i> in advance.
Denial of request for <i>contract</i> termination	<ul style="list-style-type: none"> a) Hydro-Québec may deny your request for termination in the following cases: <ul style="list-style-type: none"> • You owe money to Hydro-Québec and continue to receive <i>electricity service</i> at a <i>service address</i> which is the subject of a <i>service request</i> or termination request. • The sole purpose of your request is to avoid application of a condition in the <i>Rates</i> or in these conditions of service.

5.1.2 Termination of contract by Hydro-Québec

Hydro-Québec may terminate your *contract* when your *electricity service* is interrupted for more than 30 *days* in the cases described in Section 7.1 regarding refusal or interruption of service, except for cases stipulated in paragraphs (c) and (d) of Section 7.1.1 and in Section 7.1.3. You will then be notified *in writing*.

If you wish to become a *customer* once again for the same *service address*, you must submit a new *service request* and pay any amount owed to Hydro-Québec before you can have *electricity service*. In addition, you must pay the “*contract administration charge*” mentioned in Section 2.1, where applicable.

5.2 Terms and conditions for continuous electricity service

If an existing *customer’s contract* for a *service address* ends and is immediately followed by a new *contract* for the same *service address*, Hydro-Québec will continue *electricity service* to that *service address*.

If it is not immediately followed by a new *contract*, Hydro-Québec may cut off *electricity service* to that *service address* without notice.

5.2.1 Continuation or interruption of electricity service at building owner’s request

To take advantage of the provisions in this section, you must notify Hydro-Québec that you are the owner of one or more *service addresses* and provide the following information:

- a) the locations of the *service addresses* that you own;
- b) your contact information: name, address, main phone number and, if applicable, e-mail address and other phone numbers.

If you do not provide this information, and if a *customer’s contract* for a *service address* owned by you ends without being immediately followed by a new one, Hydro-Québec may cut off the *electricity service* without notice.

You are bound by the information that you provide to Hydro-Québec and you are responsible for updating it. If you are no longer the owner of a *service address* but fail to notify Hydro-Québec, this section will continue to apply, subject to the conditions stated herein.

Any changes to your information made other than from your Customer Space will not take effect until they have been fully processed by Hydro-Québec.

This section also applies to *service addresses* and *buildings* for which Hydro-Québec had the contact information provided by you, as the owner, as at April 1, 2018.

<p>Continuous electricity service by default</p>	<p>If a tenant's <i>contract</i> is terminated, <i>electricity service</i> is maintained at the <i>service address</i> and the <i>contract</i> automatically reverts to you, without the "<i>contract administration charge</i>" indicated in Table I-A, Chapter 20.</p> <p>Hydro-Québec sends you <i>written</i> confirmation of the main characteristics of the <i>contract</i>, as provided for in Section 2.1, and of the fact that you are now the <i>customer</i>.</p> <p>If, following termination of the tenant's <i>contract</i>, you notify Hydro-Québec that you are no longer the owner of that <i>service address</i>, Hydro-Québec terminates your <i>contract</i> on a date agreed on with you. Failing such agreement, the <i>contract</i> is terminated as of the date on which you ceased to own the property. The new owner then becomes responsible for <i>electricity service</i> at that <i>service address</i> as of the <i>day</i> after the <i>contract</i> termination date, as provided for in Section 2.3, even if the new owner has not used the provisions of this section.</p>
<p>Refusal of continuous electricity service</p>	<p>You may, however, refuse continuous <i>electricity service</i> in advance at the <i>service address</i> when a tenant's <i>contract</i> is terminated.</p> <p>If you make this choice, Hydro-Québec may cut off service without notice.</p>
<p>Changing your choice</p>	<p>You may change your choice regarding continuous <i>electricity service</i> through your Customer Space or by telephone.</p> <p>You may at any time refuse continuous service in advance at all <i>service addresses</i> in a specific <i>building</i> or in all your <i>buildings</i>.</p> <p>If you have refused continuous <i>electricity service</i> in advance, you may change your choice and request that <i>electricity service</i> be maintained. You then automatically become the <i>customer</i> when the tenant's <i>contract</i> is terminated. If you choose this option before the end of the tenant's <i>contract</i>, no charges apply.</p> <p>If you request continuous <i>electricity service</i> and become the <i>customer</i> after termination of the tenant's <i>contract</i>, the \$25 "<i>contract administration charge</i>" will apply unless you submit your <i>service request</i> through one of Hydro-Québec's <i>self-service</i> options.</p>
<p>Exceptions to the general rule of continuous electricity service</p>	<p>When a tenant's <i>contract</i> is terminated, <i>electricity service</i> is not maintained and you do not automatically become the <i>customer</i> in the following cases:</p> <ol style="list-style-type: none"> a) The <i>service address</i> is in a <i>building</i> for which you have refused continuous <i>electricity service</i> in advance; or b) You have refused continuous <i>electricity service</i> in advance for all your <i>buildings</i>. <p>In these two situations, Hydro-Québec may cut off the <i>electricity service</i> without notice.</p>

5.3 Interruption of electricity service at the owner's request

You may ask Hydro-Québec to interrupt *electricity service* at a *service address* if the following two conditions are met:

- a) You are the owner of the *service address* in question.
- b) You are responsible for *electricity service* at the *service address* at the time of the request.

If these two conditions are not met, you may not request interruption of *electricity service*.

When you request to have *electricity service* restored, you will have to pay the applicable “charge for work” stipulated in Table I-A, Chapter 20. You must also submit a new *service request* and pay the “contract administration charge” referred to in Section 2.1.

CHAPTER 6

Security Deposit

6.1 Situations in which Hydro-Québec may require a deposit

6.1.1 Deposit for domestic-use contracts

Hydro-Québec may determine that you are a financial risk and require a deposit for each of your *contracts* in any of the following cases:

- a) Hydro-Québec sent you an overdue notice under Section 7.2.1 because you were *in default* in the *24 months* preceding the request for a deposit.
- b) You availed yourself of the provisions of the *Bankruptcy and Insolvency Act* (RSC, 1985, chapter B-3) in the *24 months* preceding the request for a deposit.

6.1.2 Deposit for non-domestic-use contracts

At the time of the *service request*

Hydro-Québec may require a deposit for each of your *contracts* unless you meet the following two conditions:

- a) You have been responsible for one or more other *contracts* for at least *24 months* at the time of the deposit request.
- b) You paid all bills for all said *contracts* by their due date throughout that *24-month* period.

No deposit is required if you are a government agency or a Schedule II financial institution, or if the *contract* is for a *building* covered by the *Act respecting the mode of payment for electric and gas service in certain buildings* (CQLR, chapter M-37).

During the term of the contract	<p>At any time, Hydro-Québec may require a deposit for each of your <i>contracts</i> in any of the following cases:</p> <ul style="list-style-type: none"> a) In the 24 <i>months</i> preceding the date of the deposit request, you failed at least once to pay the electricity bill for a <i>contract</i> for which you are or were responsible by the due date. b) For 12 consecutive <i>months</i> in the last 24 <i>months</i>, the amount you were billed exceeded \$500,000 for all of your non-domestic-use <i>contracts</i>, and these <i>contracts</i> are regarded as <i>risky</i> or <i>high-risk</i> based on the credit risk assessment procedure described in Section 6.1.2.1. <p>Any deposit required by Hydro-Québec while a <i>contract</i> is in effect must be provided within 9 <i>days</i> of the date Hydro-Québec's <i>written</i> request was sent.</p>
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6.1.2.1 Credit risk assessment for non-domestic-use contracts

For your non-domestic-use *contracts*, credit risk is assessed as follows, in accordance with Section 6.1.2:

- a) Hydro-Québec sends you a *written* request for the financial information it needs to assess the level of risk you represent. Subject to all applicable laws, Hydro-Québec undertakes to keep all such information confidential.

You must provide this information within 30 *days* after Hydro-Québec's *written* request was sent; otherwise, all your *contracts* will be considered *high-risk contracts*.

- b) Hydro-Québec will assess your file as indicated in paragraph (b) of Section 17.2.2. If, in light of its assessment, Hydro-Québec considers that your *contracts* are *risky* or *high-risk*, then a deposit may be required.

If you disagree with Hydro-Québec's evaluation, you may request a review as provided for in Section 17.2.3.

6.1.3 Deposit required if service is interrupted for non-payment

If *electricity service* at your *service address* was interrupted because your account was *in default*, Hydro-Québec may require a deposit for each of your *contracts*, in accordance with Section 7.2.2.

In that case, you must provide the deposit before your *electricity service* is restored. You must also pay the applicable "charge for work" set out in Table I-A, Chapter 20.

6.2 Deposit amount and payment method

Hydro-Québec establishes the amount of the deposit to be paid for each *contract* as follows:

- a) Hydro-Québec estimates your probable consumption for the next 12 *months*.
- b) Based on this estimate, Hydro-Québec determines the period of 60 consecutive *days* during which the billing amount will be highest.
- c) The amount of the deposit will not exceed the amount that would be billable for that 60-*day* period.

You may provide the deposit either in cash or in the form of an irrevocable letter of guarantee.

6.3 Interest on deposit

Cash deposits bear interest at the rate set on April 1 of each year for National Bank one-year guaranteed investment certificates.

Interest is calculated on March 31 of each year. It is payable by June 1 of each year.

6.4 Use of deposit by Hydro-Québec

Hydro-Québec may use your deposit and the accrued interest to recover any amount due in the following cases:

- a) The *contract* for which you provided the deposit has ended.
- b) *Electricity service* for the *contract* for which you provided the deposit has been interrupted for *non-payment*.

Hydro-Québec will then return the unused balance of your deposit to you.

6.5 Holding and reimbursement of deposit

Holding period	<p>a) In the case of a <i>domestic-use contract</i>, Hydro-Québec may hold your deposit for <i>24 months</i>. If you are late in paying your electricity bill at least once during that period, Hydro-Québec may defer reimbursement of your deposit and continue to hold it for another <i>24 months</i>.</p> <p>b) In the case of a non-domestic-use <i>contract</i>, Hydro-Québec may hold your deposit for <i>48 months</i>.</p> <p>Hydro-Québec may defer reimbursement of your deposit and hold it for another period of up to <i>48 months</i> if, in the last <i>24 months</i> of this period, one of the following situations occurs:</p> <ul style="list-style-type: none"> • You are late in paying your electricity bill at least once; • Your <i>contract</i> is still considered <i>risky</i> or <i>high-risk</i>.
Timeframe for refund	Your deposit will be refunded within <i>60 days</i> following the end of the holding period.
Refund conditions	<p>When your deposit is refunded, interest is calculated up to the date of the refund and is payable on that date.</p> <p>When Hydro-Québec refunds your deposit with accrued interest, it applies a credit to your account or, at your request, mails you a cheque.</p>

CHAPTER 7

Service Interruption and Restoration

7.1 Refusal or interruption of service by Hydro-Québec

Hydro-Québec may refuse or interrupt *electricity service* to a *service address* for the reasons mentioned in sections 7.1.1 and 7.1.2, except in the cases provided for in Section 20 of the *Act respecting the mode of payment for electric and gas service in certain buildings* (CQLR, chapter M-37).

7.1.1 Interruption of service without notice

Hydro-Québec may refuse or interrupt *electricity service* in the following cases. No notice is sent before interruption.

- a) The *service address* is receiving electricity with no *contract*.
- b) The *electrical installation* has been connected to the *power distribution system* without Hydro-Québec's authorization.
- c) The safety of persons or property is at risk.
- d) A competent federal, provincial or municipal authority, including a police force or fire department, has requested or ordered interruption.
- e) The *metering equipment* or other Hydro-Québec equipment has been tampered with, or *electricity service* has been impeded, or Section 13.4 has been violated.

7.1.2 Service interruption with notice

Hydro-Québec may refuse or interrupt *electricity service* in the following cases. A notice is sent before interruption.

- a) Your account is *in default*.
- b) Hydro-Québec's representatives are unable to access the company's equipment (Section 14.3).
- c) You have not provided the deposit or other guarantee required by Hydro-Québec.
- d) You have not provided Hydro-Québec with the mandatory information under these conditions of service or have provided wrong information.
- e) The *electrical installation* has not been approved or authorized by a competent authority pursuant to any applicable legislative or regulatory provision.
- f) Hydro-Québec is not authorized to install its equipment, including *metering equipment* and control apparatus, on the property serviced, or the rights and accesses required for sealing, metering and control have not been granted to Hydro-Québec.

- g) Your electricity use is non-compliant in terms of:
- electricity resale (Section 13.1);
 - connection of appliances or equipment on the *line side* of Hydro-Québec’s *metering equipment* (Section 13.8);
 - technical specifications of the *electrical installation* (Section 15.2.1);
 - *available power* (Section 15.2.2).
- h) The *electrical installation*, which includes any generating equipment connected and operated in parallel to the *power distribution system*, does not comply with the *technical requirements* set out in these conditions of service, or, despite Hydro-Québec’s request, the causes of system disturbances have not been eliminated;
- i) The work required on your *electrical installation* to allow it to receive electricity according to the agreed mode of supply and to allow the voltage conversion on the scheduled date has not been carried out in accordance with sections 15.2.1 and 16.2.3.

7.1.3 Continuation or restoration of service during winter period

From December 1 to March 31 inclusive, for a principal residence that you occupy and whose heating system requires electricity, if any of paragraphs 7.1.2 (a) to (d) apply to your situation, Hydro-Québec:

- a) does not interrupt *electricity service* or refuse to provide it;
- b) restores *electricity service* at your request. The charges provided for in Section 7.3 are assessed where applicable.

7.2 Notices given prior to interruption of electricity service

Before interrupting service at a *service address* in the situations listed in Section 7.1.2, Hydro-Québec must send you the required notices.

7.2.1 Overdue notice

If you fail to pay your bill by the due date and Hydro-Québec plans to interrupt your *electricity service*, you receive an overdue notice informing you of the possibility of interruption, as follows:

Domestic-use contract	The overdue notice is sent at least 16 <i>days</i> before the interruption notice provided for in Section 7.2.2.
Non-domestic-use contract	The overdue notice is sent at least 9 <i>days</i> before the interruption notice provided for in Section 7.2.2, unless you have a <i>high-risk large-power contract</i> , in which case no overdue notice is required.

7.2.2 Notice of interruption of electricity service

When Hydro-Québec decides to interrupt *electricity service* in one of the situations listed in Section 7.1.2, it must send you an interruption notice. If you do not pay your bill by the due date, this notice is sent to you after the time specified in Section 7.2.1 has lapsed.

Interruption notice	Hydro-Québec must send you an interruption notice <i>in writing</i> at least 9 days before interrupting service.
Validity of the interruption notice	The interruption notice is valid for 45 days from the date on which it is sent. Hydro-Québec is then authorized to interrupt your <i>electricity service</i> after the above-mentioned 9-day period has lapsed and up to 45 days after the date on which the notice is sent.

Before interrupting your *electricity service* for *non-payment*, Hydro-Québec offers you a *payment arrangement*, if you so request.

If your account is *in default*, Hydro-Québec may interrupt *electricity service* for all of your *contracts*.

7.2.3 Notice given where access to Hydro-Québec’s equipment is controlled by a third party or if the interruption affects other customers scheduled to undergo a voltage conversion

If Hydro-Québec decides to interrupt your *electricity service* but cannot access its equipment in violation of Section 14.3, and access is controlled by a third party, it sends that third party a 30-day notice *in writing*, with a true copy to you, of its intention to interrupt your *electricity service*.

If Hydro-Québec decides to interrupt your *electricity service* because the work required on your *electrical installation* to allow it to receive electricity according to the agreed mode of supply and to allow the voltage conversion on the scheduled date has not been carried out in accordance with sections 15.2.1 and 16.2.3, and if this interruption would also affect other *customers*, Hydro-Québec sends these *customers* a notice *in writing* of at least 60 days, with a true copy to you, of its intention to interrupt *electricity service*.

In either case, after the notice period has elapsed, Hydro-Québec may send you the *electricity service* interruption notice provided for in Section 7.2.2 and subsequently interrupt service.

7.3 Charges arising from electricity service interruption

For <i>electricity service</i> interruption	<p><i>Electricity service</i> is restored once you have remedied the situation that led to the interruption, and Hydro-Québec bills you the applicable “charge for work” stipulated in Table I-A, Chapter 20, in all cases provided for in Section 7.1, except the following:</p> <ol style="list-style-type: none"> The <i>service address</i> is receiving electricity with no <i>contract</i>. The safety of persons or property is at risk. The interruption has been requested by a competent federal, provincial or municipal authority, for example a police force or fire department.
For restoration of <i>electricity service</i> outside <i>regular working hours</i>	If the restoration of <i>electricity service</i> necessitates travel and you require that the work be done outside Hydro-Québec’s <i>regular working hours</i> , Hydro-Québec bills you for the cost of restoration according to the <i>detailed cost-of-work calculation</i> , minus the “charge for work” if already billed.



Connection
Requests

CHAPTER 8

Submission of Connection Request and Determination of Work Included in Basic Service

8.1 Connection request

To receive electricity at a new or existing *electrical installation* requiring work, you must submit a *connection request*.

Who can submit a <i>connection request</i>	To submit a <i>connection request</i> , you must be the owner of the <i>electrical installation</i> to be served, or mandated or authorized by the owner.
Required information	Your <i>connection request</i> must include all the mandatory information specified in Schedule I. If you fail to provide this information, Hydro-Québec may refuse your request.
Work required to meet a <i>connection request</i>	Hydro-Québec establishes the layout of the <i>power distribution system</i> and determines the work needed to meet your <i>connection request</i> , favoring the least costly technical solution.
Charges applicable if the work is included in <i>basic service</i>	The \$360 “charge for work on the system” indicated in Table I-A, Chapter 20, will be billed to you if the work needed to meet your <i>connection request</i> : <ul style="list-style-type: none"> a) is included in <i>basic service</i>, according to the criteria in sections 8.2 to 8.4; b) is performed during <i>regular working hours</i>; and c) is not on an <i>electrical installation</i> in an <i>inaccessible location</i>.
Amount to be paid for work not included in <i>basic service</i>	Work not included in the least costly technical solution constitutes an option for the <i>customer</i> and is conditional on Hydro-Québec’s acceptance. You must pay the additional costs arising from such work.
Charge for travel without connection	If Hydro-Québec discovers on site that the <i>electrical installation</i> for which it has received a <i>connection request</i> is already connected, you will be billed the \$170 “charge for travel without work” indicated at line 3 of Table I-A, Chapter 20.

Servitudes required on private property	<p>Before the work begins, you must obtain, at your expense, any <i>servitude</i> required by Hydro-Québec for extension of a <i>distribution line</i> on private property.</p> <p>If you do not supply the necessary <i>servitude</i>, Hydro-Québec will not do the work but will provide you with a <i>connection point</i> on a <i>distribution line</i>. You will then have to extend your <i>customer's service entrance</i> up to the <i>connection point</i>, at your expense.</p>
Vegetation clearing	<p>You must assume the cost of any vegetation clearing required.</p>
Civil works for underground connection	<p>You are responsible for providing the <i>civil works</i> on the property served or to be served, including those needed for an underground <i>distribution service loop</i>, whether the <i>service loop</i> is being replaced or installed for the first time.</p> <p>In addition, you must assume the cost of the <i>civil works</i> needed for your <i>connection request</i> unless the <i>minimum load density</i> is reached at your <i>connection point</i>.</p> <p>These <i>civil works</i> must be built in such a way that Hydro-Québec can safely install, connect, operate and maintain its electrical equipment.</p> <p>a) <i>Civil works</i> by customer or Hydro-Québec:</p> <p style="padding-left: 20px;">You may provide the <i>civil works</i> required for the <i>distribution line</i> at your expense or ask Hydro-Québec to build them. In the latter case, as Hydro-Québec does not build the <i>civil works</i> itself but has them built by a third party, it will not provide you with an estimate of their cost; you must therefore pay an advance determined by Hydro-Québec for the <i>civil works</i> and undertake to pay the actual cost of the work according to the agreement reached with Hydro-Québec.</p> <p>b) Municipal requirements:</p> <p style="padding-left: 20px;">If municipal bylaws require that <i>civil works</i> be built exclusively by the municipality, the cost will be estimated and billed to you by the municipality.</p> <p>c) Maintenance and upgrading to code:</p> <p style="padding-left: 20px;">You are responsible for the work needed for upgrading to code, maintenance, the addition and replacement of the necessary <i>civil works</i> and equipment located on the property to be served, other than Hydro-Québec's electrical equipment.</p>

8.2 Criteria for application of basic service to distribution service loop

8.2.1 Cases in which basic service is applicable to the distribution service loop

If your *connection request* requires work on the *distribution service loop*, *basic service* will apply in the following cases:

- a) a new *electrical installation*;

- b) replacement, modification or relocation of the *distribution service loop* following an increase in the *current rating* of the main *service box* or addition of a main *service box* or *customer substation*.

