



Customer Policy And Rates Manual



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Our Mission

“We provide innovative customer-centered energy utility solutions”

Our Vision

“To be recognized as an evolving energy and utility leader”

Our Motto

“Excellence in Energy Solutions”



Customer Policy and Rates Manual

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Customer Policy and Rates Manual

Section 1- General

Section 1 - General

1.1 Introduction

The purpose of Customer Policy and Rates Manuals is to define the scope and application of Policies and Rates for The Power Commission of the City of Saint John also known as Saint John Energy (hereafter known as "the Commission").

The manner in which we treat our customers and the accuracy of the billing system fosters customer confidence and also protects revenue. While it is important to properly manage our accounts receivable, we are to be fair, reasonable, and consistent in the treatment of our customers.

The Commission recognizes that electricity is not only an essential service, but often vital to the survival of people, particularly during the heating season. Consequently, those responsible for collection of past due accounts must exercise judgment based on knowledge of the customer's situation and conditions.

1.2 Definitions

Age of Majority: 19 years of age.

Agreement: An agreement for power or for rental of Commission facilities is said to be in effect between a customer and the Commission as a result of the customer, willfully accepting service, signing an electric service agreement or contract, or paying for service.

Apartment Building: A type of multiple dwelling for the purpose of providing three or more separate dwelling units.

Available Power: Amount of power specified in a written contract which the customer cannot exceed without prior authorization from the Commission.

Billing Demand: The demand upon which billing to a customer is based, as specified in the Rate Schedule or Agreement. It may be based on the contract year, a contract minimum or a previous demand and therefore does not necessarily coincide with the actual measured demand of the billing period.



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Board: The Board of Commissioners of The Power Commission of the City of Saint John, appointed by the City of Saint John Common Council.

Bulk Metering: Metering used to register electricity usage by two or more services of the same classification.

Combined Service: When a customer uses part of his residence, or adjacent outbuilding for a small store, office, rooming house, or other non-residential use, and service is supplied through a single meter, the residential rate shall be applied to the entire premises, provided the non-residential load, excluding space heating, is no greater than 3,000 watts. Otherwise, the General Service rate shall be applied to the entire premises until separate metering is installed.

Connected Load: The sum of the capacities or ratings of the electric power consuming apparatus connected to the Commission's system.

Contract: Agreement concluded between an individual, a partnership or a corporation and the Commission for the delivery of electricity or for the rental of Commission facilities. This agreement may result from a document signed by the parties or from a customer's application for the delivery of electricity. The delivery of electricity by the Commission and its use by the customer also constitutes such an agreement. All points for metering electricity must be covered by contract. Moreover, any delivery subject to a flat rate constitutes a contract that is separate from a contract for metered delivery.

Contribution: Portion of total costs as paid by a customer for a service that exceeds the permissible amount that the Commission will expend to supply such service.

Customer: Any person, firm, corporation, partnership, or other organization contracting for the supply of electrical energy at a given location.

Dedicated Service: Electric service facilities which serve only one customer.

Delivery Point: The delivery point is where the customer-owned facilities connect to the Commission-owned distribution facilities.

Demand: The rate at which electric energy is delivered to or by a system, part of a system, or a piece of equipment expressed in kilowatts, kilovolt amperes, or other suitable unit at a given instant or averaged over any designated period of time.

Domestic: The use of electricity exclusively for living purposes in a dwelling.



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Deposits: Security for the payment of accounts held by the Commission as collateral.

Dwelling: A building or two or more attached buildings, each containing one or more dwelling units, or each portion of a building where such portions contain one or more dwelling units and are completely separated from other portions by common walls.

Dwelling - Multiple: A building or portion thereof, other than a hotel or motel, designed or occupied as dwelling units for more than two families, and includes an apartment building or three or more attached dwellings or dwelling units.

Dwelling - Two Family: A building having independent exterior walls containing two self-contained dwelling units:

- a) constructed one above the other, and having individual entrances from street level either directly or through a common vestibule, or
- b) constructed adjoining, but not one above the other, and having common or individual entrances.

Dwelling - One Family: A detached building having independent exterior walls, designed or used exclusively for residential purposes by one family.

Dwelling Unit: A room or suite of two or more rooms designed or intended for use by an individual or family in which culinary facilities are restricted to one kitchen, and sanitary conveniences are provided for the exclusive use of such individual or family.

Dwelling - Semi-Detached: A dwelling containing two dwelling units having any portion of a wall common to both units.

Equalized Payment: Equalized payment is a program that allows customers to make equal monthly payments based on an annual consumption estimate.

- Family:**
- a) two or more persons related by heredity, marriage, or adoption or any other two persons occupying a dwelling unit as a single housekeeping unit, or
 - b) not more than five unrelated persons occupying a dwelling unit as a single, non-profit housekeeping unit.



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General Service Use: The use of electricity for all purposes other than those specifically covered under the residential or industrial classifications. General Service use includes service to business establishments, business and professional offices, stores, restaurants, hotels, motels, bulk-metered apartment buildings, schools, universities, hospitals, military establishments, post offices, radio and television stations, repair and/or fabrication shops, vehicle service stations, sign and display lighting, etc.

Industrial Service Use: The use of electricity for manufacturing (i.e. the converting or processing of a material or materials into a product), or for the extraction of raw materials or for Large Data Centres.

Installed Capacity: The total rated capacity of the customer's or Commission's transformation facilities.

Kilowatt (kW): 1,000 watts. A watt is the electrical unit of power or rate of doing work. It is the rate of energy transfer equivalent to one ampere flowing under pressure of one volt at unity power factor, i.e. (watts = volts x amperes). One horsepower is equivalent to approximately 746 watts.

Kilowatt-hour (kWh): A Kilowatt-hour is the amount of energy which is used when one kilowatt (1,000 watts) of power is utilized for one hour. Energy (KWH) = Power (kW) x time (Hrs).

Load Factor: The ratio of the actual energy consumed during a designated period to the maximum energy that could have been consumed during that period, based on the peak demand recorded during that period.

Metering Point: The point at which the Commission-owned revenue metering equipment is inserted into the distribution system supplying the customer.

Municipal related customers: are those not-for-profit entities where the City of Saint John owns, rents or leases the property and/or pays the employees of the facility

Normal Operating Conditions: those periods of time when there are no emergency operations underway and/or periods where normal staffing is sufficient to meet typical customer demand for services.

Occupant: Someone holding temporary or permanent rights of ownership or tenancy over a place or building that he/she occupies.

Power: The time rate of generating, transferring or using electric energy, usually



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expressed in kilowatts.

Power Factor: The ratio of real power (kW) to apparent power (kVA) for any given load and time. Generally, it is expressed as a percentage.

Primary Voltage: Nominal voltage above 1,000 volts. Also referred to as high voltage.

Rate: The price for electric service. The rate schedule is the rate plus the service provisions necessary for billing for various load conditions of the customers.

Rate Code: Computerized coding system devised to be applied to customers in order to differentiate between classifications of sale.

Regular Meter Reading: A reading of the meter(s) taken for billing purposes at regular intervals and on approximately fixed dates, according to a work schedule that is established and may be modified from time to time by the Commission, or a reading taken at the beginning or end of the delivery of electrical service.