If all or some of the work necessary to meet your *connection request* is not included in *basic service*, please see Chapter 9.

8.2.2 Items included in basic service for a distribution service loop

Hydro-Québec provides and installs a *distribution service loop* up to the *connection point*, which must be in a location directly accessible from the *distribution line*.

The *distribution service loop* provided by Hydro-Québec is overhead if the *distribution line* is overhead at the *supply point on the distribution line*, or underground if the *distribution line* is underground at the *supply point on the distribution line*.

Depending on the type of *distribution service loop*, the following items are included in *basic service*:

Overhead <i>distribution service loop</i>	A <i>distribution service loop</i> of up to 30 m, including all necessary <i>support structures</i> and equipment.
Underground <i>distribution service loop</i>	A <i>distribution service loop</i> of up to 30 m, including installation of the first <i>cable section</i> and a riser if required. You must provide the necessary <i>civil works</i> at your expense.

The cost of items not included in *basic service* is calculated according to the provisions of Section 9.2.

8.2.3 Method for determining the length of the distribution service loop

For billing purposes, the length of the *distribution service loop* is the length of a line established by Hydro-Québec based on one of the following distances, whichever is more advantageous:

- a) the distance from the lot line between the property to be served and a *public road*, or from a *distribution line*, to the *connection point*; or
- b) the distance from the *supply point on the distribution line* to the *connection point*.

8.2.4 Cases in which the distribution service loop is not provided

Hydro-Québec does not provide or build a *distribution service loop* in the following cases:

- a) Your *connection request* requires a *service loop* wholly or partially located on private property other than your own, and you do not provide the *servitude* required by Hydro-Québec.
- b) Your *connection request* is for *temporary supply* and requires an overhead *service loop*.
- c) Your *connection request* is for an *electrical installation* with an *anticipated power demand* of less than 2 kW and requires an overhead *service loop*.
- d) The *distribution line* is overhead and you request an underground *service loop*.
- e) You choose to provide a *service entrance* extending up to the *distribution line*.

8.2.5 Cases in which the connection is provided by the customer (service entrance)

If Hydro-Québec does not provide a *distribution service loop*, you must provide a *service entrance* up to the *distribution line*, at your own expense.

Overhead service entrance	Hydro-Québec provides a <i>connection point</i> on the <i>distribution line</i> only.
Underground service entrance	<p>If you opt for an underground <i>service entrance</i> and the <i>distribution line</i> is overhead, Hydro-Québec may, where technically feasible, provide you with a <i>connection point</i> on a pole in the <i>power distribution system</i>, subject to an agreement.</p> <p>If Hydro-Québec replaces, moves or removes the pole to which a <i>service entrance</i> is connected or adds equipment to it, the necessary work on the <i>electrical installation</i> must be performed and paid for by its owner.</p>

8.3 Criteria for application of basic service to a distribution line extension

8.3.1 Extension of an overhead distribution line (request for supply of less than 5 MVA including installed load)

If your *connection request* is for an *anticipated apparent power demand* of less than 5 MVA including installed load and requires the extension of an overhead *distribution line* located in a public right-of-way, the items included in *basic service* are determined as follows:

If there is a municipal water supply or sewer system	The number of metres of <i>distribution line</i> required to meet your <i>connection request</i> .
If there is no municipal water supply or sewer system	<p>One of the following will apply:</p> <ul style="list-style-type: none"> a) up to 100 m of overhead <i>distribution line</i> for each main <i>service box</i> or <i>customer substation</i> to be supplied, if the <i>anticipated power demand</i> is between 2 and 50 kW; or b) 2 m of overhead <i>distribution line</i> per kW of <i>anticipated power demand</i> if greater than 50 kW and less than 5 MVA, up to a maximum of 1,000 m for each main <i>service box</i> or <i>customer substation</i> to be supplied.

If your *connection request* necessitates the extension of an overhead *distribution line* through a back lot, you are billed an extra charge calculated according to Section 9.4.1.

If, for technical reasons, Hydro-Québec chooses to extend an underground rather than overhead *distribution line*, all or part of the extension could be included in *basic service*.

8.3.2 Extension of an underground distribution line (request for supply of less than 5 MVA including installed load)

If your *connection request* is for an *anticipated apparent power demand* of less than 5 MVA including installed load and requires the extension of an underground *distribution line*, the extension is included in *basic service* in the following cases:

- a) Your *connection point* is located within an underground network that has reached the *minimum load density*.
- b) Your *connection point* is located on the periphery of an underground network that has reached the *minimum load density*, and all the following conditions are met:
 - Your *connection request* requires the extension of an existing underground *distribution line* over a distance of no more than 333 m.
 - This extension complies with the *minimum load density* criteria.
 - The extension is done from a location where the *minimum load density* has been reached.
- c) Your *connection point* is in a location targeted by a municipal development plan agreed on with Hydro-Québec and all the following conditions are met:
 - The development plan provides for public infrastructure work and includes a plan and timeline for deployment of the *power distribution system*.
 - Through the municipal development project, the *minimum load density* will be achieved within 10 years.
 - The underground *distribution line* extension needed to meet your *connection request* complies with the *minimum load density* criteria over a distance of at least 333 m.

8.4 Criteria for application of basic service to a distribution line modification

8.4.1 Modification of an overhead distribution line (request for supply of less than 5 MVA including installed load)

If your *connection request* is for an *anticipated apparent power demand* of less than 5 MVA including installed load and it requires modification of an existing overhead *distribution line*, the work required is included in *basic service* if all the following conditions are met:

- a) The single-phase or three-phase voltage needed to meet your *connection request* is available on the existing *distribution line* to which your *electrical installation* will be connected;
- b) A main *service box* or *customer substation* is added, or the *current rating* of the existing main *service box* is increased;
- c) Your *connection request* is not for *temporary supply*;
- d) Your *connection request* is for an *electrical installation* with an *anticipated power demand* of 2 kW or more;
- e) The increase in *anticipated apparent power demand* is less than 5 MVA, including any apparent power demand that was energized less than 5 years before the date of your *connection request*.

If your *connection request* is for *power requirements* that necessitate replacing a single-phase overhead *distribution line* with a three-phase overhead *distribution line* or adding three-phase voltage, your request will be processed as though it were for an overhead *distribution line* extension.

8.4.2 Modification of an underground distribution line (request for supply of less than 5 MVA including installed load)

If your *connection request* is for an *anticipated apparent power demand* of less than 5 MVA including installed load and necessitates modification of an existing underground *distribution line*, the work required is included in *basic service* if all the following conditions are met:

- a) The single-phase or three-phase voltage needed to meet your *connection request* is available on the existing *distribution line* to which your *electrical installation* will be connected;
- b) A main *service box* or *customer substation* is added, or the *current rating* of the existing main *service box* is increased;
- c) Your *connection request* is not for *temporary supply*;
- d) Your *connection request* is for an *electrical installation* with an *anticipated power demand* of 2 kW or more;
- e) The increase in the *anticipated apparent power demand* is less than 5 MVA, including any apparent power demand that was energized less than 5 years before the date of your *connection request*;
- f) The *minimum load density* has been reached.

8.5 Securing of the power distribution system

If you request temporary work to secure the *power distribution system*, if the work is for a *building* containing no more than 4 *dwellings*, and if the work is done during *regular working hours*, the securing of the system is included in *basic service*. As indicated in Table I-B, Chapter 20, no charge will be billed to you.

The method used to calculate the amount you pay for items not included in *basic service* is explained in Section 9.7.6.

CHAPTER 9

Calculation of the Amount to Be Paid for Work Not Included in Basic Service

9.1 Methods for calculating the cost of work

To determine the amount you must pay for work not included in *basic service*, Hydro-Québec applies one of the following methods, depending on the nature of the work:

- a) Method based on prices specified in the section in question;
- b) Method based on prices specified in Chapter 20;
- c) *Detailed cost-of-work calculation*, explained in Section 9.1.2, if it is not possible to use the prices indicated in Chapter 20 or if your *connection request* is for work involving particular conditions such as the crossing of a lake or river.

9.1.1 Additional costs and charges

Where applicable, the following costs and charges are added to the amount you must pay for work not included in *basic service*.

Charge for work on the system	The \$360 “charge for work on the system” indicated in Table I-A in Chapter 20.
Vegetation clearing, <i>servitudes</i> and <i>civil works</i>	Costs arising from vegetation clearing, the required <i>servitudes</i> , and <i>civil works</i> .
Work requested by the customer outside <i>regular working hours</i>	<p>For any type of work done outside <i>regular working hours</i>, the amount you have to pay is based on the <i>detailed cost-of-work calculation</i>.</p> <p>However, if you ask that interruption and restoration work be done outside <i>regular working hours</i>, Hydro-Québec will bill you the applicable amount for “scheduled interruptions and preventive maintenance” indicated in Table I-B, Chapter 20.</p>

9.1.2 Application of the detailed cost-of-work calculation

If the amount you have to pay is determined according to the *detailed cost-of-work calculation*, Hydro-Québec will refer to the calculation table in Schedule IV. The amount to be paid is the sum of the following items:

- a) cost of labor and equipment (line 1 of the table), i.e., the number of hours required for travel and for the work itself, multiplied by the applicable hourly rate;
- b) cost of procuring goods and services supplied by third parties (line 2 of the table), plus the “acquisition fee” (line 3) and “contract management fee” (line 4);
- c) cost of materials (line 6 of the table), plus the “acquisition fee” (line 7), “materials management fee” (line 8) and “minor materials fee” (line 9);
- d) provision for end-of-asset-life reinvestment (line 12 of the table), applied to the sum of paragraphs (a) to (c) above for underground work, or for overhead work if Hydro-Québec deploys the *power distribution system* in a back lot;
- e) engineering and request management fee (line 13 of the table), applied to the sum of paragraphs (a) to (d) above for underground work or to the sum of paragraphs (a) to (c) above for overhead work if Hydro-Québec deploys the *power distribution system* in a back lot;
- f) provision for future operation and maintenance (line 14 of the table), applied to the sum of paragraphs (a) to (c) above;
- g) cost of acquiring any *servitude* (line 16 of the table) required by Hydro-Québec.

9.2 Calculation of amount to pay for work on a distribution service loop

If your *connection request* requires an overhead or underground *distribution service loop* beyond the length included in *basic service* (Section 8.2), you must pay an additional amount to cover this part of the work, as follows.

9.2.1 Overhead distribution service loop

To calculate the amount you have to pay for an overhead *distribution service loop* beyond the length included in *basic service*, Hydro-Québec uses the “price for overhead *service loops*” indicated in Table II-A, Chapter 20, according to the length of the *service loop*.

Service loop between 30 and 60 m long	The “price for overhead <i>service loops</i> ,” according to the <i>current rating</i> of the main <i>service box</i> , indicated at line 2 of Table II-A, Chapter 20.
Service loop longer than 60 m	The “price for overhead <i>service loops</i> ,” according to the <i>current rating</i> of the main <i>service box</i> , indicated at line 3 of Table II-A, Chapter 20.

9.2.2 Underground distribution service loop

To calculate the amount you have to pay for an underground *distribution service loop* beyond the length included in *basic service*, Hydro-Québec uses the following data:

Underground cables beyond the length included in <i>basic service</i>	<ul style="list-style-type: none"> a) Number of metres exceeding the length included in <i>basic service</i> multiplied by b) “price per metre of underground cable,” according to type of cable, indicated in Table II-I, Chapter 20.
Installation of underground <i>cable sections</i> beyond the first section included in <i>basic service</i>	<ul style="list-style-type: none"> a) Number of underground <i>cable sections</i> beyond the first section included in <i>basic service</i> multiplied by b) the “price for assembly of an underground <i>cable section</i> – cable pulling and splicing,” according to the type of supply, indicated in Table II-H, Chapter 20.
Installation of risers	The “price for risers,” according to the type of supply, indicated in Table II-G, Chapter 20.

9.3 Calculation of amount to pay for modification of a distribution service loop

If your *connection request* requires the modification, relocation or replacement of an overhead or underground *distribution service loop* but there is no increase in the *current rating* of your main *service box* or addition of a main *service box* or *customer substation*, the amount you must pay for the work is as follows.

9.3.1 Modification, relocation or replacement of an overhead distribution service loop

To calculate the amount you have to pay, Hydro-Québec uses one of the following methods:

- a) If all the following conditions are met:
- The *distribution service loop* is modified, moved or replaced over a distance of 30 m or less;
 - No poles or anchors are added or removed;
 - No more than 120 m of *low-voltage* conductor is added to the overhead *distribution line*, if applicable;
 - If an overhead transformer is added, its capacity does not exceed 25 kVA.

Hydro-Québec uses the “*service loop* replacement or relocation” price according to the *current rating* of the main *service box*, as indicated at line 1 of Table I-B, Chapter 20.

- b) If all the conditions in (a) are met and there are clearance constraints due to a *swimming pool*, Hydro-Québec uses the “*service loop* relocation due to constraints related to a *swimming pool*” price according to the *current rating* of the main *service box*, as indicated at line 2 of Table I-B, Chapter 20.
- c) In all other cases, Hydro-Québec calculates the sum of the prices applicable for each item needed to meet your *connection request*, as indicated in tables II-C and II-D, Chapter 20.

9.3.2 Modification, relocation or replacement of an underground distribution service loop

To determine the amount you must pay for the underground *distribution service loop*, Hydro-Québec calculates the sum of the prices applicable to each item needed to meet your *connection request*, as indicated in tables II-F to II-K, Chapter 20.

9.4 Calculation of amount to pay for distribution line extension

If your *connection request* requires an overhead or underground *distribution line* extension that is not included in *basic service*, you must pay for the work as follows.

9.4.1 Overhead distribution line extension

To calculate the amount you have to pay for the extension of an overhead *distribution line*, Hydro-Québec uses one of the following methods.

If there is a <i>municipal water supply or sewer system</i>	
In a public right-of-way	The length of the extension is entirely included in <i>basic service</i> .
In a back lot	<p>a) Number of metres of <i>distribution line</i> extension included in <i>basic service</i> multiplied by</p> <p>b) the “price per metre for overhead line extension – back-lot supplement,” according to the type of supply, indicated in Table II-B, Chapter 20.</p>

If there is no <i>municipal water supply or sewer system</i>	
In a public right-of-way	a) Number of metres exceeding the length included in <i>basic service</i> multiplied by b) the “price per metre for overhead line extension in a public right-of-way,” according to the type of supply, indicated in Table II-B, Chapter 20.
In a back lot	a) Number of metres included in <i>basic service</i> multiplied by b) the “price per metre for overhead line extension – back-lot supplement,” according to the type of supply, indicated in Table II-B, Chapter 20.
	plus
	c) Number of metres exceeding the length included in <i>basic service</i> multiplied by d) the “price per metre for overhead line extension – in a back lot,” according to the type of supply, indicated in Table II-B, Chapter 20.

9.4.2 Extension of an underground distribution line for a residential project where transformers and disconnect switches are not underground

To calculate the amount you have to pay if your *connection request* necessitates extension of an underground *distribution line* for a *residential project* where transformers and disconnect switches are not underground, Hydro-Québec uses the following calculation method.

Amount to pay	For single-phase supply
	a) Number of <i>buildings</i> supplied with single-phase electricity multiplied by b) price per <i>building</i> according to <i>building</i> type, indicated at lines 1 to 12 of Table II-E, Chapter 20.
	and/or
	For three-phase supply
	a) Number of <i>dwellings</i> supplied with three-phase electricity multiplied by b) price per <i>dwelling</i> , indicated at line 13 of Table II-E, Chapter 20.

Additional charges applicable to single-family homes	If the average facade of a single-family home in the <i>residential project</i> is wider than 30 m, you must pay an amount calculated as follows:
	a) Sum of the facade widths of all single-family homes in the <i>residential project</i> .
	less
	b) number of single-family homes in the <i>residential project</i> multiplied by c) 30 m.
	multiplied by
	d) the “price per additional metre,” indicated at line 14 of Table II-E, Chapter 20.
Work at customer’s expense	The cost of the option is increased by the costs of any vegetation clearing, <i>servitudes</i> and <i>civil works</i> required. You must provide, at your expense, the <i>civil works</i> needed for the <i>local underground line</i> and the <i>service loops</i> .

If a *distribution line* must be extended from the existing line to the *residential project*, the amount you have to pay is calculated according to the terms and conditions set out in chapters 8 and 9 of these conditions of service.

9.4.3 Underground distribution line extension for any other project

To calculate the amount you have to pay if your *connection request* necessitates extension of an underground *distribution line* for a project other than that covered in Section 9.4.2, Hydro-Québec uses the following three-step method, explained in Schedule V.

Step 1: Determine the cost of extending the underground *distribution line*, taking into account the particular specifications of your *connection request*.

Step 2: Calculate the value of the applicable *basic service*.

Step 3: Subtract the amount calculated in Step 2 from the amount in Step 1 to obtain the amount to pay.

9.5 Calculation of amount to pay for distribution line modification

If your *connection request* requires *distribution line* modifications that are not included in *basic service*, you must pay for the work.

9.5.1 Overhead distribution line modification

To calculate the amount you have to pay, Hydro-Québec calculates the sum of the prices applicable to each item needed to meet your *connection request*, as indicated in tables II-C and II-D, Chapter 20.

9.5.2 Underground distribution line modification

To calculate the amount you have to pay if your *connection request* necessitates modification of an underground *distribution line*, Hydro-Québec uses the following three-step method, explained in Schedule V.

Step 1: Determine the cost of modifying the underground *distribution line*, taking into account the particular specifications of your *connection request*.

Step 2: Calculate the value of the applicable *basic service*.

Step 3: Subtract the amount calculated in Step 2 from the amount in Step 1 to obtain the amount to pay.

9.6 Calculation of amount to pay for distribution line relocation

If your *connection request* necessitates relocation of an existing overhead or underground *distribution line*, the amount you have to pay for the work is determined according to the prices indicated in Chapter 20, if applicable; otherwise the amount is based on the *detailed cost-of-work calculation*.

If only a pole has to be moved and no conductors need to be added, the amount you pay for work is determined according to the price for “pole relocation” indicated at line 3 of Table I-B, Chapter 20.

9.7 Other amounts to pay

9.7.1 Cost of medium-voltage metering equipment for a small-power installation

If your request requires *medium-voltage* metering, you must pay the “*medium-voltage* metering for a *small-power electrical installation*” charge indicated in Table I-C, Chapter 20, if the following two conditions are met:

- a) The electricity delivered is used at *low voltage*; and
- b) The maximum current of your *electrical installation* does not exceed 500 A per *building*.

The amount is payable before the start of the work and is not refundable.

9.7.2 Optional equipment and backup line

Equipment not needed to meet your *connection request* will be provided and installed at your expense. The amount you pay for the work required is determined by the prices indicated in Chapter 20, if applicable; otherwise, it is based on the *detailed cost-of-work calculation*. This amount is not subject to any allocation, and the refund provided for in Section 10.4 does not apply.

If you request a backup line, the amount you have to pay for this line is the sum of the applicable overhead prices indicated in tables II-B, II-C and II-D, Chapter 20, and/or the sum of the applicable underground prices indicated in tables II-F to II-K, Chapter 20, as the case may be.

You must also pay the price for “*medium-voltage* metering for an option” based on the type of supply, as indicated in Table I-C, Chapter 20, if applicable.

Hydro-Québec will inform you *in writing* of the conditions governing use of the backup line. The fact that Hydro-Québec agrees to provide a backup line does not guarantee exclusive electricity supply, nor service continuity, nor delivery of electricity.

9.7.3 Service for power demand less than 2 kW

If your *connection request* necessitates work for an *electrical installation* with an *anticipated power demand* less than 2 kW, the work is not included in *basic service*. The amount you must pay for the work required is calculated as follows:

Overhead service entrance	Since Hydro-Québec does not provide or build a <i>distribution service loop</i> , you must provide a <i>service entrance</i> up to the <i>distribution line</i> , at your own expense. This <i>service entrance</i> must extend to the <i>distribution line</i> . Hydro-Québec provides a <i>connection point</i> on the <i>distribution line</i> only.
Underground service entrance	The amount you pay for the work required is determined by the prices indicated in tables II-F to II-I, Chapter 20, if applicable; otherwise, it is based on the <i>detailed cost-of-work calculation</i> .
Overhead distribution line extension	<ul style="list-style-type: none"> a) Number of metres required multiplied by b) the “price per metre for overhead line extension,” according to the type of supply, indicated in Table II-B, Chapter 20.
Overhead distribution line modification	The sum of the “prices for overhead work” and the “prices for overhead equipment” indicated in tables II-C and II-D, Chapter 20, for all applicable components.
Underground distribution line extension or modification	The sum of the prices for underground work and equipment, indicated in tables II-F to II-K, Chapter 20, for all applicable components.
Addition of overhead transformers and disconnect switches	If the work requires the addition of a transformer or disconnect switch so that Hydro-Québec can meet your <i>connection request</i> , you must pay the sum of the “prices for overhead equipment” indicated in Table II-D, Chapter 20, for all applicable components.

9.7.3.1 Billing demand less than 2 kW

If your *connection request* is for an *anticipated power demand* of 2 kW or more but Hydro-Québec notes that the billing demand determined in accordance with the *Rates* is less than 2 kW for any *consumption period* within the 5 years following the initial energizing date, you must pay the cost of the work that would have been billable.

9.7.4 Temporary supply

If your *connection request* is for *temporary supply* and necessitates work, the work is not included in *basic service*.

The amount that you must pay for the required work and temporary metering is calculated according to the “prices for *temporary supply*” for each of the components indicated in Table II-L, Chapter 20, if applicable, or according to the *detailed cost-of-work calculation*.

The depreciated value of equipment and material that Hydro-Québec plans to recover for reuse is deducted from the cost of the work.

9.7.5 Special charge for connecting to an off-grid system

If your *connection request* concerns an *off-grid system* located north of the 53rd parallel, except the Schefferville system, and is for electricity for space heating or water heating, you must pay the applicable “special charge for connecting to an *off-grid system*” indicated in Table I-A, Chapter 20, instead of the “charge for work on the system.”

This charge also applies in the case when a space or water heating system is converted to electricity.

It does not apply if your *connection request* is for temporary use of electric heating devices to dry joints and paint during construction work.

9.7.6 Securing of the power distribution system

If you request temporary work to secure the *power distribution system* and the work is done during *regular working hours*, the amount you have to pay corresponds to the “price for *flat-fee work*” for securing of the system at the *customer's* request, according to the type of work, as indicated in Table I-B, Chapter 20. If more than one system securing measure is required at the same site, Hydro-Québec charges you for the highest-priced applicable measure.

The \$750 price for “de-energizing” indicated in Table I-B, Chapter 20, will apply for any measure not provided for in this table.

CHAPTER 10

Processing of Connection Requests

10.1 Processing of a connection request according to the work to be done

10.1.1 Flat-fee work

The amount you must pay for *flat-fee work* is predetermined according to the nature of the work and corresponds either to the “charge for work on the system” indicated in Table I-A, Chapter 20, or to the “price for *flat-fee work*” indicated in Table I-B, Chapter 20.

<p>Written confirmation from Hydro-Québec</p>	<p>If your <i>connection request</i> necessitates work included as <i>flat-fee work</i>, Hydro-Québec sends you a confirmation <i>in writing</i> containing the following items based on the information you provided:</p> <ul style="list-style-type: none"> a) information about the completion schedule; b) a description of the work to be done; c) information as to any <i>servitude</i> required; d) the amount you have to pay for the work.
<p>Start of work</p>	<p>Before the <i>flat-fee work</i> can begin, you must confirm to Hydro-Québec by telephone that you agree to pay the estimated cost of the work. Payment is not due until the start of the work.</p>

10.1.2 Minor work

Minor work consists of work that is standardized by Hydro-Québec, i.e., that does not require custom engineering.

If your *connection request* necessitates *minor work*, Hydro-Québec proceeds as follows:

<p>Proposal for minor work</p>	<p>Hydro-Québec sends you a <i>written proposal for minor work</i> containing the following items based on the information you provided:</p> <ul style="list-style-type: none"> a) information about the completion schedule; b) a description of the work to be done; c) information as to any <i>servitude</i> required; d) the <i>technical requirements</i> applicable to the work to be done by you, if any; e) the total cost of the work; f) the amount you have to pay for the work; g) the amount of the financial guarantee provided for in Section 10.3, if applicable; h) the amount of the advance required by Hydro-Québec for construction of the <i>civil works</i>, if applicable; i) the terms of payment, if applicable; j) the amount of <i>anticipated power demand</i> to be added, if applicable.
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Start of work	<p>Before starting the work, Hydro-Québec must have received:</p> <ul style="list-style-type: none"> a) your <i>written</i> acceptance of the <i>proposal for minor work</i>; b) the financial guarantee provided for in Section 10.3, if applicable; c) the amount you have to pay for the work; d) the advance required by Hydro-Québec for construction of the <i>civil works</i>, if applicable.
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10.1.3 Major work

Major work consists of *power distribution system* work of a technical complexity requiring the production of a signed and sealed engineering drawing.

If your *connection request* necessitates *major work*, Hydro-Québec proceeds as follows:

Estimate for major work	<p>Hydro-Québec sends you a <i>written estimate for major work</i> containing the following items based on the information you provided:</p> <ul style="list-style-type: none"> a) a description of the work to be done; b) information as to any <i>servitude</i> required; c) the <i>technical requirements</i> applicable to the work to be done by you, if any; d) an estimate of the total cost of the work; e) the estimated amount you must pay for the work; f) the amount of the financial guarantee provided for in Section 10.3, if applicable; g) the amount of <i>anticipated power demand</i> to be added, if applicable.
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Agreement for major work	<p>When you send in your <i>written</i> acceptance of the <i>estimate for major work</i>, you must pay the financial guarantee provided for in Section 10.3, if applicable. Hydro-Québec then completes the engineering and sends you, for your signature, an <i>agreement for major work</i> containing the following:</p> <ul style="list-style-type: none"> a) a description of the work to be done; b) information as to any <i>servitude</i> required; c) the <i>technical requirements</i> applicable to the work to be done by you, if any; d) the schedule for completion of the work; e) the total cost of the work, including engineering; f) the amount you have to pay for the work;
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Agreement for major work (cont.)	<p>g) the amount of the advance required by Hydro-Québec for construction of the <i>civil works</i>, if applicable;</p> <p>h) the amount of <i>anticipated power demand</i> to be added, if applicable.</p>
Start of work	<p>Before starting the work, Hydro-Québec must have received:</p> <p>a) your <i>written</i> acceptance of the <i>agreement for major work</i>;</p> <p>b) the financial guarantee provided for in Section 10.3, if applicable;</p> <p>c) the amount you have to pay for the work;</p> <p>d) the advance required by Hydro-Québec for construction of the <i>civil works</i>, if applicable.</p>

10.1.4 Prices applicable

The amounts charged to you are based on the prices in effect on the applicable date indicated below.

Flat-fee work	The date on which Hydro-Québec received your <i>connection request</i> .
Minor work	The date on which you signed the <i>proposal for minor work</i> .
Major work	The date on which you signed the <i>agreement for major work</i> .

10.1.5 Terms of payment

If Hydro-Québec does not require payment before beginning the work, the terms indicated in Section 4.3 apply.

If your *connection request* is for a single *building* in which all the *service contracts* are eligible for a *domestic rate*, you may choose to pay for the work in one of the following ways:

- a) in a single payment; or
- b) in 30 payments every two *months*, including interest as follows:
 - Interest is calculated according to the “prospective cost of capital” indicated in Table II-M, Chapter 20, in effect on the date of signing of the *proposal for minor work* or the *agreement for major work*, as the case may be. The rate is fixed for the term of the *payment arrangement*.
 - The first payment is due on the date of signing of the *proposal for minor work* or the *agreement for major work*, as the case may be.
 - If you miss more than one payment, Hydro-Québec may terminate the *payment arrangement* and claim the entire balance owing plus accrued interest.

10.1.6 Withdrawal of a connection request

If you make a *connection request* and later withdraw it, the following terms apply:

Withdrawal	<p>Hydro-Québec considers that you have withdrawn your <i>connection request</i> in the following cases:</p> <ol style="list-style-type: none"> a) You notify Hydro-Québec <i>in writing</i> that you are withdrawing your <i>connection request</i>. b) You change your <i>connection request</i>. In that case, only the portion of the work that was originally planned during the engineering phase and that will not be used in the modified <i>connection request</i> is considered withdrawn. c) You did not provide the financial guarantee provided for in Section 10.3, if applicable, when you accepted the <i>proposal for minor work</i> or the <i>estimate for major work</i>. d) If, within 6 months: <ul style="list-style-type: none"> • you have not returned the signed <i>proposal for minor work</i> to Hydro-Québec; • you have not returned the signed <i>agreement for major work</i> to Hydro-Québec; • after Hydro-Québec has sent you the <i>agreement for major work</i>, you have not paid the amount for the work or the advance required by Hydro-Québec for the <i>civil works</i>, unless delayed payment has been agreed on; • the connection was not energized on the date indicated in the <i>proposal for minor work</i> or the <i>agreement for major work</i> for a reason other than a delay attributable to Hydro-Québec, unless a postponement has been agreed on.
Cost of withdrawal	<p>If you withdraw your <i>connection request</i> after accepting the <i>proposal for minor work</i> or the <i>estimate for major work in writing</i>, you must pay the cost of withdrawal based on the sum of the following:</p> <ol style="list-style-type: none"> a) costs incurred for purchases and <i>service contracts</i> as well as compensation to be paid; b) cost of work done; c) cost of work made necessary by the withdrawal of the <i>connection request</i>, including dismantling of facilities if applicable; d) actual cost of engineering and request management; <p>less</p> <ol style="list-style-type: none"> e) the depreciated value of equipment and materials recovered for reuse by Hydro-Québec.

<p>New connection request</p>	<p>In all cases where Hydro-Québec charges you for withdrawal costs, you must pay these before Hydro-Québec will agree to study a new <i>connection request</i> from you.</p>
<p>Refund</p>	<p>Any amount you have paid in excess of the amount billed for withdrawal will be refunded to you.</p>
<p>Transitional provision</p>	<p>If you submitted your <i>connection request</i> before April 1, 2018, and the connection was not energized within 12 <i>months</i> of the scheduled date of connection, Hydro-Québec will deem that you have withdrawn your <i>connection request</i>.</p>

10.2 Customer’s commitments for a demand of less than 5 MVA including installed load

If your *connection request* is for an *anticipated apparent power demand* of less than 5 MVA including installed load, Hydro-Québec will monitor your billing demand for each of the 5 years following the date on which your *electrical installation* was energized, up to 500 kW. Depending on the result of this monitoring, the following conditions apply.

If, in each of the 5 years of monitoring, the average billing demand is equal to or greater than the *anticipated power demand*, you will have no additional amount to pay.

Otherwise, for each year of monitoring in which the average billing demand is less than the *anticipated power demand*, Hydro-Québec will bill you an amount calculated as follows:

$$AB = 2 \times (PD - ABD) \times 1/5 \times \text{applicable "price per metre for overhead line extension" indicated in Table II-B, Chapter 20, in effect on the date the addition was connected}$$

where:

AB = amount billed

PD = *anticipated power demand*

ABD = average billing demand for the year in question

If you signed a *contribution agreement* before April 1, 2018, it remains subject to the *Conditions of Electricity Service* effective as of April 1, 2015, until its expiry.

10.3 Financial guarantee for a demand of 1,000 kW or more supplied at medium voltage

If your *connection request* is for an *anticipated power demand* of 1,000 kW or more to be supplied at *medium voltage*, you must provide a financial guarantee to cover the costs incurred by Hydro-Québec.

<p>Payment date</p>	<p>You must pay the financial guarantee when you send in your <i>written</i> acceptance of the <i>proposal for minor work</i> (see Section 10.1.2) or the <i>estimate for major work</i> (see Section 10.1.3), as the case may be.</p>
<p>Terms and conditions of financial guarantee</p>	<p>The financial guarantee must cover the part of the cost of work included in <i>basic service</i>, plus an amount equal to the taxes.</p> <p>The financial guarantee must be valid from the date of acceptance of the <i>proposal for minor work</i> or the <i>estimate for major work</i>, and remain valid for a period of 5 years from the date of energizing.</p> <p>The financial guarantee must take the form of an irrevocable and unconditional standby letter of credit produced by a financial institution and meeting Hydro-Québec’s requirements.</p> <p>For government agencies and financial institutions referred to in Schedule II, the financial guarantee may take the form of a letter of undertaking from the Board of Directors or its equivalent.</p> <p>If you fulfill the commitments set out in Section 10.2, one fifth of the value of the guarantee will be reimbursed annually.</p>
<p>Use by Hydro-Québec of the financial guarantee</p>	<p>Hydro-Québec may use the financial guarantee you have provided, without notice or delay, and keep the entire amount guaranteed as payment against the power commitment, with no possibility of reimbursement, in any of the following cases:</p> <ul style="list-style-type: none"> a) A bill remains unpaid after its due date, so that Hydro-Québec can collect any unpaid amount. b) Your electricity consumption ceases definitively. c) You terminate your <i>service contract</i>. d) You are in a situation of insolvency under an applicable law.

10.4 Refund for addition of an electrical installation on a distribution line

If you paid an amount for extension or modification of a *distribution line* (see Chapter 9), you are entitled to a partial or full refund of this amount when a new *electrical installation* is added on this *distribution line*, under the following conditions:

<p>Relevant period</p>	<p>The new <i>electrical installation</i> must be added no later than 5 years after the date of energizing your <i>electrical installation</i>.</p>
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Amount of refund	<p>The amount of your refund is based on the <i>anticipated power demand</i> of the <i>electrical installation</i> added.</p> <p>a) For <i>anticipated power demand</i> between 2 and 50 kW:</p> <ul style="list-style-type: none"> • 100 m fixed length <p>multiplied by</p> <ul style="list-style-type: none"> • the applicable “price per metre for overhead line extension” indicated in Table II-B, Chapter 20; <p>b) For <i>anticipated power demand</i> of more than 50 kW:</p> <ul style="list-style-type: none"> • 2 m per kW, up to a maximum of 1,000 m <p>multiplied by</p> <ul style="list-style-type: none"> • the applicable “price per metre for overhead line extension” indicated in Table II-B, Chapter 20; <p>An amount corresponding to the cost of the <i>distribution line</i> extension or modification work needed to supply the new <i>electrical installation</i>, if applicable, is then subtracted from the amount calculated above.</p>
Refund limit	<p>The refund may not exceed the amount you paid.</p> <p>Costs for vegetation clearing, <i>servitudes</i>, <i>civil works</i>, options, optional equipment and <i>medium-voltage</i> metering for a <i>small-power electrical installation</i> are not refundable.</p>
Refund priority	<p>The refund is granted first to the <i>customer</i> who paid for the extension or modification of the <i>distribution line</i> to which the new <i>electrical installation</i> is connected.</p> <p>Once the amount paid by that <i>customer</i> has been refunded in full, the refundable balance is granted to the <i>customer</i> who paid for the part located immediately on the <i>line side</i> of that part of the <i>distribution line</i>, and so on until the entire refundable balance has been paid out.</p>
Transitional provision	<p>If you signed a <i>contribution agreement</i> before April 1, 2018, it remains subject to the <i>Conditions of Electricity Service</i> effective as of April 1, 2015, until its expiry.</p>

10.5 Joint-use credit

Any nonjoint-use agreement signed before April 1, 2018, remains subject to the *Conditions of Electricity Service* effective as of April 1, 2015, until its expiry.

IV

Rights and
Obligations of
Hydro-Québec
and Its Customers

CHAPTER 11

Communication of Information

11.1 Information on conditions of service

Hydro-Québec informs its *customers* of these conditions of service. It may do so through its Web site at www.hydroquebec.com/publications/en.

11.2 Means of communication between Hydro-Québec and its customers

In these conditions of service, some provisions specify the means you may use to communicate with Hydro-Québec. The means of communication are grouped into two categories:

<i>In writing</i>	<p>Any <i>written</i> communication transmitted as follows:</p> <ul style="list-style-type: none"> a) through Hydro-Québec's Web site, in particular from your Customer Space; b) by e-mail; c) by mail; d) by fax.
By telephone	<p>Any telephone conversation, including through the interactive voice response system.</p>

When Hydro-Québec sends you a notice, it uses a means of communication providing proof of transmission, including by e-mail if you have supplied your e-mail address and consented to Hydro-Québec's using it to communicate with you.

You can use your Customer Space on Hydro-Québec's Web site (www.hydroquebec.com/en) at any time to:

- a) submit a *service request*;
- b) obtain and update information about your *service contract*;
- c) sign up for Online Billing, the Equalized Payments Plan and Pre-Authorized Debit;
- d) pay bills;
- e) update the information on rental units that you own;
- a) terminate a *service contract*.

11.3 Contract and billing information

You must provide Hydro-Québec with the information it needs to issue your electricity bill as well as manage its *power distribution* system and ensure system security. You must ensure that the information in your file is up to date.

Changes to your service contract	<p>During the term of the <i>service contract</i>, you must notify Hydro-Québec immediately:</p> <ul style="list-style-type: none"> a) of any change in the characteristics of your <i>service contract</i>; b) of any change in the information you provided about your use of electricity; c) of any change in the information in Schedule I; d) of any change in the technical specifications of the <i>electrical installation served</i>; e) of any modification to your <i>dual-energy system</i>.
Error notification	<p>You must notify Hydro-Québec immediately upon becoming aware of any error concerning:</p> <ul style="list-style-type: none"> a) the confirmation of the characteristics of your <i>contract</i> sent to you by Hydro-Québec in accordance with Section 2.1; b) any bill you receive from Hydro-Québec.

11.4 Notification in the event of technical malfunction

You must immediately notify Hydro-Québec of any electrical or mechanical malfunction of your *electrical installation* of which you are aware or cannot be unaware and which could:

- a) disturb the Hydro-Québec power system;
- a) hinder service to the *electrical installations* of other customers; or
- a) endanger property or persons, including Hydro-Québec representatives.

11.5 Medium- or high-voltage supply

If your *electrical installation* is supplied at *medium voltage* or *high voltage*, you must designate one or more persons whom Hydro-Québec must be able to contact at all times in regards to the management and operation of its power system and to ensure its security.

You must ensure that any person so designated is authorized under the *Master Electricians Act* (CQLR, chapter M-3).

11.6 Hydro-Québec obligation regarding promotional activities

Hydro-Québec may conduct promotional activities regarding the terms and conditions set forth in chapters 2 and 4 of the *Conditions of Service*, provided such activities are temporary, apply to all *customers* or to various groups of *customers* and aim to reduce the amounts payable by *customers* under the above-mentioned chapters.

Hydro-Québec reports on these promotional activities to the Régie de l'énergie, as instructed by the Régie.

CHAPTER 12

Quality and Continuity of Service

12.1 Operation of the power distribution system

Hydro-Québec provides you with electricity subject to interruptions that may result from an emergency, accident, equipment failure or tripping of system protective devices.

Hydro-Québec may, at any time, interrupt *electricity service* for purposes of system maintenance, repair, modification or management, or for reasons of public utility or safety.

12.2 Limited liability of Hydro-Québec

Hydro-Québec does not guarantee a stable level of voltage and frequency, nor continuity of *electricity service* and delivery.

Hydro-Québec cannot be held liable for any material damage resulting from one or more voltage or frequency variations or losses, service interruptions in accordance with these conditions of service, or failure to deliver electricity, except in the case of intentional or gross fault.

Hydro-Québec cannot be held liable for damage resulting from a *steady-state voltage* not exceeding the following limits:

- a) if electricity is supplied at *low voltage* or *medium voltage*, according to standard CAN3-C235-83 (R2015);
- b) if electricity is supplied at *high voltage*, a difference of up to 10% above or below the nominal supply voltage.