Religious and Charitable Institutions: Organizations as registered under the Canadian Income Tax Act, and having a religious or charitable purpose from which no part of the income received therefrom is payable to the benefit of any proprietor, member or shareholder thereof. The Organization must offer programs and/or services which primarily benefit the Saint John Community and must not be of a commercial nature. Excluded, are Municipal, Provincial and Federal government departments and agencies as well as educational and hospital institutions.

Residential Service: The use of electricity for domestic purposes and heating in single-family residential dwelling units.

Rooming House: A building or any part thereof in which rooms are provided for compensation to three or more persons other than the owner thereof or the members of the owner's immediate family, but does not include a hotel, motel, institutional residence, fraternity or sorority house, or tourist home.

Secondary Voltage: Nominal voltage of 1,000 volts or less. Also referred to as low voltage.

Service Charges: The cost of providing service per contract for a fixed period. This fixed charge constitutes an element in calculating the bill and is independent of the amount of electricity consumed.



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Service Loop: A circuit extending the Commission's system from the distribution line to the delivery point.

Temporary Service: Electric service facilities provided by the Commission for a short or undetermined duration such as construction projects, fairs, festivals, traffic counters, etc.

Underground: System of distribution below ground level.

1.3 Infringement of Guidelines

The Commission may disconnect a customer's electric service, remove Commission property from a customer's premises, and terminate any agreement for supply of electric power and energy if the customer fails to comply with these guidelines as amended from time to time or any other relevant statutory provision.

1.4 No Contrary Representation

No agent, representative, or servant of the Commission has authority to make any promise, agreement, or representation, whether verbal or otherwise, which is inconsistent with the Commission's guidelines, and no such promise, agreement or representation, if made or given, shall be binding on the Commission, unless evidenced by agreement signed by an officer of the Commission.

1.5 Claims

All claims should be directed to the Insurance Claims Department. Please contact via phone at 658-5252, via fax at 658-0868, or mail to:

Saint John Energy
Insurance Claims Department
P.O. Box 850
Saint John, NB
E2L 4C7

The customer or consumer shall submit the details of their claim to the Insurance Claims Department of the Commission in writing via; fax, mail or if directed by claims department staff, by e-mail (*e-mail address provided as needed*).



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The Commission shall investigate the cause of the claim and attempt in good faith to resolve it within 10 days of receipt. If the customer disputes the decision rendered by the Commission with regards to a claim, then further review by the Commission will occur within the next 30 days. Upon completion of this review, the Commission will advise the claimant of the outcome.

1.6 Confidentiality of Customer Information

The policy of the Commission is to be compliant with the Federal Governments Personal Information Protection and Electronics Document Act (*PIPEDA*). All information maintained by the Commission concerning a customer is considered to be private and confidential and is only to be released under the following conditions:

- a) Information maintained on-line may be released using computer screen prints to a customer by mail or to the customer in person upon the provision of satisfactory identification. Historical information concerning a customer's account in excess of 12 months may also be provided for a fee, which reflects the costs associated with research required.
- b) Release of customer account information to a third party is permissible only upon receipt of:
 - 1. written authorization from the customer which includes what information may be released;
 - 2. a court order



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2.1 Application for Electric Service

The Commission shall only supply electric service to a customer who is the owner, or the occupant of the premises for which electric service is required. The supply of such electric service shall be in accordance with the applicable rates.

The Commission shall, before rendering electric service, require that an electric service agreement be signed by the party receiving the service. If the customer refuses to sign an electric service agreement or fails to respond within two business days to a request to sign an agreement, the Commission reserves the right not to provide electric service.

The Commission may also refuse to provide or continue to provide electric service for the following reasons:

- a) the person applying for electric service has an outstanding account with the Commission;
- b) the person applying for electric service provides false or misleading information on the application of electric service;
- c) an occupant of the premises has an outstanding account from the current or previous address where the occupant and the person applying for service resided and satisfactory arrangements for payment of the outstanding account have not been made;
- d) where in the opinion of the Commission the customer's electrical system is defective and represents a danger to life or property, the Fire Department and Department of Labor will be notified;
- e) there are safety considerations at the Premises to be served or being served;
- f) threats of violence against the Commission staff or its contractors;
- g) police authorities have advised the Commission to avoid the premise;
- h) upon notification from the appropriate government body to discontinue service;
- i) the person applying for electric service fails to provide acceptable access to the



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service equipment;

- j) the person applying for electric service refuses to pay a security deposit, as may be requested by the Commission.

2.2 **Implied Contract**

In all cases, notwithstanding the absence of a formal contract, the Commission has an implied contract with any customer or consumer who is connected to the Commission's distribution system and receives distribution services or uses electrical energy.

The use of the Commission's distribution system by any person or persons constitutes acceptance of a binding contract with the Commission. The person so accepting shall be liable for payment for such electricity. The contract shall be binding upon the person's heirs, administrators, executors, successors, or assigns.

2.3 **Discontinuance of Service**

Any customer wishing to have service discontinued shall give the Commission two business days notice, during which time a final meter reading will take place. Until such notice is effectively given, the customer shall remain responsible for the account.

When a customer requests a discontinuance of service and subsequently requests that service be restored, the customer will be invoiced the Commission's connection charge.

2.4 **Combined Service**

Where a residential dwelling and business premises area are contained in the same building and the wiring does not provide for the use of two meters, only one account shall be rendered. If the total connected load of the non-residential premises, excluding electric space heating, is less than 3000 watts, the account shall be computed at residential rates as applicable. If the connected load of the business premises, excluding electric space heating, is greater than 3000 watts, the account shall be billed at general service rates as applicable.



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When new buildings are erected or major alterations are made to existing buildings, or to the wiring, the owner shall be required to arrange the wiring to provide for the installation of individual meters.

2.5 Transfer of Service

When a customer requests service, the service must be put in the name of a responsible member of the household who is the age of majority. In the event of a disconnect for non-payment, the service cannot be reconnected in the name of another member of the household while the original responsible member still remains an occupant.

In the event of the death of the contract bearer/holder, a new contract will be prepared at no cost to the customer. In the event of divorce or separation, provided the service does not need to be disconnected, a new contract will be prepared at no cost to the customer.

2.6 Limitation of Use

Customers shall not use the supply of electricity for any other purpose or at any other place than specified in the service contract and in no case for direct resale to others. However, this shall not be construed as prohibiting the lease of space in a building at a fixed rental rate, including electrical services.

Where a bulk meter is installed by the Commission to measure all the energy used in a building, the Commission will not provide sub-metering or other means to measure the energy use of the tenants. Regulations concerning sub-metering are contained in Federal and Provincial Legislation.

2.7 Point of Supply and Service

The Commission shall determine the point of supply and the point of service to any customer.

When a customer requires more than one metering point the power and energy recorded on each meter shall be billed separately at the applicable rate(s).

Any additional costs incurred, as a result of the customer's special electric service



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requirements shall be borne by the customer. Customers who install and maintain the load equipment are also responsible for installing and maintaining the service conductors from the supply point to the load.

If for some reason a supply point is relocated, the customer must be contacted and informed that the service conductors must be extended at a cost to the customer to the new supply point.

2.8 Maintenance Disconnect

The customer will be provided with one disconnect for maintenance on the existing service for each property (one service per property) each year (rolling year) without charge during regular business hours.