12.3 Protection against electrical incidents

You are responsible for guarding against voltage fluctuations and losses, frequency fluctuations and accidental grounding, and in particular for ensuring that your *electrical installation* and the electrical appliances and equipment you use are protected against such incidents.

12.4 No guarantee

The following do not constitute and must not be interpreted as constituting an evaluation or a guarantee by Hydro-Québec of the functional value, efficiency or safety of the facilities serving the *customer*, including the *electrical installation* and protective devices, nor of their compliance with any applicable legislative or regulatory provision:

- a) any *contract* entered into under these conditions of service;
- b) any agreement entered into under these conditions of service;
- c) any installation done by Hydro-Québec;
- d) any connection of an *electrical installation* to the Hydro-Québec system;
- e) any authorization given by Hydro-Québec;
- f) any inspection or verification done by Hydro-Québec;
- g) the *electricity service* provided by Hydro-Québec.

CHAPTER 13

Use of Electricity and Connection of Equipment and Appliances

13.1 Resale of electricity

You may not resell, rent, lend, exchange or give electricity supplied by Hydro-Québec, unless you are a power distribution undertaking covered by the *Act Respecting Municipal and Private Electric Power Systems* (CQLR, chapter S-41).

This prohibition does not apply to the rental of a *service address* in which the rent includes electricity.

13.2 Inappropriate use of electricity

You are liable for any damage caused to other *customers* or to Hydro-Québec if your electricity use violates these conditions of service or exceeds the *available power*.

13.3 Interfering with Hydro-Québec equipment

Any interference with the functioning of Hydro-Québec facilities, apparatus and equipment is prohibited. It is also prohibited to use them or carry out any operation or work whatsoever on them, unless you have obtained approval from Hydro-Québec.

13.4 Tampering with the electrical installation or metering equipment

If Hydro-Québec finds that the *electrical installation* or *metering equipment* has been tampered with so as to falsify the metering of electricity, or if the metering of electricity is impeded, you must pay the “inspection fee” indicated in Table I-A, Chapter 20, as well as the cost of purchase and installation of *metering equipment* to replace the damaged *metering equipment*, unless you can demonstrate that such tampering or impediment took place without your knowledge.

13.5 Hydro-Québec use of customer telecommunications circuits

You have priority in the use of your telecommunications circuits, but must allow Hydro-Québec to use them free of charge for the purpose of electricity metering and control.

13.6 Metering points

13.6.1 Separate service contract and metering for each delivery point

Each *delivery point* must be covered by a separate *contract* and separate metering, except in the following cases:

- a) The electricity can also be delivered to you at a *delivery point* located on a backup line.
- b) The electricity is delivered to you by more than one *distribution line* because of the limited capacity of Hydro-Québec’s power lines.

- c) The electricity is for purposes of public lighting.
- d) The electricity is delivered for a *dwelling* that has been covered by a single continuous *contract* since February 1, 1984, even if it is metered by more than one *meter*, as long as the *electrical installation* has not been modified.
- e) The electricity has been continuously metered by a single *meter* since April 15, 1987, even if it is delivered to several *delivery points* serving the property, as long as the *customer's service entrance* has not been modified.

13.6.2 Overall metering in a building

If you own a *building* with several electricity *meters*, you must allow Hydro-Québec to perform overall metering of the electricity delivered to all or part of the *building*, for consumption analysis purposes.

13.6.3 Metering of electricity in apartment buildings, community residences and rooming houses

In *apartment buildings*, and in *community residences* containing *dwellings* or both *dwellings* and rooms, electricity may be metered separately or in bulk, at the discretion of the owner or all the co-owners, as the case may be.

In *community residences* containing rooms only and in *rooming houses*, electricity for all the rooms is metered by a single *meter*. Electricity for *common areas and collective services* may be metered separately.

13.7 Metering equipment supplied by Hydro-Québec

Electricity delivered to you is metered by *metering equipment* chosen, supplied and installed by Hydro-Québec. The following terms and conditions apply:

Low-voltage metering	If Hydro-Québec's current transformers have to be installed in a shielded substation, you are responsible for installing them and connecting their primary windings.
Medium- or high-voltage metering	You are responsible for installing Hydro-Québec's current and voltage transformers and connecting their primary windings.
Customer equipment or apparatus	Any equipment or apparatus that you want to add to Hydro-Québec's <i>metering equipment</i> is entirely at your expense.

13.8 Customer's instrument transformers

You must obtain Hydro-Québec's permission before installing any transformer, or similar equipment designed to protect your *electrical installation*, on the *line side* of Hydro-Québec's *metering equipment*.

Only transformers for protecting your *electrical installation* or indicating its voltage may be installed on the *line side* of Hydro-Québec's *metering equipment*.

In addition, the following provisions apply, depending on the supply voltage:

Low voltage	<p>Any equipment that belongs to you and that is solely for purposes of load management and metering must be installed on the <i>load side</i> of Hydro-Québec's <i>metering equipment</i>.</p> <p>You may install only one voltage transformer and one current transformer per phase, and the cabinet containing them must have a mechanism for affixing a seal.</p>
Medium or high voltage	<p>Your <i>metering equipment</i> must be used solely to ensure electrical protection of the property, to display metering data and to emit load control signals.</p> <p>You may install only one voltage transformer and one current transformer per phase, on the <i>line side</i> of the <i>metering equipment</i>.</p>

13.9 Actions requiring prior authorization

Hydro-Québec's prior authorization must be obtained for any modification of the *customer's service entrance* or electricity use, or for installation of load control equipment on the *line side* of the *metering equipment*.

CHAPTER 14

Ownership of Facilities and Equipment and Right of Access

14.1 Ownership of facilities and equipment

The *connection point* is the demarcation between your *electrical installation* and the facilities and equipment of Hydro-Québec. However, some equipment, including the *meter* and the current or voltage transformers for metering, belong to Hydro-Québec and can be installed on the *load side* of the *connection point*.

Hydro-Québec remains the owner of the facilities and equipment used on the *line side* of the *connection point*, even if you contribute to the cost of the work carried out by Hydro-Québec.

The *electrical installation* located on the *load side* of the *connection point* does not belong to Hydro-Québec.

14.2 Installation of equipment

Right of installation	<p>Hydro-Québec must be able to install free of charge, on the property served or to be served, in locations that are readily accessible, safe and agreed upon with you or the owner of the <i>electrical installation</i>, as the case may be, all equipment required for <i>electricity service</i>, control and metering, including <i>power distribution system</i> equipment if any part of the system is to be used to supply electricity to the said property.</p>
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Right of installation (cont.)	Hydro-Québec must also be able to install such equipment free of charge after initial energization, in locations that are readily accessible, safe and agreed upon with you or the owner of the <i>electrical installation</i> , as the case may be.
Right of sealing	Hydro-Québec has the right to seal, free of charge, any point where a connection could be made on the <i>line side</i> of the <i>metering equipment</i> .
Right of subsoil use	Hydro-Québec has the right to use the subsoil free of charge for the installation, maintenance, connection, operation, modification, extension and use of <i>power distribution system</i> equipment.

14.3 Hydro-Québec access to its equipment

Access to the *metering equipment* is a prior condition for the delivery of electricity to a *customer*.

Reasons for access	Hydro-Québec and its representatives must be able to access the property served: <ul style="list-style-type: none"> a) to install, operate, inspect, maintain, repair, modify or remove all equipment belonging to it; b) to collect <i>meter</i> data; c) to check whether your electricity use complies with these conditions of service; d) to interrupt or restore <i>electricity service</i>.
Access period	Hydro-Québec has the right to access the property served: <ul style="list-style-type: none"> a) at all times when necessary to ensure safety or the continuity of <i>electricity service</i>; b) between 8 a.m. and 9 p.m. every <i>day</i>, except Sundays and holidays, for any other reason.
Renovations made by the customer	You must obtain Hydro-Québec's authorization before proceeding with any renovation or other work affecting the property supplied or your <i>electrical installation</i> , if the result of the work could prevent or hinder exercise of the access rights provided for in this section.

Access for replacement of the meter with a communicating meter and preliminary work	<p>If your <i>electrical installation</i> is single-phase and rated 400 A or less and there has been no billing of demand for the <i>contract</i> in question during the 12 previous monthly periods;</p> <p>and:</p> <p>a) you refuse or neglect to give access to a <i>meter</i> other than a <i>communicating meter</i> so that Hydro-Québec can replace it;</p> <p>or:</p> <p>b) you do not perform the work required for <i>meter</i> replacement or to bring your <i>electrical installation</i> into compliance,</p> <p>the \$85 “<i>meter inaccessibility charge</i>” and the \$2.50 “<i>monthly meter reading charge</i>” indicated in Table I-A, Chapter 20, become applicable 9 <i>days</i> after Hydro-Québec sends a notice to that effect, if you have not remedied the situation.</p> <p>The “<i>monthly meter reading charge</i>” ceases to apply when Hydro-Québec replaces the <i>meter</i> with a <i>communicating meter</i> or when service is interrupted under sections 7.1.1 and 7.1.2, whichever occurs first.</p>
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14.4 Compliance with clearance standards

Every *building* and structure, including a *swimming pool* or *outbuilding*, in proximity to Hydro-Québec’s *distribution line* or *metering equipment* must have the clearances prescribed in the *Québec Construction Code*, Chapter V – Electricity.

If you own a *building* or structure that contravenes the standards in force at the time of its construction or modification, you will have to pay cost of the *distribution line* modifications necessary to correct this noncompliance.

14.5 Safety of persons and property

As a *customer*, you are the custodian of all Hydro-Québec equipment on the property served, including the *metering equipment*, unless such equipment is in a location under the control of a third party. However, this provision does not apply to poles and overhead conductors.

You are also responsible for ensuring the safety of persons and the protection of property in places where Hydro-Québec supplies electricity.



Technical
Specifications

CHAPTER 15

Modes of Supply

15.1 Delivery of electricity by Hydro-Québec

15.1.1 Frequency and voltage

Hydro-Québec supplies electricity at the *connection point* at a frequency of approximately 60 Hz in accordance with these conditions of service.

Steady-state voltage up to 44 kV is supplied in accordance with the provisions of standard CAN3-C235 83 (R2015), in the edition in force at the time of application.

15.1.2 Limitations and conditions of supply

Hydro-Québec supplies electricity subject to the limitations and conditions described in these conditions of service and according to the applicable technical specifications, including the specifications for the *distributing substations, civil works* and equipment required for such supply.

15.1.3 Supply directly from the distribution line or from a distributing substation

Low-voltage supply is provided directly from the *distribution line* or from a *distributing substation*, depending on the sum of the *current ratings* of your *service box*.

Total rating of 600 A or less	Electricity is supplied directly from the <i>distribution line</i> .
Total rating over 600 A	<p>Electricity is supplied directly from the <i>distribution line</i> if the maximum current demand on the <i>distribution service loop</i> does not exceed 500 A, or 600 A during the <i>winter period</i> in the case of a <i>dual-energy system</i>.</p> <p>In all other cases, electricity is supplied from a <i>distributing substation</i> located at the <i>service address</i> and installed on a pole, on a <i>pad</i> or in an <i>annex</i>.</p>

If you and Hydro-Québec agree on a mode of *low-voltage* supply other than that offered as part of *basic service* as defined by Hydro-Québec, you must assume all additional costs.

15.1.4 Use of distributing substation

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

15.2 Technical requirements

15.2.1 Customer's electrical installation

You must ensure that your *electrical installation* meets the following requirements:

- a) It must correspond to the information you provided to Hydro-Québec under Section 2.1.
- b) It must be able to receive electricity according to the agreed mode of supply (see Chapter 16).
- c) It must be approved or authorized by a competent authority under any applicable legislative or regulatory provision.
- d) It must be designed, built, connected, protected, used and maintained in such a way that it
 - allows Hydro-Québec to manage, operate and protect its system, including *metering equipment*;
 - does not cause disturbances on the *power distribution system*;
 - does not compromise *electricity service* to other *customers*;
 - does not put Hydro-Québec's representatives or the public at risk.

15.2.2 Review of available power authorized

Your electricity use must not exceed the *available power* authorized by Hydro-Québec.

Hydro-Québec may review the *available power* as follows:

Increase in available power	If you would like your <i>available power</i> to be increased, you must submit a request to Hydro-Québec, which will send you a <i>written</i> authorization if your request is accepted.
Reduction of available power	Your <i>available power</i> may be revised downward if Hydro-Québec notes that your <i>maximum power demand</i> is less than the <i>available power</i> authorized.

15.2.3 Supply from more than one distribution line

When electricity is supplied at *medium* or *high voltage* from more than one *distribution line*, the lines must be used according to Hydro-Québec's instructions.

If one of these lines fails or has to be removed from service, you must, with Hydro-Québec's authorization or at its request, receive electricity from another *distribution line* indicated by Hydro-Québec. This use is limited to the duration of the work, unless Hydro-Québec indicates a longer usage period.

15.2.4 Supply from a medium-voltage underground distribution line

When electricity is supplied at *medium voltage* from an underground *distribution line*, the *electrical installation* must be designed and installed in such a way that it can receive electricity from more than one source.

15.2.5 Protection for backup generator

Hydro-Québec authorizes the connection to the *power distribution system* of a backup generator provided that it has a transfer switch with a mechanical interlock system making it impossible for the generator to couple with the *power distribution system* (open transition).

If the backup generator’s transfer switch allows coupling of the generator with the *power distribution system* (closed transition), or if the transfer switch does not have a mechanical interlock system, you must obtain Hydro-Québec’s *written* authorization before connecting the generator to the *power distribution system*. The connection and use of such equipment must at all times comply with the conditions set by Hydro-Québec and the standards in effect. In particular, you must provide documents attesting to the compliance of the *electrical installation*.

15.2.6 Connection of generating equipment

Before you can connect and use generating equipment along with your use of the *power distribution system* under your *service contract*, you must provide the documents attesting to the compliance of the *electrical installation* and obtain *written* authorization from Hydro-Québec.

The connection and use of this equipment must at all times comply with the conditions set by Hydro-Québec and the standards in effect.

15.2.7 Coordination of protective equipment

The technical specifications and settings of the protective equipment in your *electrical installation* must allow coordination with Hydro-Québec’s protective equipment.

15.2.8 Customer obligations regarding power factor

You must maintain the *power factor* of your *electrical installation* as follows:

Power factor measurement	The <i>power factor</i> is measured by Hydro-Québec at the <i>delivery point</i> .
Required minimum power factor	You must maintain a <i>power factor</i> of at least: <ul style="list-style-type: none"> a) 90% for a <i>small-power, medium-power</i> or <i>domestic-rate service contract</i>; or b) 95% for a <i>large-power service contract</i>.
Insufficient power factor	If the <i>power factor</i> of your <i>electrical installation</i> is usually less than the minimum required, Hydro-Québec may notify you <i>in writing</i> . You must then install correction equipment at your expense.

Correction equipment	<p>Correction equipment must be designed and installed to meet the following requirements:</p> <ul style="list-style-type: none"> a) It must not cause disturbances on the Hydro-Québec power system; b) It must allow complete or partial disconnection, at Hydro-Québec’s request or according to variations in your power use, without the corrected <i>power factor</i> becoming capacitive.
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15.2.9 Customer obligations regarding inrush current

If electricity is supplied to your *electrical installation* directly from the *distribution line* at *low voltage*, you must obtain Hydro-Québec’s *written* authorization before connecting a load that could cause the following current inrush values:

Supply from the main system	100 A or more.
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Supply from an off-grid system	<p>The lower of the following values:</p> <ul style="list-style-type: none"> a) 10 kW or more; or b) 20 kVA or more.
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15.3 Excessive current demand

If your *electrical installation* is supplied directly from the *distribution line* or from a pole-mounted 347/600 V *distributing substation* and the sum of the *current ratings* of your *service box* exceeds 600 A, Hydro-Québec will notify you *in writing* if it notes that the maximum allowed current for your *electrical installation* is being exceeded.

If you receive such a notice, you must, within 6 *months* of the date of the notice,

- at your expense, install the *civil works* and equipment needed for supply from a non-pole-mounted *distributing substation*;
- pay the cost of the portion of the *distribution service loop* in excess of 30 m, if applicable;
- if the limit is exceeded within 5 years of initial energizing, reimburse all costs incurred by Hydro-Québec for installation and removal of transformers and other equipment required for supply directly from the *distribution line* or from a pole-mounted *distributing substation*. The depreciated value of the equipment recovered for reuse by Hydro-Québec is refunded to the *customer* who paid for it.

CHAPTER 16

Supply Voltages

16.1 Low voltage

16.1.1 Supply voltages available

Low-voltage supply is available as follows:

Single-phase 120/240 V	This supply voltage is available if the sum of the <i>service box current ratings</i> in your <i>electrical installation</i> does not exceed 1,200 A at 120/240 V.
Three-phase wye-connected 347/600 V, grounded neutral	This supply voltage is available if the sum of the <i>service box current ratings</i> in your <i>electrical installation</i> does not exceed 6,000 A at 347/600 V.
Three-phase three-wire 600 V	<i>Electricity service</i> at three-phase 600 V, 3-wire, remains subject to sections 23 and 24 of <i>Bylaw No. 411</i> .

16.1.2 Conversion of 3-wire 600 V

Hydro-Québec may at any time convert the 3-wire 600 V supplied to your *electrical installation* to three-phase wye-connected 347/600 V with grounded neutral.

In such a case, Hydro-Québec must notify you *in writing* at least 30 *days* before the date of the voltage conversion and termination of service at the existing voltage. Within that 30-*day* period, you must upgrade your *electrical installation* at your expense to allow supply at the new voltage, as well as all the work mentioned in Section 8.1, if applicable.

16.2 Medium-voltage supply

16.2.1 Maximum allowed current for three-phase supply at medium voltage

Medium-voltage three-phase electricity is supplied up to a maximum of 260 A. Beyond that, Hydro-Québec determines if your *electrical installation* must be supplied at *medium voltage* or *high voltage*.

16.2.2 Equipment installed for conversion to 25-kV supply

If your *electrical installation* is supplied at a *medium voltage* other than 25 kV, Hydro-Québec may at any time convert it to 25 kV. In that case, the following conditions apply:

Addition or replacement of equipment	Any electrical equipment added or replaced in the <i>customer substation</i> must be designed to receive electricity at 25 kV, unless Hydro-Québec sends you a <i>written</i> notice waiving this requirement.
New electrical installation	Any new <i>electrical installation</i> must be designed to receive electricity at both 25 kV and the other voltage, unless Hydro-Québec sends you a <i>written</i> notice waiving this requirement.
Compensation	<p>Hydro-Québec will pay you the following compensation:</p> <ul style="list-style-type: none"> a) at your request, and only once per transformer, an amount equal to the difference between the cost of a transformer designed to receive electricity at both 25 kV and the other voltage, and the cost of a transformer designed to receive electricity solely at 25 kV; b) the “credit for supply at <i>medium</i> or <i>high voltage</i>” specified in the <i>Rates</i> for 25 kV. This credit applies as of the first complete <i>consumption period</i> following the date on which the capacity of the transformer(s) installed by you and capable of receiving electricity at 25 kV allows you to use all of the <i>available power</i> you have agreed on with Hydro-Québec.

16.2.3 Conversion of supply voltage to 25 kV

If your *electrical installation* is supplied at a voltage other than 25 kV and Hydro-Québec decides to convert it to 25 kV as provided for in Section 16.2.2, the following conditions apply:

Notice	Hydro-Québec must notify you <i>in writing</i> at least <i>24 months</i> before the scheduled date of the voltage conversion. You then have the choice of modifying your <i>customer substation</i> or receiving electricity at <i>low voltage</i> .
Maintaining medium voltage	If, after receiving the notice of conversion, you opt for maintaining supply at <i>medium voltage</i> , you must carry out any addition, modification or replacement needed so that the <i>customer substation</i> can receive electricity at 25 kV.
Costs	Whatever option you choose, you assume the cost of the additions, modifications and replacements needed to your <i>electrical installation</i> .

<p>Compensation</p>	<p>Compensation is set out in Schedule III. Hydro-Québec informs you <i>in writing</i> of the amounts to which you are entitled.</p> <p>At your request, such compensation is paid at the time provided in Schedule III or when your <i>electrical installation</i> is able to receive electricity at the new voltage required.</p> <p>If, after receiving the notice of conversion, you opt for <i>low-voltage</i> supply, only the compensation set out in paragraphs (d) and (e) of Schedule III is paid, at your request, once your <i>electrical installation</i> is able to receive electricity at <i>low voltage</i>.</p>
<p>Service interruption</p>	<p>If the work required on your <i>electrical installation</i> to allow it to receive electricity according to the agreed mode of supply and to allow the voltage conversion on the scheduled date has not been carried out, Hydro-Québec sends you an interruption notice at least 9 <i>days</i> before interrupting service, in accordance with Section 7.1.2.</p> <p>After this period has elapsed, Hydro-Québec may perform the necessary work to convert the voltage of the <i>distribution line</i> supplying your <i>electrical installation</i>. Your <i>electricity service</i> is interrupted because your <i>electrical installation</i> is no longer compatible with the <i>distribution line</i> voltage and can no longer be powered according to the agreed mode of supply.</p>

VI

Large-Power
Customers

CHAPTER 17

Credit Risk for Large-Power Customers

17.1 Application

The provisions set forth in this part apply to *large-power service contracts*. They have precedence over any incompatible provision in these conditions of service and any incompatible provision of a billing or *payment arrangement* between Hydro-Québec and a *customer*, including any cancellation deadline stipulated in such an arrangement.

17.2 Establishment of customer's credit risk

Regardless of any assessment made under sections 17.2.1 and 17.2.2, if you are *in default*, all your *large-power service contracts* are considered *high-risk contracts*.

17.2.1 Risk level based on credit ratings

Hydro-Québec bases the risk level of your *large-power service contracts* on the credit ratings assigned to you in the past 12 *months* by the rating agencies indicated below, and establishes the risk level using the scale below.

Rating agency	Risk level			
	Very low risk	Low risk	Risky	High risk
Standard & Poor's	AAA to A–	BBB+ to BB–	B+ to B–	CCC+ to D
Moody's	Aaa to A3	Baa1 to Ba3	B1 to B3	Caa1 to D
DBRS (LTO)	AAA to A low	BBB high to BB low	B high to B low	CCC to D
Fitch	AAA to A–	BBB+ to BB–	B+ to B–	CCC+ to D

If, due to discrepancies between credit ratings assigned in the last 12 *months* by these rating agencies, your *service contracts* are deemed to pose several different levels of risk, Hydro-Québec uses one of the following methods:

- a) If at least two agencies have assigned you the same credit rating during that period, that rating will be used to establish the level of risk you represent.
- b) If the ratings assigned to you by the agencies during that period are all different, Hydro-Québec assesses the risk level itself, using the method provided for in Section 17.2.2.

17.2.2 Risk level based on score assigned by Hydro-Québec

If the rating agencies identified in Section 17.2.1 have not assigned you any rating in the past 12 *months*, Hydro-Québec assesses the risk level itself, as follows:

- a) Hydro-Québec sends you a *written* request for the financial information it needs to assess the level of risk you represent.

Hydro-Québec preserves the confidentiality of all information thus transmitted and designated by you as confidential, unless a law requires Hydro-Québec to disclose this information.

You must provide this information within 30 *days* of Hydro-Québec’s request; otherwise, all your *large-power service contracts* will be considered *high-risk*.

- b) Hydro-Québec assesses your file according to the chart in Section 18.1 and establishes your risk level according to the following scale:

	Risk level			
	Very low risk	Low risk	Risky	High risk
Score assigned by Hydro-Québec according to Section 18.1	A	B	C	D

- c) If you disagree with Hydro-Québec’s assessment, you may request a review as provided for in Section 17.2.3.

17.2.3 Review of score assigned by Hydro-Québec

If you want Hydro-Québec to review the assessment performed under Section 17.2.2, you must submit a *written* request for review indicating in sufficient detail the reasons for your disagreement.

Review by Hydro-Québec	<p>Hydro-Québec reviews its assessment.</p> <p>If Hydro-Québec’s position remains unchanged after this new analysis, you may request a review by a third party.</p>
Review by a third party	<p>Hydro-Québec asks a recognized rating agency to produce its own assessment, which will be based on the financial information you already provided under Section 17.2.2.</p> <p>Assessment by the rating agency is at your expense, and you must pay the cost before it begins.</p> <p>Such a request neither suspends nor prevents the application of Section 17.3 based on the risk assessment performed by Hydro-Québec.</p>

Reimbursement if review is in customer's favor

If the rating agency assigns a rating that improves your risk level, Hydro-Québec will refund the cost of the rating agency's assessment within 30 *days*.

17.3 Particular terms and conditions for risky or high-risk contracts

17.3.1 Notice to customer

If Hydro-Québec intends to apply the provisions of sections 17.3.2 to 17.3.4 to a *large-power service contract* for which you are responsible, it must notify you *in writing*, stating the terms and conditions that will apply.

Upon receipt of the notice, you must contact Hydro-Québec and agree on the date on which the new terms and conditions come into effect, as well as reasonable transitional measures.

If no agreement is reached, the new terms and conditions come into effect 8 *days* after the date on which the notice was sent.

17.3.2 Payment period for a risky contract

In the case of a *risky contract*, all bills must be paid in Canadian dollars within 7 *days* of the billing date.

If you do not pay a bill by its due date, you are *in default*. An "administration charge" calculated according to the applicable rate in Table I-A, Chapter 20, in effect on the due date of your bill, is then applied to the unpaid balance.

17.3.3 Deposit or payment guarantee

Hydro-Québec may require a deposit or a payment guarantee for any *high-risk contract*.

Calculation	<p>The maximum amount of the deposit or payment guarantee is established as follows:</p> <ul style="list-style-type: none"> a) Hydro-Québec estimates your probable bills for power demand and <i>energy</i>, taxes included, for the next 12 <i>months</i>. b) Based on this 12-<i>month</i> estimate, Hydro-Québec determines the period of 14 consecutive <i>days</i> during which the billing amount will be highest. c) The amount of the deposit or guarantee will not exceed the amount that would be billable for that 14-<i>day</i> period.
Due date	The deposit or payment guarantee is payable within 8 <i>days</i> of Hydro-Québec's request.
Interest on deposit	Any cash deposit you pay to Hydro-Québec under this section bears interest under the terms and conditions set out in Section 6.3.

17.3.4 Payment frequency for a high-risk contract

In the case of a *high-risk contract*, Hydro-Québec sends you an estimate of the upcoming bill for the current *consumption period*. This amount is payable as follows:

- a) The amount for the electricity already consumed is payable within 7 *days* after Hydro-Québec sends you the estimate.
- b) Subsequently, you must make weekly installments according to the payment schedule sent to you by Hydro-Québec.

Failure to pay any of these installments constitutes a *non-payment*. An “administration charge” is then applied at the rate in effect on the due date of the payment and calculated according to the applicable “administration charge” indicated in Table I-A, Chapter 20.

Any difference between the amount of the weekly installments paid and the amount of your bill based on actual consumption data is indicated on your monthly bill. This amount is applied as a credit or debit, as the case may be, to your next weekly installment.

17.3.5 Termination of special terms and conditions

The provisions in Section 17.3 cease to apply when the *service contract* has no longer been *risky* or *high-risk*, as the case may be, for at least 2 consecutive quarters.

Hydro-Québec will send you *written* notice to that effect. The provisions cease to apply at the end of the monthly *consumption period* under way on the date of the notice. Any deposit or payment guarantee provided under Section 17.3.3 is then refunded as set out in Section 6.5, with the necessary adjustments.

CHAPTER 18

Hydro-Québec Credit Risk Assessment Criteria

18.1 Method used by Hydro-Québec to determine credit score

In the cases provided for in sections 6.1.2 and 17.2.2, Hydro-Québec uses the method presented in sections 18.1.1 and 18.1.2 to establish a *customer's* credit score.

18.1.1 Scorecard used by Hydro-Québec to establish the credit score

The table below shows the number of points awarded to the *customer* for each criterion on the scorecard. The criteria are defined in Section 18.1.2.

Assessment criteria	1 point	2 points	3 points	4 points
Operating Efficiency Ratios				
(1) Profit margin ratio as a percentage of sales (TTM: Trailing twelve months)	13.00% or over	4.00%–12.99%	1.00%–3.99%	Under 1.00%
(2) Decline in market capitalization (%)	Under 25.00%	25.00%–49.99%	50.00%–74.99%	75.00% or over
(3) CRM (Credit Risk Monitor) rating or Z score	4.00 or over	2.60–3.99	1.10–2.59	Under 1.10
(4) CRM category	First quartile	Second quartile	Third quartile	Last quartile
Liquidity Ratios				
(5) Working capital ratio	3.80:1 or more	2.00–3.79:1	1.40–1.99:1	Under 1.40:1
(6) Interest coverage ratio (TTM)	10.0:1 or more	2.50–9.99:1	1.50–2.49:1	Under 1.50:1
Debt Ratios				
(7) Total debt/Tangible net worth	Under 0.16:1	0.16–0.50:1	0.51–1.50:1	Over 1.50:1
(8) Total debt/EBITDA (TTM)	Under 2.00:1	2.00–3.99:1	4.00–5.00:1	Over 5.00:1
(9) Total debt/Cash flows from operations less cash flows from capital investments (TTM)	Under 5.00:1	5.00–9.99:1	10.00–14.99:1	15.00:1 or more
(10) Other considerations	0 to 5 points per qualitative element, according to severity of the situation			

Based on the total score obtained from the above table, Hydro-Québec assigns a rating according to the following scale. The score corresponding to each rating depends on whether the company is publicly or privately held, since criteria 2, 3 and 4 do not apply to privately held companies.

Hydro-Québec rating based on *customer's* total score:

Type of company	A	B	C	D
Public	9–19	20–28	29–33	34 or over
Private	6–13	14–19	20–22	23 or over

18.1.2 Definitions of assessment criteria

The following definitions apply to Section 18.1:

Operating efficiency ratios (quantitative)	
(1) Profit margin ratio as a percentage of sales (TTM: trailing twelve months)	Gross profit margin, less cost of sales, overhead and administration, divided by sales.
(2) Decline in market capitalization (%)	Percentage decrease (if applicable) in common share price in the 36 months preceding the assessment.
(3) CRM (Credit Risk Monitor) rating or Z score	Rating or score indicating a company's risk of bankruptcy and calculated on the basis of several accounting and financial ratios.
(4) CRM category	Category based on the CRM database, which compiles all financial statements for public companies internationally. Hydro-Québec uses the CRM category to rank the <i>customer</i> in relation to its competitors.
Liquidity ratios (quantitative)	
(5) Working capital ratio	Current assets divided by current liabilities. Used to assess a company's ability to meet its financial obligations over the next 12 months.
(6) Interest coverage ratio (TTM)	EBITDA/Financial expenses: <ul style="list-style-type: none"> • EBITDA – Earnings before interest, taxes, depreciation and amortization; • Financial expenses – Interest on current and long-term debt.

Debt ratios (quantitative)	
(7) Total debt/ Tangible net worth	<p>Total debt: all liabilities with the exception of</p> <ul style="list-style-type: none"> • trade and other accounts payable • income taxes <p>Tangible net worth: total assets less intangible assets, leasehold improvements and all liabilities.</p>
(8) Total debt/EBITDA (TTM)	See above.
(9) Total debt/Cash flow from operations less cash flow from capital investments (TTM)	<p>Total debt: see above;</p> <p>Cash flow from operations: as presented in the statement of cash flows;</p> <p>Cash flow from capital investments: as presented in the statement of cash flows.</p>
Other considerations	
(10) Qualitative elements	<ul style="list-style-type: none"> • Fulfillment of obligations under short- and long-term banking arrangements; • Legal suits, problems with regulatory authorities, commitments and contingencies; • Legal liens on <i>customer's</i> assets; • Going-concern status of the <i>customer</i> or related entities; • Insolvency of the <i>customer</i> or related entities; • Life stage (startup, growth, decline); • Magnitude of actuarial deficit of pension plan; • Economic dependency; • Scope of related-party transactions; • Quality of management team; • Major change in dividend or distribution policy; • Quality of financial information.

CHAPTER 19

Types of Supply for Large-Power Customers

19.1 Connection request for 5 MVA or more, including installed load, at medium voltage**19.1.1 Overhead service**

If you request an overhead connection for an *anticipated apparent power demand* of 5 MVA or more, including installed load, at *medium voltage*, the amount you have to pay for the work is based on the *detailed cost-of-work calculation* in cases where it is not possible to use the prices indicated in Chapter 20 or where your *connection request* is for work involving particular conditions such as the crossing of a lake or river.

For modification or extension of an overhead *distribution line*, the amount you have to pay is reduced by the “allowance for overhead supply of 5 MVA or more at *medium voltage*” in Table II-M, Chapter 20, up to the amount that would have been included in the least costly technical solution determined by Hydro-Québec. The following formula is used to calculate the reduction:

$$AR = AAD \times ALL$$

where:

AR = amount of reduction

AAD = added anticipated demand

ALL = amount on the “allowance” line in Table II-M

There is no allowance for an option.

19.1.2 Underground service

If you request an underground connection for an *anticipated apparent power demand* of 5 MVA or more, including installed load, at *medium voltage*, the amount you have to pay for the work is based on the *detailed cost-of-work calculation* in cases where it is not possible to use the prices indicated in Chapter 20 or where your *connection request* is for work involving particular conditions such as the crossing of a lake or river.

For modification or extension of an underground *distribution line*, the amount you have to pay is reduced by the “allowance for overhead supply of 5 MVA or more at *medium voltage*” in Table II-M, Chapter 20, up to the amount that would have been included in the least costly technical solution determined by Hydro-Québec.

There is no allowance for an option.

19.2 Customer commitments for 5 MVA or more, including installed load, at medium voltage

If your *connection request* is for an *anticipated apparent power demand* of 5 MVA or more, including installed load, at *medium voltage*, Hydro-Québec will monitor your billing demand for each of the 5 years following the date on which your *electrical installation* was energized. Depending on the result of this monitoring, the following conditions apply.

If, in each of the 5 years of monitoring, the average billing demand is equal to or greater than the *anticipated power demand*, you will have no additional amount to pay.

Otherwise, for each year of monitoring in which the average billing demand is less than the *anticipated power demand*, Hydro-Québec will bill you an amount calculated as follows:

$$AB = (APD - ABD) \times 1/5 \times \text{“allowance adjustment charge” indicated in Table II-M, Chapter 20, in effect on the date the additional load was connected}$$

where:

AB = amount billed

APD = *anticipated power demand*

ABD = average billing demand for the year in question

If you signed a *contribution agreement* before April 1, 2018, it remains subject to the *Conditions of Electricity Service* effective as of April 1, 2015, until its expiry.

VII

Costs and Charges
Related to
Electricity Service

CHAPTER 20

Costs and Charges

20.1 General Charges, Flat-Fee Work Prices and Special Metering Charges

Table I-A – General Charges

Service charges – per request or per job		
1 Contract administration charge	For request submitted through <i>self-service</i>	No cost
	For request submitted by other means	\$25
2 Charge for work	Remote	No cost
	At the <i>meter</i>	\$140
	On the system	\$360
3 Charge for travel without work		\$170
4 <i>Meter</i> inaccessibility charge		\$85
5 Monthly <i>meter</i> reading charge	According to billing cycle	\$2.50
6 Initial installation charge		\$85
7 Inspection fee		\$1,150
8 Special charge for connecting to an <i>off-grid</i> system	First 20 kW	\$5,000
	Each additional kW	\$250
9 Charge for insufficient funds	Per rejected transaction	\$10
Administration charge applicable to bill		
10 Administration charges are based on the rate indicated for the corresponding range of National Bank prime lending rates.	National Bank prime rate range (%/year)	Monthly administration charge (%)
	7.99 or less	1.2 (14.4%/year)
	8 to 9.99	1.4 (16.8%/year)
	10 to 11.99	1.6 (19.2%/year)
	12 to 13.99	1.7 (20.4%/year)
	14 to 15.99	1.9 (22.8%/year)
	16 to 17.99	2.1 (25.2%/year)
	18 or more	2.2 (26.4%/year)
This rate is revised whenever, for a period of 60 consecutive <i>days</i> , the National Bank prime lending rate is above or below the reference range used to establish the rate currently applicable. The new rate is applied as of the 61 st <i>day</i> .		

Table I-B – Prices for Flat-Fee Work

Modification of <i>low-voltage</i> overhead service loop – per job		
Type of work	Current rating of service box	
	400 A or less	600 A or more
1 <i>Service loop</i> replacement or relocation (except as provided at Line 2 below)	\$1,020	\$2,310
2 <i>Service loop</i> relocation due to constraints related to a <i>swimming pool</i>	\$360	\$360
Pole relocation – per pole		
Type of work	Low voltage	Medium voltage
3 Pole relocation:		
- Single-phase	\$1,560	\$3,670
- Three-phase	\$1,560	\$5,880
Scheduled interruptions and preventive maintenance – per job		
Type of work	Less than 5 hours	Per additional 5 hours
4 Interruption and restoration of overhead or underground service outside Hydro-Québec's <i>regular working hours</i>	\$800	\$2,800
Public lighting – per luminaire		
5 Installation and energizing of new luminaire		\$440
6 Replacement or relocation and energizing of luminaire		\$650
7 Disconnection and removal of luminaire		\$340
Securing of <i>power distribution system</i> at customer's request		
Type of work	Amount per job	
8 4 dwellings or less	No cost	
9 Electrical isolation	\$500	
10 De-energizing	\$750	
Additional information		
• Line 3: These prices include the removal and installation of any <i>support structures</i> , transformers and cutouts		

Table I-C – Special Metering Charges

Type of work	Amount per meter
Medium-voltage metering for an option	
1 Single-phase with pole-mounted transformer	\$13,200
2 Three-phase with transformer on a pole or in a metal-clad substation	\$28,400
Medium-voltage metering for a small-power electrical installation	
3 Single-phase with transformer	\$11,200

20.2 Prices for Major and Minor Work – System Extension and Modification

Table II-A – Prices for Overhead Service Loops

New low-voltage service loop – Per job or per metre			
	Current rating of service box		
Length of service loop	200 A or less	320 or 400 A	600 A
1 30 m or less	Included in basic service	Included in basic service	Included in basic service
With additional pole			
2 Between 30 and 60 m	\$1,760	\$1,880	\$3,460
3 Over 60 m: Fixed amount + price per metre	\$1,760 + \$35/m	\$1,880 + \$42/m	\$3,450 + \$76/m
Without additional pole			
4 Price per metre applicable	\$11/m	\$18/m	\$50/m
New medium-voltage service loop – Per job or per metre			
	Type of supply		
Length of service loop	Single-phase	Three-phase	
5 30 m or less	Included in basic service	Included in basic service	
6 Between 30 and 60 m	\$3,550	\$3,990	
7 Over 60 m: Fixed amount + price per metre	\$3,550 + \$59/m (price from Table II-B)	\$3,990 + \$76/m (price from Table II-B)	

Table II-B – Price per Metre for Overhead Line Extension

	In a public right-of-way	In a back lot	Back-lot supplement
Medium-voltage system			
Type of supply	Price per metre		
1 Single-phase without <i>low-voltage</i>	\$59	\$66	\$7
2 Single-phase including <i>low-voltage</i>	\$83	\$109	\$26
3 Three-phase without <i>low-voltage</i>	\$75	\$84	\$9
4 Three-phase including <i>low-voltage</i>	\$103	\$135	\$32
Low-voltage system			
Type of supply	Price per metre		
5 Single-phase or three-phase, 2 Al	\$35	\$39	\$4
6 Single-phase or three-phase, 4/0 Al	\$42	\$47	\$5
7 Single-phase or three-phase, 477 Al	\$76	\$85	\$9
Additional information			
• Prices include materials, labor, poles, guy wires and anchors.			