2.9 Service Availability and Standard Voltage

Standard Facilities

The Commission will provide certain standard facilities when supplying permanent service. Standard facilities are included in the rates that a customer is charged for electrical service. Standard facilities by rate class are defined as follows:

a) Residential Class

The Commission will supply the required transformation, metering and single phase or three phase overhead service from the existing distribution system for each permanent customer eligible for residential rates. Service length allowances for overhead line extension shall be 90 meters. See Section 3 for service lengths beyond 90 meters. Delivery will be at standard service voltages of 120/240 volts, single phase or 120/208 volts, three phase, four wire.

b) General Service and Industrial Service Class

The Commission will supply the required transformation, metering and single phase or three phase overhead services from the existing distribution system for each permanent customer eligible for either of these rate classes. Service length allowances for overhead line



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extensions shall be 90 meters. See Section 3 for service lengths beyond 90 meters.

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Delivery shall be at one of the Commission's standard service voltages as follows:

- 120/240 volt, single phase
- 120/208 volt, three phase, 4 wire
- 347/600 volt, three phase, 4 wire

2.10 Temporary Services

The customer must pay all temporary service costs. (see Section 9 – Rate Schedules and Application Guidelines)

2.10.1 Service Requirements

One of the following service voltages will be established by the Commission depending upon the location of the building/construction site and the availability of distribution facilities:

- a. 120/240 volts, 1 phase, 3 wire-up to 200A overhead (subject to municipal bylaw) or underground;
- b. 120/240 volts, 1 phase, 3 wire – 400A overhead;
- c. 120/208 volts, 3 phase, 4 wire – up to 200A overhead or underground;
- d. 120/208 volts, 3 phase, 4 wire – up to 400A overhead;
- e. 347/600 volts, 3 phase, 4 wire – up to 200A overhead or underground;
- f. 347/600 volts, 3 phase, 4 wire – 400A overhead.

Large power requirements may require a temporary primary service.

The Commission will approve the location of the service entrance to the property and to the building.

2.10.2 Service Information



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The location of the service entrance point and details of metering will be established through consultation with the Commission. Failure to comply may result in modification at the customer's expense.

2.10.3 Supply from Pole Line

The customer is responsible for the secondary overhead conductor to the supply point. The Commission will install and connect the service conductor at the supply point. The customer is responsible for any anchoring, as required.

No metering or service equipment may be attached on the Commission's poles. The Commission may provide an overhead primary service for large projects, at the customer's expense.

2.10.4 Supply from Underground Distribution System

There are areas where only an underground distribution system has been installed. It will be necessary to consult with the Commission to establish the method and cost of obtaining temporary construction service.

Due to the wide variation in these services, the customer will pay the costs incurred by the Commission.

2.11 High Voltage Installation

Where a customer is accepting service at a primary voltage, and because of a consultant's building design requiring an installation of combined high voltage switchgear and transformer capacity, the Commission will make a capital contribution toward the installation based on the cost of the equivalent kVA of standard distribution transformer capacity that the Commission would normally install. The capital contribution shall be calculated following a minimum of six months after initial service energization. It will be based on the observed capacity utilization over the six-month period and shall be credited to the account.

2.12 Unmetered Services



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Unmetered service shall be made available to small loads where the installation of a meter is impractical as determined by Saint John Energy. Unmetered services are available for 120 volt, 2 wire applications, up to a maximum of 1,800 watts (15 amps at 120 volts).

Such services will be subject to the following policy:

- a) Services will be for either 12 or 24 hours per day operation. All services classed as 12 hours per day will be equipped with a photo control owned and installed by Saint John Energy.
- b) The signed customer contract for this type of service will, among other things, state the expected electrical wattage requirements to supply the load(s) for which service is being requested.
- c) The customer declared electrical wattage requirements will be used by Saint John Energy to calculate monthly consumption in terms of kilowatt hours and billed at the current Unmetered rate. *(See Section 9 – Rate Schedules and Application Guidelines for current rates.)*
- d) As this type of electrical service is based on the customer's declared electrical wattage requirements and is not metered to determine the actual electrical consumption, Saint John Energy will, from time to time audit the customer's service to determine actual electrical consumption. **It is the customer's responsibility to report any change in wattage requirements.** Actual wattages found to be greater or less than 10% of the customers declared wattage requirements will be subject to the following:

10% Greater - Audit determines service requirements are greater than 10% of those declared in the current contract for this service:

- 1) The customer will be notified of the discrepancy and be required to provide an updated service requirement declaration, in the form of a new or updated service contract.
- 2) The difference in wattage will be calculated in terms of kilowatt hours back to the latter of the most current contract for this service or the date of the last validated audit. This difference will then be billed to the customer and all future billings will reflect the wattage declared in the



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most current contract.

- 3) In addition to the charges applied in section (2) above, an interest penalty of 1.5% per month (*effective annual rate 19.56% per annum*) will be assessed on the dollar value of the difference in consumption, calculated and billed back to the latter of the most current contract for this service or the date of the last validated audit.
- 4) Audit expenses incurred for the service(s) in question will be billed to the customer at Saint John Energy's prevailing labour and truck rates in force at the time of the audit.

10% Less - Audit determines service requirements are greater than 10% lower than those declared in the current contract for this service:

- 5) The customer will be notified of the discrepancy and offered the opportunity to update their service requirement declaration, in the form of a new or updated service contract. All future billings will reflect the wattage declared in the most current contract.
- 6) No credit will be provided for any audited wattage found to be less than the customer's declared wattage requirement, as provided by the customer in the service contract.

Failure to comply with the terms of this policy will result in immediate disconnection of all of the customer's Unmetered services.

As per the terms of the Unmetered Service Contract, Saint John Energy will not be held liable for any physical or monetary damages resulting from the disconnection of service for non-payment or the breach of any terms of the Unmetered Service Policy or other such terms of service found on the reverse of the Unmetered Service Contract.

2.13 Application for Non-Residential Electric Service

Electric service will only be rendered to a non-residential electric service customer upon the completion of an electric service contract. An authorized officer of such non-residential customer must sign this electric service contract. If the customer refuses or neglects to complete an electric service contract, the Commission may refuse to supply electric service or



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may disconnect the electric service.

2.14 Religious and Charitable Institutions

- a) Residential rates (Rate Codes 1 and 6) are applicable to all metered locations having a religious or charitable purpose (those registered under the Canadian Income Tax Act) from which no part of the income received there from is payable to the benefit of any proprietor, member, or shareholder thereof. The metered location must offer programs and/or services which primarily benefit the Saint John Community and must not be of a commercial nature. This benefit is limited to a maximum service entrance capacity of 100 kW or an average monthly consumption of 30,000 kWh's.
- b) Any new, or expansion of an existing, nursing home or other charitable institution, or any permanent load addition to an existing electrical entrance exceeding 100kW capacity will require a change to Rate Code 2 (General Service) for the affected installation. Electrical upgrades for the purpose of safety or security with no increase in entrance size will not require a change to Rate Code 2.
- c) Municipal, Provincial, or Federal Government accounts, including all educational institutions and hospitals are not considered charitable institutions.
- d) Final interpretation of the application of this policy remains with the Commission.