Table II-C – Prices for Overhead Work

	System accessible		System inaccessible	
	Installation	Removal	Installation	Removal
Conductor attachment system				
Type of supply	Price per pole			
1 <i>Low-voltage</i> , twisted conductors	\$290	\$230	\$510	\$410
2 <i>Low-voltage</i> , separate conductors	\$620	\$450	\$900	\$600
3 <i>Medium-voltage</i> , single-phase	\$750	\$350	\$1,570	\$1,060
4 <i>Medium-voltage</i> , three-phase	\$2,100	\$810	\$3,910	\$1,650
Conductor spans				
Type of supply	Price per span			
5 <i>Low-voltage</i> , twisted conductors	\$940	\$630	\$1,240	\$900
6 <i>Low-voltage</i> , separate conductors	\$1,890	\$1,260	\$2,260	\$1,590
7 <i>Medium-voltage</i> , single-phase	\$1,860	\$1,330	\$2,430	\$1,790
8 <i>Medium-voltage</i> , three-phase	\$3,160	\$1,950	\$3,990	\$2,580
Poles, guy wires and anchors				
Components	Price per component			
9 <i>Low-voltage</i> pole	\$970	\$290	\$1,330	\$790
10 <i>Medium-voltage</i> pole	\$1,400	\$290	\$1,760	\$790
11 Guy wire	\$310	\$170	\$460	\$170
12 Anchor	\$440	\$140	\$800	\$140
Additional information				
<ul style="list-style-type: none"> • Lines 1 to 4: Prices include labor and materials for installation or removal of a conductor attachment system. <i>Medium-voltage</i> attachment includes <i>low-voltage</i> attachment. • Lines 5 to 8: Prices include labor and materials for installation or removal of a conductor span, including the attachment system for one pole per span. <i>Medium-voltage</i> conductors include <i>low-voltage</i> conductors. • Lines 9 to 12: Prices for installation or removal of a pole, guy wire or anchor, in all situations, including the pole, guy wire or anchor, and labor. 				

Table II-D – Prices for Overhead Equipment

	System accessible				System inaccessible		
	Installation		Removal		Installation		Removal
Type of supply	Price per configuration						
Transformer, labor only							
1 Single-phase	\$1,860		\$770		\$3,660		\$2,430
2 Three-phase	\$3,820		\$2,130		\$6,370		\$3,970
Cutout, labor only							
3 Single-phase	\$530		\$520		\$840		\$780
4 Three-phase	\$1,310		\$1,210		\$2,340		\$2,290
Disconnect switch, labor only							
5 Single-phase	\$810		\$580		\$1,370		\$1,040
6 Three-phase	\$3,300		\$2,810		\$3,820		\$3,000
Capacity of equipment unit or group							
Single-phase				Three-phase			
	10 kVA	25 kVA	50–100 kVA	167 kVA	75 kVA	150–300 kVA	500 kVA
Equipment, materials only							
Type of equipment	Price per equipment unit or group						
7 Transformer	\$2,490	\$3,390	\$5,970	\$11,400	\$10,800	\$18,500	\$31,000
8 Cutout	\$460				\$1,830		
9 Disconnect switch	\$580				\$2,170		
Additional information							
<ul style="list-style-type: none"> • Lines 1 and 2: Including labor for installation of transformers as well as cutouts and surge arresters required for transformer operation. • Lines 3 and 4: Including labor for installation of cutouts. • Lines 5 and 6: Including labor for installation of disconnect switches. • Line 7: Including transformers, transformer brackets and surge arresters. Labor not included. • Line 8: Including cutouts and their brackets. Labor not included. • Line 9: Including disconnect switches and their brackets. Labor not included. 							

Table II-E – Unit Prices for Underground Service for Residential Projects

<i>Local underground line with primary line option</i>	<i>Overhead</i>	<i>Underground</i>	<i>Underground</i> (civil works done by the customer)
Single-phase supply – labor and materials	Price per building		
1 Detached house with 600-A service box	\$9,600	\$17,100	\$11,800
2 Detached house with 400-A service box	\$3,040	\$8,450	\$4,640
3 Detached house with 200-A service box	\$2,110	\$6,620	\$3,440
4 Semidetached house	\$1,930	\$5,540	\$2,990
5 Row house	\$1,090	\$4,100	\$1,980
6 Duplex	\$3,940	\$8,750	\$5,360
7 Triplex	\$3,640	\$9,950	\$5,500
8 Fourplex	\$4,480	\$11,700	\$6,610
9 Fiveplex	\$7,680	\$16,700	\$10,300
10 Sixplex	\$7,760	\$16,800	\$10,500
11 Sevenplex	\$10,300	\$20,800	\$13,400
12 Multiplex with eight or more dwellings	\$10,400	\$22,400	\$13,900
Three-phase supply to a multi-unit building labor and materials	Price per dwelling		
13 Multiplex with 16 or more dwellings	\$570	\$2,070	\$1,520
Price per additional metre			
14 Per metre in excess of 30 m average per facade in the case of detached houses (lines 1, 2 and 3) in the project		\$35	
Additional information			
• Prices cover labor and materials (cable, transformer and switchgear for the underground primary system).			

Table II-F – Prices for Cable Work for Low-Voltage Underground Service Loops

	Installation	Removal	Replacement
Type of cable	Price per cable section		
1 3/0 Al	\$3,200	\$2,080	\$3,870
2 350 kcmil	\$4,340	\$2,780	\$5,160
3 500 kcmil or larger	\$5,480	\$3,470	\$6,440
Additional information			
<ul style="list-style-type: none"> • Lines 1 to 3: Prices cover labor for installation/removal and connection of an underground <i>cable section</i>. Cable not included. 			

Table II-G – Prices for Risers

	Installation	Removal	Replacement
Type of supply	Price per riser		
Underground portion			
1 Low-voltage, single-phase	\$1,160	\$690	\$5,590
2 Low-voltage, three-phase	\$1,160	\$690	\$5,590
3 Medium-voltage, single-phase	\$3,230	\$1,420	\$6,830
4 Medium-voltage, three-phase	\$6,630	\$2,160	\$10,600
Overhead portion			
5 Single-phase	\$2,060	\$840	–
6 Three-phase	\$6,020	\$1,680	–
Additional information			
<ul style="list-style-type: none"> • Lines 1 to 4: Prices of labor and materials for installation or removal of equipment attaching the underground cables to the pole. Does not include poles, conductors, or related labor or materials; prices for these are given in tables II-C and II-D. For electrical protection of underground cables, see lines 5 and 6. • Lines 5 and 6: Prices of labor and materials for installation or removal of underground cable protection (cutouts or switchgear). 			

Table II-H – Prices for Assembly of an Underground Cable Section – Cable Pulling and Splicing

	Installation	Removal	Replacement	
			Cable and joint	Joint only
Type of supply	Price per section			
1 <i>Low-voltage, single-phase</i>	\$6,390	\$2,290	\$7,340	\$3,600
2 <i>Low-voltage, three-phase</i>	\$6,630	\$2,290	\$7,560	\$3,830
3 <i>Medium-voltage, single-phase</i>	\$7,910	\$3,370	\$10,400	\$3,550
4 <i>Medium-voltage, three-phase</i>	\$11,900	\$3,600	\$14,100	\$6,870
5 <i>Low-voltage, three-phase – parallel substation</i>	\$2,520	–	–	–
Additional information				
<ul style="list-style-type: none"> • Lines 1 to 4: Prices of labor for installation and splicing of a <i>cable section</i>, including the joint or connector. Cable not included. • Prices in the “Replacement – Joint only” column cover labor and materials. 				

Table II-I – Price per Metre of Underground Cable

	<i>Low-voltage</i>		<i>Medium-voltage</i>	
	Single-phase	Three-phase	Single-phase	Three-phase
Type of cable	Cable – Price per metre			
1 3/0, Al	\$17	\$20	\$28	\$48
2 350/500/750 kcmil, Al	\$36	\$52	\$43	\$130
3 350/500 kcmil, Cu	\$130	\$180	–	\$220
4 750 kcmil, Cu	–	\$300	–	–
5 1000 kcmil, Al	\$64	\$80	–	–
Type of cable	Concrete-encased duct bank – Price per metre			
6 350 kcmil, Al	\$42	–	–	–
7 500 kcmil, Al	\$56	–	–	–
8 500 kcmil, Cu	\$150	–	–	–
9 3/0, Al	–	–	\$23	–
Additional information				
<ul style="list-style-type: none"> • Prices apply to extension or modification of a line or <i>service loop</i>. • Lines 1 to 5: Prices for materials only. • Lines 6 to 9: Prices for materials only; since the cable is already on a reel, the installation is done by the developer. For splicing, see the “Replacement – Joint only” column in Table II-H, lines 1 and 3. 				

Table II-J – Prices for Underground Transformers

Joint use	Price per kw of <i>anticipated power demand</i>			
	<i>Pad-mounted</i>		<i>Manhole</i>	
Type of supply	Electrical work	Civil structure	Electrical work	Civil structure
1 Underground, single-phase	\$253	\$113	–	–
2 Overhead, single-phase	\$142	N/A	–	–
3 Underground, three-phase	\$266	\$54	\$265	\$218
4 Overhead, three-phase	\$177	N/A	\$177	N/A
Exclusive use	Price per unit			
Type of transformer	Installation	Removal	Replacement	
<i>Pad-mounted transformer</i>				
5 Single-phase, 100 kVA	\$19,000	\$2,120	\$16,300	
6 Single-phase, 167 kVA	\$22,000	\$2,120	\$19,100	
7 Three-phase, 500 kVA	\$61,100	\$2,120	\$50,200	
8 Three-phase, 750 kVA	\$70,300	\$2,120	\$58,900	
9 Three-phase, 1500 kVA	\$94,700	\$2,120	\$82,500	
10 Three-phase, 2500 kVA	\$107,100	\$3,190	\$93,000	
11 Three-phase, 3000 kVA	\$197,400	\$8,850	–	
12 Three-phase, 4000 and 5000 kVA	\$216,900	\$8,850	–	
<i>Transformer in an annex</i>				
13 Three-phase, 500 kVA	\$91,800	\$9,560	\$58,600	
14 Three-phase, 1000 kVA	\$109,000	\$9,560	\$74,900	
15 Three-phase, 2000 kVA	\$149,900	\$9,560	\$111,200	
16 Three-phase, 3000 kVA	\$241,000	\$19,100	\$186,100	
17 Three-phase, 4000 kVA	\$274,800	\$19,100	–	

Table II-J – Prices for Underground Transformers (continued)

Transformer in a manhole				
18	Single-phase, 167 kVA	\$39,300	\$1,060	\$24,500
19	Single-phase, 250 kVA	\$37,900	\$2,830	\$31,100
20	Single-phase, 333 kVA	\$44,200	\$2,830	\$36,900
21	Three-phase, 300 kVA	\$42,000	\$2,830	\$33,400
22	Three-phase, 500 kVA	\$60,700	\$2,830	\$50,900
23	Three-phase, 1000 kVA	\$121,300	\$3,190	–
Additional information				
• Prices for labor and materials.				

Table II-K – Prices for Underground Switchgear

Joint use	Price per kW of anticipated power demand			
	Pad-mounted		Manhole	
Type of supply	Electrical work	Civil structure	Electrical work	Civil structure
1 Underground	\$25	\$13	\$25	\$13
2 Overhead	\$6	N/A	\$6	N/A
Exclusive use	Load-bearing chamber	Annex	Manhole	
Type of equipment	Price per equipment unit or group			
3 1 device, 3-way	\$109,600	\$83,500	\$96,000	
4 1 device, 4-way	\$123,900	–	–	
5 2 devices; 3-way/ 2-way or 3-way/3-way	\$214,700	\$130,500	\$138,400	
Protective fuses	Price per fuse or fuse set			
6 1 fuse	\$8,080	\$8,080	–	
7 3 fuses	\$20,700	\$20,700	–	
Additional information				
<ul style="list-style-type: none"> • Lines 1 to 5: Prices of labor and materials for installation of switchgear. • Lines 6 and 7: Prices of labor and materials for installation of a fuse or fuse set. 				

Table II-L – Prices for Temporary Supply

	Low-voltage supply		
Type of work	Price per job		
Temporary overhead supply	Single-phase	Three-phase	
1 Addition of maximum 2 <i>low-voltage</i> spans	\$1,150	\$1,370	
2 Addition of transformer rated			
- 25 kVA or less	\$2,870	\$9,350	
- 50 kVA or more	\$4,370	\$14,100	
3 Addition of maximum 2 <i>low-voltage</i> spans and a transformer rated			
- 25 kVA or less	\$4,030	\$10,700	
- 50 kVA or more	\$5,780	\$15,500	
Temporary underground supply	200 A	320 or 400 A	600 A or more
4 Temporary underground connection with no cable addition or line modification, and with or without installation of a cable pulling eye	\$850	\$850	\$850
5 Addition of maximum 30 m of cable	\$4,930	\$6,750	\$8,560
Temporary metering – Amount per meter			
6 <i>Low-voltage</i> , single-phase (120/240 V), self-contained metering			\$280
7 <i>Low-voltage</i> , three-phase (347/600 V), self-contained metering			\$440
8 <i>Low-voltage</i> , single-phase (120/240 V), instrument transformer metering			\$700
9 <i>Low-voltage</i> , three-phase (347/600 V), instrument transformer metering			\$1,210
10 <i>Medium-voltage</i>			\$3,110
Additional information			
• Lines 1 to 5: Prices include dismantling.			

Table II-M – Allowances, Rates and Prospective Cost of Capital

Allowance for overhead supply of 5 MVA or more at <i>medium voltage</i>		
1	Allowance	\$363/kW
2	Allowance adjustment charge	\$73/kW
Rates and provisions of <i>detailed cost-of-work calculation</i>		
Components	Overhead	Underground
3	Acquisition fee	3%
4	Contract management fee	3%
5	Materials management fee	20%
6	Minor materials fee	9%
7	Engineering and management fee	22%
8	Provision for future operation and maintenance	Overall: 21%
		In a public right-of-way: 18%
		In a back lot: 23%
9	Provision for end-of-asset-life reinvestment	In a back lot: 12%
Prospective cost of capital		
10	Prospective cost of capital	5.489%

VIII

Terminology and
Applicable Units
of Measurement

CHAPTER 21

Definitions, Interpretation and Units of Measurement

21.1 Definitions and interpretation

In these conditions of service, the following terms have the meanings given here:

agreement for major work: a document sent to the *customer* by Hydro-Québec in preparation for performing *major work* as provided for in Section 10.1.3, the *customer's written* acceptance being required before Hydro-Québec will undertake the work;

annex: any *civil work* attached to or incorporated into a *building* by means of a common wall so that it constitutes a separate *building* designed for installation of a *distributing substation*;

anticipated apparent power demand: an estimate of the highest apparent power demand, expressed in kilovoltamperes (kVA), calculated by Hydro-Québec on the basis of the *power requirement*;

anticipated power demand: an estimate of the average annual billing demand, expressed in kilowatts (kW), calculated by Hydro-Québec on the basis of the *power requirement*;

apartment building: all or part of a *building* comprising more than one *dwelling*;

available power: the amount of power, expressed in kilowatts (kW), which the *customer* may not exceed for a given *service contract* without the authorization of Hydro-Québec;

basic service: the service offered by Hydro-Québec in which the “charge for work on the system” is billable to the *customer* for any *connection request*, as provided for in Section 8.1;

building: any structure not in contact with any other structure, except a house or a place of business which is semidetached or attached, each one then being considered a *building*;

Bylaw No. 411: the bylaw establishing the conditions governing the supply of electricity [(1987) 119 G.O. II, 1918] and amended by Bylaws No. 439 [(1989) 12 G.O. II 1844], No. 475 [(1989) 121 G.O. II, 5667], No. 500 [(1990) 122 G.O. II, 3610] and No. 526 [(1992) 124 G.O. II, 2474];

cable section: a length of electric cable, usually less than 300 m, connecting two components (cable vault, *pad*, connection box or other) and having a splice at each end;

civil works: all civil engineering work required to complete a project, such as the digging of trenches, the laying of direct-buried duct banks, the construction of concrete-encased duct banks, the compacting of backfill materials and the erecting of structures;

common areas and collective services: areas and services of an *apartment building*, *community residence* or *rooming house* that are used exclusively by the occupants of such *apartment building*, *community residence* or *rooming house*;

communicating meter: a *meter* with two-way communication that can receive and send information by radio-frequency or through a telephone connection. This enables it to interact with an advanced metering infrastructure, in particular to collect electricity consumption data. A *meter* with one-way communication is considered a *communicating meter* in territories where the advanced metering infrastructure has not been deployed;

community residence: a private *building* or part of a private *building* which is for habitation purposes, contains *dwellings* or rooms, or both, that are rented or allocated to different occupants, and has *common areas and collective services*. Also considered to be *community residences*, for purposes of these conditions of service, are intermediate resources, as defined in the *Act respecting health services and social services*, that meet the criteria stated in this paragraph;

connection point: the point where the *distribution service loop* meets the *customer's service entrance*, separating the equipment belonging to Hydro-Québec from that belonging to the *customer*, except for the *metering equipment* installed by Hydro-Québec. If there is no *distribution service loop*, the *supply point on the distribution line* is considered to be the *connection point*;

connection request: a request to supply electricity to a new *electrical installation* or to an existing one that requires work;

consumption period: a period during which electricity is delivered to the *customer* and which extends between the two dates used by Hydro-Québec for calculation of the bill;

contract: see *service contract*;

contribution agreement: an agreement signed by the applicant and Hydro-Québec including in particular a description of the work to be performed, the cost of the work and, if applicable, the allowance;

current rating: the electrical current (ampacity) indicated on the *service box*;

customer: an individual, a body corporate, a partnership, an agency acting through its agent, or an organization that is responsible for one or more *service contracts*, that requests the connection of an *electrical installation* or that requests or causes work to be done;

customer's service entrance: the portion of the *customer's electrical installation* from the *service box* or *customer substation*, as the case may be, to the *connection point* on the *power distribution system*;

customer substation: a transformer substation that does not belong to Hydro-Québec, is located on the *load side* of the *connection point*, and supplies electricity to the *service address*;

day: any *day* in the year including holidays, that is, 365 *days* a year (366 for leap years). When a period of time is expressed in *days*, the *day* marking the starting point is not counted; the count begins the next *day* and stops at the end of the last *day* at 23:59. If the last *day* of the period falls on a Saturday, Sunday or holiday, the period is extended until the end of the next business *day* at 23:59.

delivery point: the point to which Hydro-Québec delivers electricity and from which the *customer* may use such electricity. It is located immediately on the *load side* of Hydro-Québec's *metering equipment*. In cases where Hydro-Québec does not install *metering equipment*, or where it is on the *line side* of the *connection point*, the *connection point* is considered to be the *delivery point*;

detailed cost-of-work calculation: method for calculating the cost of work, presented in Section 9.1.2 and making use of the table in Schedule IV;

distributing substation: a transformer substation that belongs to Hydro-Québec, except for the *civil works*, is located on the property of the *service address*, and supplies *low voltage* to a *service box* with a rating of more than 600 A;

distribution line: a part of the *power distribution system* that includes all the *support structures*, conductors, *civil works* and equipment required for the distribution of electricity at *medium voltage* and *low voltage*, located

- in a public right-of-way;
- on private property supplying more than one *building*; or
- on two or more adjacent lots.

distribution service loop: the portion of the *power distribution system* from the *supply point on the distribution line* to the *connection point* supplying a single *building*;

domestic rate: a rate under which electricity delivered for *domestic use* is billed according to the conditions set forth in the *Rates*;

domestic use: the use of electricity exclusively for habitation in a *dwelling*;

dual-energy system: a central system for space heating, or space and water heating, designed in such a way that electricity can be used as the main heating source and a fuel as the auxiliary source;

dwelling: a private *service address* equipped with lodging and eating facilities, including in particular a kitchen or kitchenette, along with a private entrance and a complete sanitary facility, in which the occupants have free access to all rooms. A complete sanitary facility includes a sink, a toilet and a bath or shower;

electrical installation: any electrical equipment, which includes any generating equipment connected and operated in parallel to the *power distribution system*, and any *customer substation* to which Hydro-Québec supplies or is to supply electricity and which is located on the *load side* of the *connection point*. The *electrical installation* includes the *customer's service entrance*;

electricity service: the energizing of the *connection point* and the maintaining of voltage there, whether or not electricity is used;

energy: expressed in kilowatthours (kWh), the power used by an *electrical installation* over a given period of time. It corresponds to the product of power demand, expressed in kilowatts (kW), and the duration of use, expressed in hours (h);

$$\text{Energy (kWh)} = \text{power demand (kW)} \times \text{duration of use (h)}.$$

estimate for major work: the determination by Hydro-Québec of the cost of *major work* as provided for in sections 10.1.3 and 10.1.4, for the purpose of preparing an *agreement for major work*;

flat-fee work: work that is not technically complex, that does not require a *detailed cost-of-work calculation*, and to which a flat fee applies. *Flat-fee work* is work covered by the "charge for work on the system" in Table I-A, Chapter 20, or by the "price of *flat-fee work*" in Table I-B, Chapter 20;

high-risk contract: a *service contract* for non-domestic use held by a *customer* who has been assigned a credit rating in the "High risk" column of the tables in sections 17.2.1 and 17.2.2;

high voltage: nominal phase-to-phase voltage of 44 kV or more;

inaccessible location: a site which Hydro-Québec cannot reach with the equipment it has, in order to do the work at the lowest cost;

in default: a situation that occurs when the *customer* does not pay, by the due date, a bill sent under these conditions of service, does not comply with the conditions of a *payment arrangement*, or does not pay an installment provided for in Section 17.3.4;

in writing: any communication sent by the *customer* to Hydro-Québec through the Hydro-Québec Web site, in particular from the Customer Space, as well as by e-mail, postal mail or fax, and by Hydro-Québec to the *customer* through the Customer Space, as well as by e-mail, postal mail or fax;

large power: a minimum billing demand of 5,000 kW or more, as set out in the *Rates*;

line side: on an electric circuit, the side from which the power originates. For example, the *distribution line* is on the *line side* of the *service address*;

load side: on an electric circuit, the side toward which the power flows. For example, the *service address* is on the *load side* of the *distribution line*;

local underground line: that part of the ducts, cables and equipment in the *medium-voltage* or *low-voltage* underground *distribution line* that supplies electricity directly to *electrical installations* on either side of the *distribution line*;

low voltage: nominal phase-to-phase voltage not exceeding 750 V;

major work: work of a technical complexity performed on the *power distribution system* and requiring the production of a signed and sealed engineering drawing;

maximum power demand: the higher of the following values:

- a) the highest real power demand in kilowatts, or
- b) 90% of the highest apparent power demand in kilovoltamperes for domestic, *small-power* and *medium-power service contracts*, or 95% for *large-power service contracts*;

medium power: a minimum billing demand of less than 5,000 kW, as set out in the *Rates*;

medium voltage: nominal phase-to-phase voltage of more than 750 V, but less than 44,000 V. The term “25 kV” means three-phase voltage of 14.4/24.94 kV, wye, grounded neutral;

meter: see *metering equipment*;

metering equipment: the *meter*, current transformer, voltage transformer, indicator, auxiliary recording device, auxiliary control unit, terminal testing box, cabling, communication links and any other device belonging to and used by Hydro-Québec for metering electricity;

minimum load density: the minimum ratio between the total transformer capacity of *electrical installations* and the number of kilometres of *distribution line*. This ratio, based on a distance of at least 2 km of lines, must be at least 6 MVA/km;

minor work: work that is standardized by Hydro-Québec, i.e., that does not require custom engineering;

month: the period between a date in one calendar *month* and the corresponding date in the following *month*;

municipal water supply or sewer system: a system of water or sewer lines and structures owned by a municipality and serving more than 100 properties;

non-communicating meter: an electricity *meter* that does not emit radio-frequencies and therefore must be read on site by a Hydro-Québec employee;

non-payment: see *in default*;

off-grid system: a system for the generation and distribution of electricity, independent of the main power system;

outbuilding: any structure or feature appurtenant to a *building*;

pad: any structure belonging to the *customer* or Hydro-Québec and designed to support above-ground electrical equipment;

payment arrangement: an agreement providing for amounts owed to Hydro-Québec to be paid in accordance with terms and conditions other than those in Section 4.3.1. The *payment arrangement* must allow repayment of the debt and may also cover the cost of anticipated consumption over its duration;

power distribution system: “a network of installations for the distribution of electric power once it leaves transformation substations, including *distribution lines* at voltages below 44 kV and any equipment located between such lines and *connection points* to consumer installations and, in the case of independent *electric power distribution systems* of the electric power distributor, a network of works, machinery, equipment and installations used for the production, transmission and distribution of electric power,” according to Section 2 of the *Act respecting the Régie de l'énergie* (CQLR, chapter R-6.01);

power factor: the ratio, expressed as a percentage, of the highest real power demand, expressed in kW, to the highest apparent power demand, expressed in kVA;

power requirement: the sum of the kilowatt (kW) ratings of the *customer's* electrical appliances and equipment to be connected, as declared on the *connection request* form or on the “Déclaration de travaux” (statement of work) form provided by the Régie du bâtiment du Québec;

primary overhead line: a *distribution line* that is installed on wood poles and does not include any *low-voltage* cable or transformer equipment.

primary underground line: that part of the ducts, cables and equipment in the *medium-voltage* underground *distribution line* that brings power from either a power corridor or an overhead *distribution line* up to the switching and protection devices on the local underground *distribution line* or up to the first load-splitting point;

proposal for minor work: a document sent to the *customer* by Hydro-Québec in preparation for performing *minor work* as provided for in Section 10.1.2, the *customer's written* acceptance being required before Hydro-Québec will undertake the work;

public road: a surface of land or of a civil structure (such as a bridge or dam) on which have been constructed one or more roadways that are maintained, open to public use and accessible to heavy vehicles year-round;

Rates: the document that sets forth the electricity rates of Hydro-Québec in its distribution activities, as approved by the Régie de l'énergie;

regular working hours: the hours between 8 a.m. and 5 p.m. from Monday to Friday, except holidays;

residential project: a project whose scope is agreed on by the *customer* and Hydro-Québec and that includes at least 4 *buildings* in which each *dwelling* will be eligible for a *domestic rate*;

risky contract: a *service contract* for non-domestic use held by a *customer* who has been assigned a credit rating in the “Risky” column of the tables in sections 17.2.1 and 17.2.2;

rooming house: a *building* or part of a *building* devoted exclusively to habitation purposes in which lodgings, each of no more than two rooms and not constituting a *dwelling*, are let to different occupants, as well as *common areas and collective services*;

self-service: a communication mode that does not require speaking with a Hydro-Québec customer services representative or in which information can be submitted *in writing* and processed without the assistance of such a representative;

service address: any location on the *load side* of the *connection point* served by Hydro-Québec;

service box: a metal box or cabinet housing the main breaker or switch and constructed so that it may be locked or sealed and the switch or circuit breaker may be manually operated when the *service box* is closed;

service contract: an agreement entered into between a *customer* and Hydro-Québec for *electricity service* delivered to a *service address*;

service entrance: see *customer's service entrance*;

service loop: see *distribution service loop*;

service request: a request submitted to Hydro-Québec for *electricity service* to supply a *service address*;

servitude: a right that is recorded in a deed of *servitude* published in the land register and that allows, in particular, the installation, operation, maintenance and replacement of a *distribution line*;

small power: a power demand that is billed only if it exceeds 50 kW, as set out in the *Rates*;

steady-state voltage: the effective value of the voltage, expressed in volts (V), evaluated over a 10-minute interval;

supply point on the distribution line: the point on the *distribution line* at which the *distribution service loop* begins. If there is no *distribution service loop*, the *connection point* is considered to be the *supply point on the distribution line*;

support structures: all equipment, such as poles, guy wires and anchors, needed to support overhead conductors;

swimming pool: a permanent artificial pond having any of various shapes and sizes, designed for activities such as swimming;

technical requirement: anything needed to make the *customer's electrical installation* compatible with Hydro-Québec's system or to meet any other requirement related to the installation and operation of the system;

temporary supply: supply of electricity to an *electrical installation* which is expected to operate for 5 years or less and then to cease operations definitively. Supply to certain *electrical installations* such as construction sites and traveling circuses is always considered temporary, even if it lasts more than 5 years;

winter period: the period from December 1 through March 31 of the next year;

written: see *in writing*.

21.2 Units of measurement

For the purposes of these conditions of service,

- a) *current rating* is expressed in amperes (A);
- b) voltage is expressed in volts (V) or kilovolts (kV);
- c) the symbol Al designates aluminum;
- d) the symbol Cu designates copper;
- e) the term ACSR means “aluminum conductor steel reinforced”;
- f) conductor gauge is expressed in thousands of circular mils (kcmil);
- g) power and power demand are expressed in watts (W) or kilowatts (kW);
- h) apparent power is expressed in voltamperes (VA), kilovoltamperes (kVA) or megavoltamperes (MVA);
- i) *energy* is expressed in watthours (Wh) or kilowatthours (kWh).

Schedules, Illustration
and Index

SCHEDULE I

Information Required from the Customer

Mandatory information:*Service address:*

- a) type of use (domestic, commercial, industrial, institutional or agricultural);
- b) main activities for which the electricity will be used, in the case of non-domestic use;
- c) *service address*;
- d) billing address.

Customer:

- a) name;
- b) current address;
- c) previous address;
- d) main telephone number;
- e) social insurance number (if a physical person) or NEQ (if a legal entity);
- f) status (owner, tenant, co-tenant).

Electrical installation (if there is one):

- a) *current rating*;
- b) loads connected:
 - lighting;
 - heating;
 - ventilation;
 - motive power;
 - processes;
 - other.

Power requested.

Date for which *electricity service* is requested.

Mandatory information for a *connection request*:

Type of *service loop* (overhead, underground or riser).

Cadastral plan, subdivision plan or layout plan of the *building* and desired location of the *connection point* (if requested by Hydro-Québec).

Optional information (for all types of requests):

- a) e-mail address;
- b) other telephone numbers.

SCHEDULE II

Public Bodies and Financial Institutions

a) Public bodies:

- The governments of Canada and of Québec and their departments;
- Government agencies:
 - Bodies in which a majority of the members are appointed by the government or a minister, whose officials or employees are appointed or remunerated in accordance with the *Public Service Act* (CQLR, chapter F-3.1.1) or the *Public Service Employment Act* (RSC 1985, chapter P-33), or at least half of whose share capital is provided from the Consolidated Revenue Fund;
- Health or social services institutions:
 - Public institutions within the meaning of the *Act respecting health services and social services* (CQLR, chapter S-4.2) or the *Act respecting health services and social services for Cree Native persons* (CQLR, chapter S-5), amended by Section 20 of Chapter 23 of the Statutes of 1994;
 - Regional health and social services bodies established under the *Act respecting health services and social services* and regional health and social services councils established under the *Act respecting health services and social services for Cree Native persons*;
 - The Corporation d'hébergement du Québec, governed by the *Act respecting health services and social services*;
- Municipal bodies:
 - The Communauté métropolitaine de Montréal, the Communauté métropolitaine de Québec, their transit corporations, the Réseau de transport de Longueuil, municipal transit corporations and the Municipalité régionale de comté du Fjord-du-Saguenay;
 - Municipalities, county municipalities, regional county municipalities and bodies constituted as agents of any of such municipal bodies or otherwise subject to their authority;
- Educational bodies:
 - School boards, public schools and the Conseil scolaire de l'île de Montréal;
 - General and vocational colleges governed by the *General and Vocational Colleges Act* (CQLR, chapter C-29);
 - Bodies incorporated under the *Act respecting the Université du Québec* (CQLR, chapter U-1).

b) Financial institutions:

- Banks under the *Bank Act* (RSC, 1985, chapter B-1.01);
- Savings and credit unions governed by the *Savings and Credit Unions Act* (CQLR, chapter C-4);
- Insurance companies within the meaning of the *Act Respecting Insurance* (CQLR, chapter A-32);
- Trust companies within the meaning of the *Act respecting trust companies and savings companies* (CQLR, chapter S-29.01).

SCHEDULE III

Supply Voltage Conversion

Compensation for voltage conversion

- a) Compensation for the addition, modification or replacement of a transformer by a dual-primary transformer installed after the date of the conversion notice. This compensation applies only once per transformer and corresponds to the difference between
- the cost of the transformer designed to receive electricity at both 25 kV and the existing voltage; and
 - the cost of a transformer designed to receive electricity at 25 kV only.
- It is paid once the dual-primary transformer has been energized.
- b) The “credit for supply at *medium or high voltage*” specified in the *Rates* for 25 kV .
- This credit applies as of the first complete *consumption period* in which the capacity of the transformers installed and capable of receiving 25-kV electricity allows the *customer* to use all of the agreed-on *available power*.
- c) The reasonable cost of materials and labor paid by the *customer* to allow energizing of the *electrical installation* at the time of conversion to 25 kV .
- d) The reasonable cost paid by the *customer* to dismantle the *electrical installation* and *civil works* that have to be dismantled for conversion purposes, excluding costs of decontaminating and restoring the property.
- e) The replacement value of the electrical equipment replaced, calculated according to the method set out below, on condition that the transformers
- were installed before April 15, 1987, or between April 1, 2008, and March 31, 2013, unless Hydro-Québec sent the *customer* a *written* notice specifying that the *electrical installation* was to be designed to receive 25 kV and another voltage; and
 - are not able to receive electricity at 25 kV; and
 - are no longer used after the voltage conversion.
- f) The cost of the feasibility study paid for by the customer to determine the most appropriate mode of supply, up to a maximum of \$10,000, if applicable.
- g) The cost of installing a disconnecting cabinet or disconnecting chamber that you have paid, up to a maximum of \$60,000, if applicable.

Method for establishing replacement value of customer's electrical equipment

Replacement value is based on an annual depreciation of 4% for each *customer substation* component that will no longer be used because of voltage conversion, and is calculated according to the following formula:

$$C = A (100 - (4 \times B)) / 100$$

where:

A = cost of equivalent new equipment installed, including materials, labor and overhead

B = age of the component

C = depreciated replacement value

The depreciated replacement value C cannot be less than 20% of A.

SCHEDULE IV

Calculation of Cost of Work

Cost component	Overhead	Underground	
		Electrical work	Civil works
Labor and equipment			
1 Labor and equipment needed to carry out the work and access the site	Costs in effect	Costs in effect	–
Goods and services			
2 Procurement of third-party goods and services needed to carry out the work	Costs in effect	–	Estimated costs
3 Acquisition fee	Rate indicated in Table II-M, Chapter 20, multiplied by line 2	–	Rate indicated in Table II-M, Chapter 20, multiplied by line 2
4 Contract management fee	Rate indicated in Table II-M, Chapter 20, multiplied by line 2	–	Rate indicated in Table II-M, Chapter 20, multiplied by line 2
5 Total labor, equipment, goods and services	Sum of lines 1 to 4	Sum of lines 1 to 4	Sum of lines 1 to 4
Materials			
6 Materials needed for power line construction	Costs in effect	Costs in effect	Costs in effect
7 Acquisition fee	Rate indicated in Table II-M, Chapter 20, multiplied by line 6	Rate indicated in Table II-M, Chapter 20, multiplied by line 6	Rate indicated in Table II-M, Chapter 20, multiplied by line 6
8 Materials management fee	Rate indicated in Table II-M, Chapter 20, multiplied by line 6	Rate indicated in Table II-M, Chapter 20, multiplied by line 6	Rate indicated in Table II-M, Chapter 20, multiplied by line 6
9 Minor materials fee	Rate indicated in Table II-M, Chapter 20, multiplied by line 6	Rate indicated in Table II-M, Chapter 20, multiplied by line 6	Rate indicated in Table II-M, Chapter 20, multiplied by line 6
10 Total materials	Sum of lines 6 to 9	Sum of lines 6 to 9	Sum of lines 6 to 9
11 Total labor, equipment, goods, services and materials	Sum of lines 5 and 10	Sum of lines 5 and 10	Sum of lines 5 and 10

Cost component	Overhead	Underground	
		Electrical work	Civil works
Materials (cont.)			
12 Provision for end-of-asset-life reinvestment	Rate indicated in Table II-M, Chapter 20, multiplied by line 11, if applicable	Rate indicated in Table II-M, Chapter 20 multiplied, by line 11	–
13 Engineering and request management fee	Rate indicated in Table II-M, Chapter 20, multiplied by line 11	Rate indicated in Table II-M, Chapter 20, multiplied by lines 11 and 12	Rate indicated in Table II-M, Chapter 20, multiplied by line 11
14 Provision for future operation and maintenance	Rate indicated in Table II-M, Chapter 20, multiplied by line 11	Rate indicated in Table II-M, Chapter 20, multiplied by line 11	–
15 Subtotal: Cost of work	Sum of lines 11 to 14	Sum of lines 11 to 14	Sum of lines 11 to 14
Servitudes			
16 Acquisition of <i>servitudes</i>	Estimated costs	Estimated costs	Estimated costs
17 Total cost of work	Sum of lines 15 and 16	Sum of lines 15 and 16	Sum of lines 15 and 16

SCHEDULE V

Calculation of Prices for Extension or Modification of an Underground Distribution Line

If your *connection request* requires the extension or modification of an underground *distribution line*, Hydro-Québec uses the following three-step method to calculate the amount you have to pay:

Step 1: Determine the cost of extending or modifying the underground <i>distribution line</i>	
Hydro-Québec adds up the cost of the cable, transformers and switchgear, taking into account the particular specifications of your <i>connection request</i> .	
For the cable	a) The number of sections of underground cable multiplied by
	b) the “price for assembly of an underground <i>cable section</i> – cable pulling and splicing,” according to the type of supply, as indicated in Table II-H, Chapter 20
	plus
	c) the number of metres of underground cable multiplied by
	d) the “price per metre of underground cable,” according to type of cable, as indicated in Table II-I, Chapter 20
	plus
	e) the “price for risers,” according to the type of supply, as indicated in Table II-G, Chapter 20
For transformers	Joint use
	a) The number of kW of <i>anticipated power demand</i> in the <i>customer’s connection request</i> multiplied by
	b) the “price for underground transformers,” according to the type of supply, as indicated at lines 1 and 3 of Table II-J, Chapter 20
	Exclusive use
	The “price for underground transformers,” according to the type of transformer installed, as indicated in Table II-J, Chapter 20

For switchgear	Joint use
	a) The number of kW of <i>anticipated power demand</i> in the <i>customer's connection request</i> multiplied by
	b) the "price for underground switchgear" indicated at line 1 of Table II-K, Chapter 20.
	Exclusive use
	The "price for underground switchgear," according to the type of apparatus installed, and, if applicable, the amount indicated in Table II-K, Chapter 20

Step 2: Calculate the value of the applicable *basic service*

Overhead line

Hydro-Québec adds up the cost of the components below, taking into account the particular specifications of your *connection request*.

For the number of metres of line	a) The number of metres included in <i>basic service</i> for extension of an overhead <i>distribution line</i> multiplied by
	b) the "price per metre for overhead line extension in a public right-of-way" for a <i>medium-voltage</i> system, according to the type of supply, as indicated in Table II-B, Chapter 20
	and/or
	c) the sum of the "price for overhead work" and the "price for overhead equipment" indicated in tables II-C and II-D, Chapter 20, for all applicable components.
For transformers	Joint use
	a) The number of kW of <i>anticipated power demand</i> in the <i>customer's connection request</i> multiplied by
	b) the "price for underground transformers," according to the type of supply, as indicated at lines 2 and 4 of Table II-J, Chapter 20
	Exclusive use
	The "price for overhead equipment" indicated in Table II-D, Chapter 20, for all applicable components (materials and labor).