2.15 Deposits

A deposit from Residential Service customers may be required by the Commission where;

- a) the customer has not established a satisfactory credit history with the Commission and cannot provide one from an outside source (i.e. another utility);



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- b) the customer has been disconnected for non-payment;
- c) the customer has an outstanding balance from a previous address;

A deposit from all other customers may be required by the Commission except;

1. Municipal, Provincial, or Federal Government Agencies;
2. publicly-owned schools and hospitals;
3. where the customer has established satisfactory credit history with the Commission for another location in the same name.

The amount of the deposit will not be less than \$100 and not greater than two (2) months' estimated billing.

The deposit must be paid in full prior to the connection of service. Arrangements may be made on deposits exceeding \$100 at the discretion of the Commission. There will be no arrangements on deposits of \$100, even in extenuating circumstances. In addition to the security deposit, the customer must pay any outstanding balances. However, arrangements may be made for payment of half of the outstanding balances prior to reconnection and the remainder within one month.

Customers must be advised that failure to pay a negotiated arrangement or security deposit will result in immediate disconnection of service without further notification.

Deposits in the form of cash, letters of guarantee from a chartered Canadian bank, Trust Company or Credit Union are subject to the approval of the Commission.

2.16 Interest on Security Deposits

The Commission will, for cash security deposits only, credit the customer's account for interest. Currently the interest rate is based on the Royal Bank Prime Rate less 2.85% per annum, paid monthly. This rate will be set at the beginning of each quarter and be effective for the duration of same.

The calculation of interest is based on the number of days the customer's deposit balance is held during the Commission's monthly billing cycle and is multiplied by the rate stated above. This amount is credited to the customer's deposit balance either at the end of the Commission's monthly billing cycle or upon refund to the customer, whichever occurs first. This calculation will result in a monthly compounding of interest.



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Example:

A \$300 deposit held for 30 days would be calculated as follows: $(\$300 \times \text{interest rate} / 365) \times 30$

2.17 Return of Security Deposits

All Residential Service customer's security deposits may be refunded after (12) twelve consecutive months of satisfactory payment history (i.e. monthly invoice paid on or before due date). All Commercial and Industrial Service customer's security deposits may be refunded after (24) twenty-four consecutive months of satisfactory payment history (i.e. monthly invoice paid on or before due date).

2.18 Attachments to Commission Poles or Other Property

No persons shall make unauthorized attachments to the Commission's poles or other property except by special permission from the Commission. If such permission is granted, the Commission shall not be responsible for any damage to the customer's property therein, or for any damages caused to persons or property because of such attachments. Any unauthorized attachment is subject to removal and the person responsible for such attachment shall be responsible for removal costs.

If, for any reason, the Commission's property has to be removed or relocated, the customer, when notified, shall remove his property as required without unnecessary delay. If the customer fails to comply with this ruling, the Commission's agents shall remove the customer's property at the customer's expense without liability for damages that may result.



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2.19 Central Business District

The Central Business District is defined as the area of Saint John bounded on the north by Union St., the south by Princess St., the west by Water St. and the east by Sydney St. Also included is Prince William St. from King St. to Duke St.

The low voltage underground secondary system in the Central Business District is a standard radial system at 120/208 volts, 3 phase, 4 wire wye.

The high voltage underground primary system in the Central Business District is a standard radial system at 12470/7200 volts, 3 phase, 4 wire wye.

Customer Services:

- a) New low voltage services in the Central Business District shall be provided to the customer at 120/208 volts, 3 phase, 4 wire wye only and accepted from the underground secondary systems.

The low voltage service capacity will be limited to 100 KVA above which the customer will be required to accept primary or high voltage service at 12470/7200 volts, 3 phase, 4 wire wye or 7200 volts single phase.

During an interim period, existing buildings will be supplied at existing voltages through their existing weatherheads from the underground system by means of conduits installed on the face of the building.

When existing buildings are renovated or redeveloped service must be accepted from the underground system at 120/208 volts, 3 phase, 4 wire wye to the 100 KVA limit. Above this capacity, service will be provided at the high voltage level.

- a) Only one service will be provided to a building (120/208 volts) as required by the electrical code regulations.
- b) The customer who requires high voltage service will provide an indoor transformer vault constructed in accordance with the Canadian Electrical Code Section 26, Rules #26-350 to 26-356. In some instances the high voltage customer may have an option for the installation of an outdoor padmount transformer.



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The Commission will provide padmount transformers where applicable with the customer being responsible for the cost difference between standard distribution transformer kVA capacity and that of the outdoor padmount unit.

For both low voltage and high voltage service the customer will be responsible for the cost of service conductors between the Commission's nearest cable splicing vault and the point of supply.

2.20 Customer Load Control Devices

On application by the customer the Commission will allow the use of the Commission's metering circuits for the purpose of demand and energy control providing the following criteria are confirmed by a signed document of mutual agreement:

- a) The customer must submit plans of the proposed installation for approval by the Commission to ensure it meets the Commission's engineering specifications. The equipment must be installed on the load side of the Commission's metering equipment.
- b) Equipment, which must be installed, by the Commission will be done at the customer's expense.
- c) Any meter owned by the customer must be so identified. The combined burden of the Commission's metering and the customer's control equipment must not exceed the capability of the metering transformers.
- d) The Commission will seal the equipment and the customer must never break any seals installed by the Commission. Evidence of circuit tampering by the customer will be just cause for the Commission to discontinue the use of instrument transformers by the customer. The Commission must be contacted before any maintenance to equipment is carried out.
- e) All work to install and maintain metering circuits will be carried out by and at the Commission's convenience during normal working hours. The cost of maintenance of the customer's equipment shall be at the customer's expense.



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- f) The Commission will not be responsible for additional billing costs to the customer due to increased load demand or energy used as a result of delay on the Commission's part in performing maintenance.
- g) The Commission's metering shall be used for billing purposes at all times. Any disputes in regard to the accuracy of revenue metering shall be handled in accordance with the Commission's guidelines on "Dispute Tests". See Section 5.4 "Disputed Billing or Meter Accuracy".
- h) The Commission will not be responsible for any interruptions to the system. Equipment can fail, and regular maintenance must be carried out. During these periods, the customer's control equipment will be de-energized.

2.21 Customer Requested Meter Upgrade

The Commission may, upon customer request, provide Commercial and Industrial class customer's with upgraded, data logging, metering equipment. The meter, consisting of a mass memory, modem equipped, dual pulse output meter of the Commission's choice, will be installed by the Commission upon customer request and acceptance of the following terms:

- a) The customer agrees to pay a monthly meter upgrade fee as outlined in the Commission's schedule of rates, for a period of not less than 36 months.
- b) The Commission shall have the right to interrupt the pulse circuit in accordance with the provisions of the Commission's contract for electrical service.
- c) The customer agrees that the Commission will not be held liable for any damages whatsoever, resulting from a loss or interruption of metering data. In the case of an interruption or loss of metering data, for reasons within the control of the Commission's, the customer agrees that the Commission shall only be required to refund the meter upgrade fee covering the period of interruption.
- d) The customer will be responsible for all extraordinary costs associated with the installation of upgraded metering equipment with the exception of the meter, current or potential transformers and required secondary wiring which will be supplied by the Commission.



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- e) The customer shall be responsible for the installation and maintenance of all wiring and equipment on the customer's side of the point of interconnection with the Commission's metering equipment.
- f) Arrangements for the export and analysis of metering data are the responsibility of the customer.
- g) Only the Commission's authorized representatives shall install, maintain, repair, replace or remove the Commission's metering equipment.
- h) The customer is fully responsible for any damage occurring to the Commission's metering equipment as a result of improper or unauthorized connections of customer- owned and installed data collection or other equipment.



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2.22 Customer-Owned/Embedded Generation

PURPOSE: Producing electricity with renewable resources such as biofuel, wind and photovoltaics makes good environmental sense by reducing greenhouse gas emissions and saving non-renewable fuel. Saint John Energy supports the efficient use of fuels in CHP systems (Combined Heat and Power)

This policy sets out the conditions that apply to customer owned generation for the home or business while retaining the benefits of being connected to Saint John Energy’s distribution system. Surplus energy from the customer may be sold to Saint John Energy.

The terms “IPP” (independent power producer) or “customer” are used interchangeably.

SCOPE: This policy applies to all customers of Saint John Energy.

DEFINITIONS: Please refer to Appendix “B”

Saint John Energy defines two categories:

Small generation 100 kW and under - designed to serve the customer load and use Saint John Energy as a storage bank to reduce system costs. The customer with a source meeting Environment Canada’s criteria CCD-003 (biogas, biomass, solar, water, wind power, etc.) will be able to use net metering which measures power flow in both directions. At the end of each month, a bill is sent to the customer with the normal service charge and any net usage of kWh’s. Net energy injected into Saint John Energy’s distribution system will be accumulated by the customer’s meter to be applied towards the following billing period. At the end of the calendar year, a settlement of the account is rendered to the customer with no compensation for accumulated surplus. An engineering impact review is not typically required for a system of this size. The aggregate connected generation available for this category is 1% of Saint John Energy’s 3 year average system load.

Medium generation greater than 100 kW – This type of customer may be CHP providing process heat and power to industry or large buildings, or a large wind generator and may contain an export component to Saint John Energy. Saint John Energy’s engineering review of the proposal may limit the size of export to less than 2500 kW depending on system location and other criteria. Proposed units larger than this will be reviewed on a case by case basis and possibly be referred to a transmission level connection. The total of all customer-owned generation shall not exceed **10%** of Saint John Energy’s 3 year average system load at any time.



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GENERAL REQUIREMENTS:

- The operation of the generator shall not adversely impact the quality or reliability of power received by other customers of Saint John Energy.
- The safety to Saint John Energy operational personnel and other customers must not be compromised.
- All technical requirements of the section “Detailed Considerations” must be met. Saint John Energy will use “good utility practices” in applying the applicable standards.
- Saint John Energy retains the right to limit the total amount of customer owned generation connected to its system or a particular feeder.
- The IPP is responsible for all equipment beyond the point of connection with the exception of the revenue meter which is provided by Saint John Energy.
- The cost of upgrades to Saint John Energy’s system that are required to accommodate the generator will be the responsibility of the IPP.
- When a customer (medium generators only) supplies energy to Saint John Energy, they are deemed to be a supplier and the value of the energy shall be Saint John Energy’s avoided cost of energy for the month in question. No credit for demand will be allowed unless the power provided is shown to be consistently effective in lowering the overall monthly demand cost of Saint John Energy. Interval metering that records, timestamps data and is accessible to Saint John Energy by telephone is required to document this case. Eighty five percent of the reduced demand cost will be credited each month to eligible generators.
- This document does not apply to standby generation used to supply a premise’s electrical system during loss of Utility supply. Standby or back up generation is not interconnected with the Saint John Energy system at any time.



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CONNECTING TO SAINT JOHN ENERGY:

To start the process of getting connected, the customer should:

1. Meet with Saint John Energy's engineering representative to discuss the project. Provide adequate information to Saint John Energy on the attached form, required electrical drawings, the proposed connection point, and allow sufficient lead time for Saint John Energy's technical evaluation.
2. Upon written approval by Saint John Energy, sign a connection agreement that defines the terms and conditions that will exist between the generator and Saint John Energy (Appendix A)
3. Obtain any necessary permits or approvals from other levels of government or appropriate authority that may apply (electrical inspection, environment, etc.)
4. Pay the application fee of \$10 / kW to a maximum of \$2000 for administrative, engineering, and inspection costs to defray a portion of Saint John Energy costs. For larger generators, there may also be costs required to upgrade the distribution system including cost of a larger transformer, conversion to three phase, reconductoring or other items.
5. Install the required protective equipment and notify Saint John Energy when a physical connection to Saint John Energy's distribution system is required.

DETAILED CONSIDERATIONS:

General Information

Utility lines are subject to outages due to electrical faults or interruption of supply. Utilities install protective equipment to detect abnormal conditions and take corrective action. A generator represents another distribution system source. It must also have protective equipment to detect abnormal conditions on the utility system and, if necessary, automatically disconnect from it.

Abnormal conditions of concern to generation are low impedance faults (overcurrent), frequency excursions, undervoltage, overvoltage, and "islanding" (a condition in which a portion of the utility's load becomes isolated from the utility source but remains connected to an IPP's generator). The success of an "islanded" system is a function of generator capacity versus connected load.



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Engineering review by Saint John Energy

Saint John Energy wishes to simplify and accelerate the approval process. Standardized designs and packages certified by nationally recognized testing and certification laboratories for continuous interactive operation with a utility grid in compliance with applicable codes are acceptable. An "equipment package" will include all interface components including switchgear, inverters, or other interface devices and may include an integrated generator or electric source. If the equipment package has been tested and listed as an integrated package, which includes a generator or other electric source, it will not require further design review, testing or additional equipment to meet the certification requirements of this interconnection procedure.

Certified units less than 250 kW, not materially affecting fault current, will pass in an expedited manner. An IPP will submit all design documentation and schematics relevant to the generator's synchronization and protection equipment. Any changes required by Saint John Energy shall be made prior to final issue and Saint John Energy shall be provided with final copies of the revised drawings.

Saint John Energy will review:

- The generator's effect on system fault levels. The goal is not to exceed the system design level of 9000 amps.
- The feeder co-ordination and generation protection scheme. The sensitivity of the feeder breaker to faults may be affected by another source. The generator protection must ensure disconnection of the generation facility prior to completion of the auto-reclose operation of feeder tripping devices.
- Voltage profiles run at minimum load and maximum generation.
- Distribution system equipment and conductor thermal loading capacities and the effect of the power flow being reversed on voltage regulators and metering.

Saint John Energy will review only the portion of the design which applies to protection of Saint John Energy's system. Saint John Energy's comments on a generator's design, protection philosophy, and choice of devices or equipment shall not be construed as confirming or endorsing their design. No assurance of safety, durability or reliability is implied. Saint John Energy shall not, by reason of such review or failure to review, be responsible for the adequacy of the design. Saint John Energy will not assume responsibility for protection of the generator or other associated electrical equipment. The IPP must agree to



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change its interconnection equipment or protective devices as may be reasonably required by Saint John Energy to meet the changing requirements of Saint John Energy's system.