For switchgear	Joint use
	a) The number of kW of <i>anticipated power demand</i> in the <i>customer's connection request</i> multiplied by
	b) the "price for underground switchgear" indicated at line 2 of Table II-K, Chapter 20
	Exclusive use
	The "price for overhead equipment" indicated in Table II-D, Chapter 20, for all applicable components (materials and labor).
and/or	
Underground line	
Hydro-Québec adds up the cost of the cable, transformers and switchgear, taking into account the particular specifications of your <i>connection request</i> .	
For the cable	a) The number of underground <i>cable sections</i> multiplied by
	b) the "price for assembly of an underground <i>cable section</i> – cable pulling and splicing," according to the type of supply, as indicated in Table II-H, Chapter 20
	plus
	c) the number of metres of underground cable multiplied by
	d) the "price per metre of underground cable," according to cable type, as indicated in Table II-I, Chapter 20
	plus
	e) the "price for risers," according to the type of supply, as indicated in Table II-G, Chapter 20
For transformers	Joint use
	a) The number of kW of <i>anticipated power demand</i> in the <i>customer's connection request</i> multiplied by
	b) the "price for underground transformers," according to the type of supply, as indicated at lines 1 and 3 of Table II-J, Chapter 20
	Exclusive use
	The "price for underground transformers," according to the type of transformer installed, as indicated in Table II-J, Chapter 20

For switchgear	Joint use
	a) The number of kW of <i>anticipated power demand</i> in the <i>customer's connection request</i> multiplied by
	b) the "price of underground switchgear" indicated at line 1 of Table II-K, Chapter 20
	Exclusive use
	The "price for underground switchgear," according to the type of apparatus installed, and, if applicable, the amount for the protective fuse or fuses, as indicated in Table II-K, Chapter 20

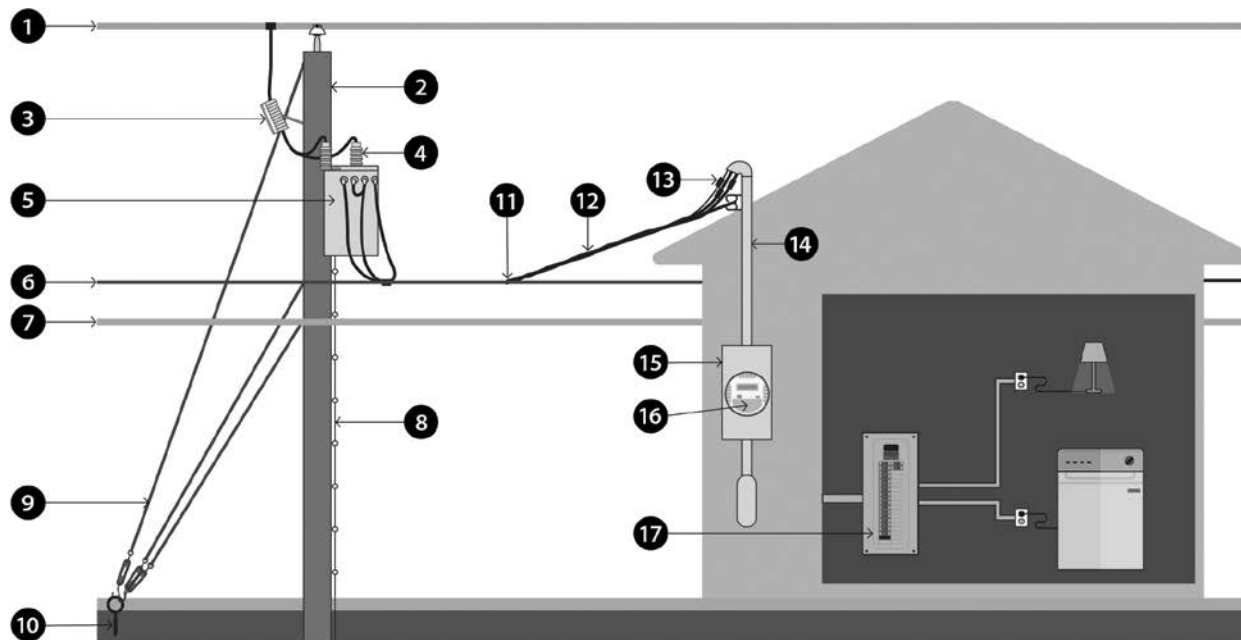
Step 3: Amount to pay

To determine the amount you must pay, Hydro-Québec calculates the difference between the amounts established in steps 1 and 2:

- a) The amount determined in Step 1 for the underground *distribution line*
- less
- b) the amount calculated in Step 2 for the value of the applicable *basic service*.

If you paid an amount for extension or modification of a *distribution line*, you are entitled to a partial or full refund as provided for in Section 10.4.

The single-phase overhead power distribution system and its components



The single-phase overhead distribution system and its components

- | | | | | | |
|---|----------------------------------|----|---------------------------|----|---|
| 1 | Medium-voltage distribution line | 7 | Telecommunications line | 13 | Connection point |
| 2 | Pole | 8 | Ground wire | 14 | Customer's service entrance |
| 3 | Single-phase cutout | 9 | Guy wire | 15 | Delivery point |
| 4 | Surge arrester | 10 | Anchor | 16 | Meter (a component of the metering equipment) |
| 5 | Transformer | 11 | Supply point on the line | 17 | 200-A service box |
| 6 | Low-voltage distribution line | 12 | Distribution service loop | | |

Index

A

Access

- Access to Hydro-Québec's equipment..... 27, 29, 59
- Access to meter 15, 59, 60
- Access to property..... 13, 59
- Difficult to access 15

Agreement

- Agreement for major work 9, 46-48, 95, 97
- Agreement regarding a request for high-
or medium-voltage supply when current
exceeds 260 A 9
- Contribution agreement 9, 49, 51, 77, 96

Amount

- Amount billed 49, 77
- Amount to pay for work not included in
basic service..... 31, 36, 37
- Balance owing..... 18, 47
- Deposit amount 25

Ampacity..... See Current rating

Anchors 39, 82, 83, 100

Application..... See Request

Arrears..... See Non-payment

Assembly of underground cable section See Cable work

Assessment

- Credit risk assessment 25
- Credit risk assessment criteria 72
- Scorecard for establishing the credit score 72

B

Back lot 34, 37, 39, 40, 82, 93

Backup line..... 42, 56

Balance owing..... 18, 47

Bank..... See Bill – Payment methods; *see also*
Financial institutions

Basic service..... See Work

Bill

- Administration charge 11, 16, 17, 19, 20, 22-24,
71, 72, 79
- Billing based on an estimate 15
- Billing frequency 14
- Correction of billing errors..... 19

Deposit requirement 17

Due date 16, 17, 24, 25, 28, 50, 71, 72, 97

Equalized Payments Plan (EPP)..... 18

Insufficient funds 16, 18, 79

Late billing..... 16

Non-payment..... 16, 17, 25, 26, 29, 72, 98

Online Billing..... 53

Overdue notice..... 24, 28

Payment arrangement .. 13, 16, 19, 20, 29, 47, 69, 97, 99

Payment methods 17

Payment through a third party..... 17

Pre-Authorized Debit..... 53

Sending of bills..... 16

Building 22-24, 36, 40, 42, 47, 57, 60, 85, 95-97, 99, 104

Building owner

Continuous service..... 23

Refusal of continuous service 23

Service interruption 27, 29, 55, 67

C

Cable section 33, 38, 86, 87, 95, 110, 112

Cable work

Assembly of underground cable section 87

Underground cable work for low-voltage
underground service loops 86

Calculating the cost of work..... See Work – Calculating
the cost of work

Cancellation of work..... See Withdrawal
of connection request

Changes to service contract

Changes during term of contract 12, 14, 54

Changes to characteristics of service contract..... 54

Changes to information provided..... 22

Changes to technical specifications of electrical
installation..... 54

Characteristics of service contract..... See Service contract

Charge

Additional charges 41

Administration charge 11, 16, 17, 19, 20, 22-24,
71, 72, 79

Charge for insufficient funds..... 18, 79

Charge for travel without work 31, 79

Contract administration charge..... 11, 22-24, 79

Meter inaccessibility charge..... 60, 79

Schedules, Illustration and Index

Monthly meter reading charge	13, 14, 60, 79
Special charges	44
Civil works.....	32, 33, 37, 41, 45-48, 51, 61, 64, 95-97, 106, 108
Claim	16, 47
Clearance	39, 60
Compensation.....	48, 66, 67, 106
Compliance	55, 60, 63
Conductor	39, 42, 60, 83, 86, 97, 100
Connection.....	See Work
Consumption	
Actual consumption.....	15, 18, 21, 72
Collection of consumption data	14
Estimated consumption	15
Meter reading.....	13-15, 60, 79
Consumption commitment.....	See Customer commitment
Contract.....	See Service contract
Contract holder.....	See Customer
Contribution agreement.....	See Agreement
Conversion	
Conversion notice.....	106
Conversion of supply voltage	66
Correction of billing errors.....	19
Cost estimate.....	See Estimate for major work
Cost of work.....	See Work
Credit	
Joint-use credit.....	51
Credit card.....	See Bill – Payment through a third party
Credit rating.....	69, 97, 99
Criteria	
Credit risk assessment criteria	72
Criteria for requiring a deposit	11
Current rating.....	33, 35, 36, 38, 39, 61, 64, 65, 80, 81, 96, 101, 103
Customer	9, 12, 16, 18, 20, 22, 23, 29, 31-38, 41, 44, 49, 51, 53-64, 66, 67, 71, 72, 75-77, 80, 95-100, 103, 106, 107, 110-114
Customer commitment	
Consumption commitment.....	9
Power commitment	9, 50
Customer Space.....	18, 22, 23, 53, 95
Customer's service entrance.....	32-34, 57, 58, 96, 97, 100
Cutout.....	80, 84, 86

D

Day.....	96
Debit.....	53, 72
Default of payment	See Non-payment
Delay	
Late billing.....	16
Late payment	24, 26, 28
Demand	See Power demand
Deposit	
Deposit requirement	17
High-risk service contract – Large-power customers..	71
Interest on deposit	26, 71
Maximum amount of deposit.....	71
Reimbursement of deposit.....	26
Security deposit.....	24
Use of deposit	26
Disagreement.....	70
Disconnect switch.....	40, 43, 84
Disconnection	See Service interruption
Distributing substation	61, 64, 95, 96
Distribution line extension	See Extension of a distribution line
Distribution line modification.....	See Modification
Distribution service loop	
Overhead distribution service loop.....	33, 38, 39
Underground distribution service loop.....	32, 33, 38, 39
Dual energy.....	54, 61, 97
Due date.....	16, 17, 24, 25, 28, 50, 71, 72, 97

E

Easement	See Servitude
Electrical installation	
Changes during term of contract.....	12, 14, 54
Changes to technical specifications of electrical installation.....	54
Electricity consumption.....	See Consumption
Electricity service contract	See Service contract
Energy consumption.....	See Consumption
EPP	See Equalized Payments Plan
Equalized Payments Plan (EPP).....	18

Equipment

Anchors	39, 82, 83, 100
Cable section.....	33, 38, 86, 87, 95, 110, 112
Conductor	39, 42, 60, 83, 86, 97, 100
Cutout.....	80, 84, 86
Disconnect switch.....	40, 43, 84
Guy wire.....	82, 83, 100
Optional equipment	42, 51
Pole.....	34, 39, 42, 60, 61, 64, 80-83, 86, 99, 100
Riser.....	33, 38, 86, 104, 110, 112
Switchgear	85, 86, 91, 110-113
Transformer.....	39, 40, 43, 57, 58, 64, 66, 80, 81, 84, 85, 89, 90, 92, 96, 98, 99, 106, 100-112
Error on a bill	<i>See</i> Correction of billing errors
Error reporting	19
Estimate for major work.....	46, 48, 50, 97
Estimated consumption.....	<i>See</i> Bill – Billing based on an estimate
Excessive current demand	64
Extension of a distribution line.....	32

F

Failure to pay	<i>See</i> Non-payment
Financial institutions.....	24, 50, 105
Frequency	
Billing frequency	14
Payment frequency for high-risk contracts	72

G

Garage	<i>See</i> Outbuilding
Generating equipment	28, 63, 97
Generator	<i>See</i> Protection – Protection for backup generator
Guarantee	
Financial guarantee.....	9, 45-50
Letter of undertaking	50
No guarantee.....	55
Payment guarantee.....	71, 72
Security deposit.....	24
Guy wire.....	82, 83, 100

I

Impediment to metering.....	<i>See</i> Meter – Impediment to metering
In default.....	<i>See</i> Non-payment
In writing.....	11, 12, 14, 21, 22, 29, 42, 45, 48, 53, 64-67, 71, 98, 100
Inaccessible.....	<i>See</i> Access
Information	
Incorrect information	11
Information required from the customer.....	103
Inrush current.....	64
Insufficient funds.....	<i>See</i> Bill – Insufficient funds
Interest.....	19, 26, 47, 71, 73, 74
Interruption.....	<i>See</i> Service interruption

J

Job.....	<i>See</i> Work
----------	-----------------

L

Landlord.....	<i>See</i> Building owner
Late billing.....	16
Late payment	<i>See</i> Non-payment
Letter of undertaking.....	<i>See</i> Guarantee
Limitations and conditions of supply.....	61
Line	
Backup line.....	42, 56
Local line.....	41, 85, 98, 99
Lot line.....	33
Primary line.....	85, 99
Underground distribution line	35, 36, 39, 40-43, 62, 76, 98, 99, 110, 113
Line extension	
Extension of an overhead distribution line	34, 39, 76, 111
Extension of an underground distribution line..	35, 40, 41, 76
Load	
Installed load.....	34-36, 49, 76, 77
Load density	32, 35, 36, 98
Lot line.....	33

M

Manual meter reading..... See Meter

Meter

- Access to meter 15, 59, 60
- Communicating meter..... 12-15, 60, 95
- Crossed meters..... 19, 20
- Impediment to metering..... 19, 20
- Inaccessible meter 15
- Manual meter reading..... 12
- Meter reading..... 13-15, 60, 79
- Meter tampering..... 14, 19, 20
- Non-communicating meter
(non-radio-frequency-emitting meter) 12-14, 98

Metering

- Overall metering 57
- Separate metering..... 56

Metering equipment..... See Meter

Minimum distance to maintain See Clearance

Modification

- Modification of a distribution line..... 35, 36, 41-43, 50, 76, 88, 110
- Modification of a distribution service loop 33, 38, 39, 88

N

Non-communicating meter
(non-radio-frequency-emitting meter)..... 12-14, 98

Non-compliance..... See Compliance

Non-payment

- Administration charge 11, 16, 17, 19, 20, 22-24, 71, 72, 79
- Deposit..... 11, 17, 24-27, 71, 72
- Overdue notice..... 24, 28
- Service interruption 27, 29, 55, 67

Notice

- Overdue notice..... 24, 28
- Service interruption notice..... 29

NSF cheque..... See Bill – Insufficient funds

O

Off-grid system..... 9, 44, 64, 79, 99

Online Billing See Bill

Opting out..... See Meter – Non-communicating meter

Outbuilding..... 60, 99

Overdue notice..... 24, 28

Overhead distribution line 34, 35, 39, 41, 43, 76, 99, 111

Owner See Building owner

P

Past due..... See Non-payment

Payment

- Due date 16, 17, 24, 25, 28, 50, 71, 72, 97
- Equalized Payments Plan (EPP)..... 18
- Non-payment..... 16, 17, 25, 26, 29, 72, 98
- Payment arrangement ..13, 16, 19, 20, 29, 47, 69, 97, 99
- Payment guarantee..... 71, 72
- Payment methods 17
- Payment through a third party..... 17
- Responsibility for payment..... 16
- Terms of payment..... 9, 45, 47

Payment arrangement 13, 16, 19, 20, 29, 47, 69, 97, 99

Payment methods..... 17

Period

- Bill correction period 19
- Consumption period..... 14, 43, 66, 72, 96, 106
- Winter period 28, 61, 100

Person responsible for contract See Customer

Phase

- Single-phase..... 13, 35, 36, 40, 60, 65, 80-90, 92, 114
- Three-phase..... 35, 36, 40, 65, 80-90, 92, 98

Point

- Connection point..... 32-35, 43, 58, 61, 96, 97, 99, 100, 104
- Delivery point..... 14, 56, 57, 63, 96
- Supply point 33, 96, 97, 100

Pole..... 34, 39, 42, 60, 61, 64, 80-83, 86, 99, 100

Pole riser..... See Riser

Pool..... See Swimming pool

Power

- Apparent power 34-36, 49, 76, 77, 95, 98, 99, 101
- Available power..... 28, 56, 62, 66, 95, 106
- Large power..... 98
- Medium power 98
- Power requirement..... 35, 95, 99
- Real power..... 98, 99
- Small power 100

Power commitment See Customer commitment

Power demand	
Anticipated apparent power demand	34-36, 49, 76, 77, 95
Anticipated power demand	33-36, 43, 45-47, 49, 51, 77, 89, 91, 95, 110-113
Billing demand.....	43, 49, 77, 95, 98
Maximum power demand	62, 98
Power factor.....	63, 64, 99
Pre-Authorized Debit.....	53
Primary line.....	See Line
Property to be served.....	See Service address
Proposal for minor work.....	9, 45-48, 50, 99
Protection	
Protection against electrical incidents.....	55
Protection for backup generator	63
Protective equipment.....	63
Safety of persons and property.....	60
Public right-of-way.....	34, 39, 40, 82, 93, 97, 111

Q

Québec Construction Code.....	60
-------------------------------	----

R

Rate	
Domestic rate.....	11, 21, 47, 63, 97, 99
Wrong rate	19
Rated current.....	See Current rating
Reconnection	See Service restoration
Refund.....	See Reimbursement
Regular working hours.....	29, 31, 36, 37, 44, 80, 99
Reimbursement.....	19, 26, 50, 71
Request	
Connection request	9, 31-36, 38-49, 76, 77, 95, 96, 99, 104, 110-113
Request for a deposit.....	24
Request for a distribution service loop.....	32
Request for a non-communicating meter	12, 13
Request for temporary supply.....	33, 44
Service request.....	11, 12, 21-24, 53, 100
Resale of electricity.....	56
Residential project.....	40, 41, 85, 99
Responsibility for contract.....	See Service contract
Review of EPP installment.....	18

Riser.....	33, 38, 86, 104, 110, 112
Risk	
Credit rating.....	69, 97, 99
High-risk contract.....	25, 26, 28, 69-72, 97
Risk level	69-71
Risky contract.....	71, 99

S

Safety.....	27, 29, 55, 59, 60
Sale of electricity.....	See Resale of electricity
Seal.....	59
Security deposit.....	See Deposit
Service address.....	12-15, 18, 20-25, 27-29, 56, 61, 96-98, 100, 103
Service contract	
Changes during term of contract.....	12, 14, 54
Contract holder	See Customer
Service request.....	11, 12, 21-24, 53, 100
Termination of contract.....	21-23
Service entrance.....	See Customer's service entrance
Service interruption	27-29, 55, 67
Service loop.....	See Distribution service loop
Service restoration	
Service restoration.....	24, 27-29
Service restoration during winter period.....	28
Servitude.....	32, 33, 37, 41, 45, 46, 51, 100, 109
Shed.....	See Outbuilding
Single-phase.....	13, 35, 36, 40, 60, 65, 80-90, 92, 114
Smart meter.....	See Meter – Communicating meter
Social Insurance Number.....	103
Specifications	See Technical specifications
Swimming pool	39, 60, 80, 100
Switchgear.....	85, 86, 91, 110-113

T

Tampering	See Meter – Meter tampering
Technical specifications	28, 54, 61, 63
Telephone.....	11, 21, 23, 45, 53, 95, 103, 104
Temporary service	21
Temporary supply	33, 35, 36, 44, 92, 100

Schedules, Illustration and Index

Termination of service..... See Service contract –
Termination of contract

Terms of payment..... 9, 45, 47

Three-phase..... 35, 36, 40, 65, 80-90, 92, 98

Transformer..... 39, 40, 43, 57, 58, 64, 66, 80, 81,
84, 85, 89, 90, 92, 96, 98, 99, 106, 100-112

Terms of payment..... 9, 45, 47

Work included in basic service 31, 35, 36, 50

Work not included in basic service..... 31, 36, 37, 44

Written..... See In writing

U

Underground cable work..... See Cable work

Underground distribution line 35, 36, 39-43, 62, 76, 98,
99, 110, 113

Underground service for residential projects..... See
Cable work

Units of measurement..... 101

Usage..... See Consumption

V

Vegetation clearing 32, 37, 41, 51

Voltage

25 kV..... 39, 65, 66, 84, 92, 98, 106

347/600 V..... 64, 65, 92

3-wire 600 V 65

High voltage 54, 55, 58, 62, 65, 66, 97, 106

Low voltage 42, 55, 57, 58, 64-66, 80, 96-98

Medium voltage 49, 54, 55, 58, 62, 65, 66, 76, 77,
80, 97, 98

W

Web site..... 53, 98

Winter period 28, 61, 100

Withdrawal of connection request..... 9, 48, 49

Work

Cable work 86

Calculating the cost of work..... 36, 108

Cancellation of work..... See Withdrawal
of connection request

Completion schedule 45

Connection provided by customer
(service entrance) 34

Major work 9, 46-48, 50, 95, 97, 98

Minor work..... 9, 45, 47-49, 81, 98, 99

Securing of the distribution system..... 36, 44

Servitude 32, 33, 37, 41, 45, 46, 51, 100, 109

Temporary supply..... 33, 35, 36, 44, 92, 100

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