Saint John Energy reserves the right to witness any part of the work, including, but not limited to, acceptance tests, commissioning tests, trip tests and the initial unit synchronizing.

Design and Installation

The point of connection will be identified in the design and on the single line diagram. The applicant is responsible for the design, construction, maintenance and operation of the facilities on its side of the point of connection.

The installation shall meet the requirements of the Canadian Electrical Code, and the NB Electrical Installation and Inspection Act. In New Brunswick, the Code and the Act, including wiring permits, plan approvals and inspections, are under the jurisdiction of the Inspection Authority - NB Safety Code Services.

The generation facility interface equipment must be compatible with Saint John Energy equipment ratings at the connection voltage (maximum voltage, basic impulse limit, short circuit ratings, capacity etc.)

Generation facilities and the associated interconnection systems must be grounded as per manufacturer's recommendations, SCS and Saint John Energy practices. Interconnection of three phase transformers, and transformer grounding systems on three phase distribution systems shall be coordinated with Saint John Energy and shall not cause voltage disturbances or disrupt co-ordination of distribution system ground fault protection.

The generation facility shall not inject a D.C. current greater than 0.5% of the unit rated output current after a period of six cycles following energizing of the distribution system as per IEEE1547.

The influence of Electromagnetic Interference (EMI) should not interfere with operation of the generation facility's interconnection system as per IEEE 1547, C37.90
The interconnection system shall have the capability to withstand voltage and current surges as per IEEE 1547, C62.41.2 or C37.9.90.

The interconnection system paralleling-device shall be capable of withstanding 220% of the interconnection system rated voltage as per IEEE 1547.



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Revenue Metering shall be in accordance with Canada's Electricity and Gas Inspection Act, R.S. 1985, C.E-4. 6.6 and shall be supplied and installed by Saint John Energy.

Protection and Control - Synchronous Generation

The generation facilities protection system will automatically isolate the generator from the distribution system for the following:

- Internal faults within the facility.
- External faults within the distribution system.

Protective devices and synchronizing equipment shall be installed as required by Saint John Energy. Protection requirements will differ with the size and location of the installation. Typical protection schemes include sensing relays for over and under-voltage, over and under-frequency, overcurrent, automatic live line synchronizing, “islanding”, reverse power flow, and differential and negative sequence current.

Except as otherwise required by Saint John Energy, an IPP shall install, at their expense, the following protective relays:

- 1 - over and under voltage relay per phase
- 1 - over and under frequency relay
- 1 - Overcurrent relay per phase
- 1 - Low voltage lockout relay

Inverter Based Systems

The MicroPower Connect initiative supported by Natural Resources Canada has published the “MicroPower Connect Interconnection Guideline”. This guideline establishes uniform requirements for the interconnection of small inverter based micro-distributed resources, 600V or less, with Utility distribution systems.

Interconnected inverter based systems shall be of the sinusoidal output waveform type or the voltage-follower type.

Sinusoidal output waveform inverters shall utilize protection and synchronizing equipment similar to synchronous generation of an equivalent capacity.

Voltage-follower inverters (those requiring the presence of distribution system voltage to regulate their frequency) with anti-islanding protection do not require additional protection or synchronizing equipment.



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Transformation

Any IPP supplying energy to Saint John Energy will be connected to Saint John Energy's system through a dedicated transformer. If the transformer's only purpose is to allow generator output transfer to Saint John Energy, then the cost of the transformer and associated connection and protection will be borne by the customer. Where an existing transformer serving only the customer's facility, has sufficient capacity and appropriate voltage ratings, it may be used for the purpose of generation backfeed to Saint John Energy. *For example, an industrial plant with a padmount 12.47 – 600/347V wants to install CHP. A generator at 600 V can be installed and utilize the existing transformer to backfeed to Saint John Energy when generating power in excess to their needs.*

Notwithstanding, an IPP generator of less than or equal to 100kW may be connected through an existing Saint John Energy owned distribution transformer. However, if the generator causes voltage excursions, flicker, harmonics or other problems to adjacent customers, then the IPP will be required to pay for the installation of a dedicated transformer.

Operating Requirements

A means of visible disconnection of the customer's generator, which is accessible, operable, and lockable by Saint John Energy, must be provided by the customer.

Effect on Distribution Power Quality

The interconnection of IPP generation with the Saint John Energy system shall not deteriorate the quality of electrical service being provided to other customers. Poor voltage or frequency regulation, harmonic voltages, flicker, abnormal interruptions or transients will not be tolerated.

- The generator shall parallel with the distribution system without causing a voltage fluctuation or flicker greater than those specified by the standards IEEE1547, and IEC 61000-3-7 at the point of connection.
- Inverter connected generation facilities are expected to comply with CSA 22.2 No. 107.1 current distortion limits, as well as IEEE1547, and IEC 61000-3-6. For inverters only capable of operating in voltage follower mode, voltage harmonic distortion limits are not specified, but may be addressed by Saint John Energy. If an IPP's generation equipment is producing objectionable harmonic output, the IPP will be required to take appropriate remedial action to bring the harmonic output to an acceptable level. Saint John Energy adopts IEEE Std 519 with respect to harmonic distortion limits on the distribution system.



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- In cases where starting or changing load on induction generators causes an adverse impact on Saint John Energy's system voltage, step-switched capacitors or other voltage regulating techniques may be required. All costs will be borne by the IPP.

“Islanding”

An IPP will not be permitted to serve Saint John Energy load while isolated from the Saint John Energy supply. The IPP may be reconnected to Saint John Energy's distribution system five minutes after the restoration of normal voltage and frequency.

Voltage Levels

The generation facility must operate satisfactorily within the voltage level variation limits shown in CSA Standard CAN3-C235, and CAN3-C235-83

For large generators, during normal operation, and whenever possible, the generation facility shall be loaded and unloaded gradually to allow adequate time for regulating devices to respond as per CSA CAN3-325-83

Where the distribution system supplies single-phase loads, some unbalanced voltage conditions are inevitable. The generation facility should be capable of operating under these conditions and shall not cause further deterioration of existing unbalance conditions.

Voltage, Frequency Relay Settings and Clearing Times

Saint John Energy will provide an IPP with settings for voltage and frequency relays. Maximum clearing times during abnormal voltage or frequency events will be as stated in IEEE Std 1547 (latest revision) “Standard for Interconnecting Distributed Resources with Electric Power Systems”.

Power Factor, IEEE 1547, CSA C107.1

The generator's system is not required to be capable of adjusting the power factor but shall operate in the preferred range of 0.9 lag to 0.95 lead. If the generation facility disturbs the distribution system voltage levels at the point of connection then the generator may be required to operate its facility within a smaller range or take other compensatory measures. Field settable fixed and dynamic power factor correction techniques may be used if consultation with Saint John Energy reveals no adverse effect on the distribution system. The reactive power compensation at the generating units should be sufficient so as not to cause any material increase in the reactive power requirements at the transmission system station due to operation of the units at any distribution feeder load conditions.

For inverter based generators, power factor limits will be as per “the MicroPower Connect guidelines”.



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Disconnection by Saint John Energy

Saint John Energy will discontinue parallel operation with an IPP:

- To facilitate upgrade, maintenance, testing, or repair of utility facilities. The IPP, as an alternative, can be isolated from the Saint John Energy system and continue operation.
- During system emergencies.
- When IPP generating equipment is interfering with other Customers on the system, causing poor power quality indices, or threatening the integrity or reliability of the Saint John Energy system.
- When an inspection of the IPP's generating equipment or maintenance records reveals a condition hazardous to the Saint John Energy system. Saint John Energy reserves the right to inspect an IPP's facility whenever it appears that the IPP is operating in a manner hazardous to the integrity of Saint John Energy's system.



Appendix A - Connection Agreement

AGREEMENT FOR CONNECTION OF DISTRIBUTED GENERATION

This Interconnection Agreement ("Agreement") is made and entered into this ____ day of _____, 20____,

by **Saint John Energy**, a corporation organized under the laws of New Brunswick,

and _____ ("IPP"), each hereinafter sometimes referred to individually as "Party" or both referred to collectively as the "Parties". In consideration of the mutual covenants set forth herein, the Parties agree as follows:

This agreement provides for the safe and orderly operation of the electrical facilities interconnecting the IPP facility at (precise location or description of project) and the electrical distribution facility owned by Saint John Energy.

1. Intent of Parties

It is the intent of the (IPP) to interconnect an electric power generator to Saint John Energy's electrical distribution system.

It is the intent of Saint John Energy to operate the distribution system at high level of reliability and power quality.

It is the intent of both parties to operate the facilities in a way that ensures the safety of the public and their employees.

2. Operating authority

The (IPP) is responsible for establishing operating procedures and standards within their organization. The operating authority for the (IPP) shall ensure that the Operator in Charge of the generator is competent in the operation of the electrical generation system and is aware of the provisions of any operating agreements and regulations relating to the safe operation of electrical power systems.

The (IPP) and Saint John Energy will provide each other with up-to-date contact lists of key operating personnel.

3. Invoicing and Payment

Invoicing and payment terms for services associated with this agreement shall be consistent with applicable legislation, rules of the EUB and the intent of Saint John Energy to have minimal cross subsidization between the IPP and other customers. Saint John Energy shall bill the IPP monthly for all charges due under Saint John Energy's Rate Schedules and Application Guidelines. Based on GST/HST legislation, the IPP is required to pay HST on their entire electricity requirements provided by Saint John Energy and not the net amount. The IPP shall bill Saint John Energy monthly, including HST, for all kilowatt hours delivered to Saint John Energy's revenue meter during the billing period. The Billing period shall commence on the first calendar day of each month (12:01 AM) and end on the last calendar day of each month (12:00 PM). Saint John Energy shall provide the IPP with their billing data not later than the Tenth day following the end of the billing period. Saint John Energy will pay invoices from the IPP on a Net 30 day basis from the date the

invoice is received from the IPP. The IPP will be compensated based on Saint John Energy's avoided energy cost as outlined in Saint John Energy's Rate Schedules and Application Guidelines.

4. Access

Access is required at reasonable times by Saint John Energy to the (IPP) plant site for maintenance, operating and meter reading of Saint John Energy owned equipment. Saint John Energy reserves the right, but not the obligation, to inspect the (IPP) facilities.

Saint John Energy requires a dedicated permanent phone line to be supplied to the revenue meter located at the metering point for online access of the metering data for the monthly reconciliation of the energy flow. Saint John Energy also requires access to the real time generator output data indicating whether the generator is operational.

5. Suspension of Interconnection

It is intended that the interconnection should not compromise Saint John Energy's reliability or operational requirements.

- a) The operation and the quality of electric energy supplied by the (IPP) System shall meet the standards as specified by Saint John Energy in its policies and accepted standards related to customer owned generation. Upon failure to meet these essential requirements, Saint John Energy will advise the (IPP) to take reasonable and expedient corrective action. Saint John Energy shall have the right to disconnect the (IPP) System until compliance is reasonably demonstrated.
- b) Saint John Energy may disconnect the (IPP) generating plant from the Distribution Facility without notice if the operating of the Generating Plant imposes a threat, in Saint John Energy's sole judgment, to life and property.
- c) Saint John Energy or the (IPP) may interrupt the conveyance of electricity from or to the IPP's Connection Point to enable Saint John Energy or the IPP to inspect or effect alterations, maintenance, repairs or additions to any part of their respective Distribution Network or IPP plant. To the extent possible under the circumstances, notice will be given and planning will be used to minimize downtime. Compensation will not be made for unavailability of Saint John Energy's facilities due to outages (planned or otherwise).

6. Liability and Indemnification

Neither Saint John Energy or IPP shall be liable to the other for damages for any act that is beyond such party's control, including any event that is a result of an act of God, labor disturbance, act of the public enemy, war, insurrection, riot, fire, storm or flood, explosion, breakage or accident to machinery or equipment, a curtailment, order, or regulation or restriction imposed by governmental, military, or lawfully established civilian authorities, or by the making of necessary repairs upon the property or equipment of either party.

Each party shall assume all liability for and shall indemnify the other party for any claims, losses, costs, and expenses of any kind or character to the extent that they result from their negligence or other wrongful conduct in connection with the design, construction or operation of their facility.



7. No Waiver

The failure of a Party to this Agreement to insist, on any occasion, upon strict performance of any provision of this Agreement will not be considered to waive the obligations, rights, or duties imposed upon the Parties.

8. Termination Rights

The agreement may be canceled:

- a) by the IPP with not less than 30 days notice to Saint John Energy.
- b) by either party with 60 days of prior written notice of default of material terms and conditions of the agreement and providing that the notice provides the basis for termination and provides reasonable time to cure the default.
- c) by Saint John Energy with 60 days notice upon material change of legislation or rules of the EUB
- d) by Saint John Energy upon failure by the Customer to generate energy from the Facility in parallel with the Company's system within twelve months after completion of the interconnection.

AGREED TO BY

(IPP)

Name

Title: _____

Date: _____

Saint John Energy

Name

Title: _____

Date: _____

Appendix B – Glossary of Terms

IPP - Independent Power Producer refers to the person or corporate name who owns the system that provides electric power to his load and may be exporting to Saint John Energy. Other terms that are often used interchangeably are Embedded Generator, Non-Utility Generator (NUG), Distributed Generator, or Distributed Energy Resource (DER) is defined as a non-Utility entity responsible for synchronous generation interconnected to the Saint John Energy Distribution System for the purposes of supply or export of energy.

Technical Requirements - means Saint John Energy's written policy and accepted international standards for connection to the Distribution Network and the technical aspects of electricity distribution as issued (and as may be amended from time to time)

The Generator - refers to the actual generating device.

Inverter – A machine, device or system to convert DC voltage to AC voltage

Avoided Cost – is defined as the monthly cost for energy component (kWh) that Saint John Energy ordinarily pays to its main supplier(s) which becomes the rate for energy provided by the IPP. Capacity (demand) charges are not included in the rate paid to the IPP unless it can be shown on a consistent basis that the IPP is effective in reducing the monthly demand peak as shown on Saint John Energy substation meters.

The point of connection - means the point where the IPP equipment meets the facilities of Saint John Energy (also referred to as point of common coupling)

EUB – Energy and Utilities Board means the regulatory authority over electric utilities in New Brunswick.

Equipment package - means a group of components connecting an electric generator with an electric delivery system, and includes all interface equipment including switchgear, inverters, or other interface devices. An equipment package may include an integrated generator or electric source.

Fault current - means an abnormally large electrical current that flows from the source through the distribution circuit to a ground fault or phase to phase fault location.

Good Utility Practice - means a practice, method, policy, or action engaged in and/or accepted by a significant portion of the electric industry in a region.

Connection agreement - means the agreement between the IPP and Saint John Energy, which governs the connection of the customer-generator facility to Saint John Energy's electric delivery system, as well as the ongoing operation of the customer-generator facility after it is connected to the system.

Net metering – use of a forward-reverse registering meter so that the customer-generator is billed the difference between the amount of electricity supplied by Saint John Energy in a given billing period and the electricity delivered from the customers' side of the meter with customer generation in excess of electricity supplied credited over an annualized period.

IEEE standards - means the standards published by the Institute of Electrical and Electronic Engineers. www.ieee.org

IEEE C37.9.90 - Surge Withstand Performance

IEEE C62.41.2 - Recommended Practice on Characterization of Surges in Low-Voltage

IEEE Std 519 –Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems (latest revision).

IEEE Std 1547 - “Standard for Interconnecting Distributed Resources with Electric Power Systems” (latest revision).

CSA C22.2 No. 107.1 - General Use power supplies (Inverters)

CSA Standard CAN3 C235-83 – “Preferred Voltage Levels for AC Systems 0 to 50,000V” (latest revision).

IEC 61000-3-6 - Assessment of Harmonics Injection made by MV and HV installations

IEC 61000-3-7 - Assessment of Flicker Injection made by MV and HV installations

MicroPower Connect Interconnection Guideline Version 8 – www.micropower-connect.org

Interconnection Application - Customer owned generation – over 100 kW

Applicant Information						
Applicant	Customer Name:	Street Address:				
	Contact Name:	Unit / Suite:				
	Daytime Phone:	City:				
	Fax:	Province:				
	E-Mail:	Country:				
	SJ Energy Account number:	Postal Code:				
Project Information						
Project	Developer:	Engineering Consultant:				
	Contractor:	Proposed In-Service Date:				
Generator Information						
Generator	1.	Rated KVA:				
	2.	Nameplate Capacity (kW):				
	3.	Rated Power Factor:				
	4.	Rated Voltage at Generator (V):				
	5.	Generator Connection (delta, wye, grounded wye):				
	6.	Generator Type (Synchronous, Induction, Other):				
	7.	Synchronizing Method (Automatic or Manual):				
	8.	Impedance Data: (specify % or Ohms)	R1 =	X1 =	Ro =	Xo =
			Xd" =	Xd' =	Xd =	
			Rg =	Xg =		
	9.	Expected Annual Energy Production (kWh per year):				
	10.	Planned Generator Life (years):				
	11.	Fuel Type:	Consumption:			
	12.	Synchronous Speed (RPM):				
	13.	Manufacturer:				
14.	Model:					
15.	Auxiliary Power Requirements (kW):					
16.	Cogeneration (Yes or No)?:	If Yes, Quality of Steam:				
		If Yes, lbs of Steam per hour:				
Inverter Information (if applicable)						
Inverter	1.	Rated Capacity (kW):				
	2.	Manufacturer:				
	3.	Model:				
	4.	Output Voltage (V):				
	5.	Storage battery in the system?	Yes	No		

Interconnection Application - Customer owned generation – over 100 kW – Continued...

Unit Transformer Information

Transformer	1.	Rated KVA:			
	2.	Primary Volts (Utility side):			
	3.	Secondary Volts (Generator side):			
	4.	Primary Winding Configuration (delta, wye):			
	5.	Secondary Winding Configuration (delta, wye):			
	6.	Impedance Data: (specify % or Ohms)	R1 = Rg =	X1 = Xg =	Ro = Xo =

Primary Circuit Breaker Information (if applicable)

Breaker	1.	Manufacturer:		
	2.	Operating (Trip) Time (specify cycles or milliseconds):		
	3.	Current Ratings - Continuous (amps):	Maximum Interrupting (amps):	

Primary Fuse Information (if applicable)

1.	Manufacturer:	Type:	Size:	Speed:
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Generator Protection Information

Generator Protection	Please complete the following information for all applicable protective and synchronizing devices.				
		Device Type	Manufacturer	Model	Proposed Sensing and Time Settings
	1.	25 - Synchronizing			
	2.	27 - Undervoltage			
	3.	32 - Reverse Power			
	4.	46 - Negative Seq.			
	5.	50 - Instantaneous O/C			
	6.	51 - Time O/C			
	7.	59 - Overvoltage			
	8.	81 - Under/Over Freq.			
	9.	other			
10.	other				

Contingency Response

Contingency	Briefly indicate the operating sequence (breaker trip, unit shutdown, etc.) for the following contingencies.	
	1.	Loss of Utility supply (1, 2 or 3 phase):
	2.	A fault on the Utility system (L-G or L-L):

Additional Information

Additional	Please enclose 3 copies of the following items with your Application:	
	1. ONE-LINE DIAGRAM showing protection equipment, breakers/fuses, transformers, generators and load equipment. 2. SITE LOCATION MAP including topographical details and proximity to SJ Energy service connection.	

Submission Information

Submission	Applicant	Signature	Date

Interconnection Application - Customer owned generation –100 kW and under		
Applicant Information		
Applicant	Customer Name:	Street Address:
	Contact Name:	Unit / Suite:
	Daytime Phone:	City:
	Fax:	Province:
	E-Mail:	Country:
	SJ Energy Account number:	Postal Code:
Project Information		
Project	Developer:	Engineering Consultant:
	Contractor:	Proposed In-Service Date:
Generator Information		
Generator	Rated KVA:	Rated Power Factor:
	Rated Voltage at Generator (V):	Generator Type (Synchronous, Induction, Other):
	Expected hours/year of Availability:	Planned Generator Life (years):
	Synchronous Speed (RPM):	Energy Source (must be renewable energy):
	Manufacturer:	Model:
Inverter Information (if applicable)		
Inverter	Manufacturer:	Model:
	Rated Capacity (kW):	Output Voltage (V):
	Storage battery in the system?	Yes
Additional Information		
Additional	Please enclose 3 copies of the following items with your Application: 1. ONE-LINE DIAGRAM showing entrance protection equipment, breakers, transformers, generators and load equipment. 2. SITE LOCATION MAP including topographical details and proximity to Saint John Energy service connection.	
Submission Information		
Submission	Applicant: The Customer provides this Statement to Saint John Energy knowing that Saint John Energy will rely on this information. All statements are true or believed to be true and are not intentionally misleading. Connection cannot be made until agreement between parties is signed and all terms and conditions of the contract are met.	Signature: Date:

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Section 3 - Extensions

3.1 Customer Contributions for Extension of Facilities

- a) For extension of facilities beyond the standard allowance as per section 2.9 a customer contribution will be required.
- b) Applicants are expected to pay the full amount of the contribution in advance. Acceptable forms of payment include certified cheque, bank draft or cash. The exception is Municipal, Provincial or Federal government departments which provide letters of intent.
- c) Customers will be entitled to a refund if additional development on the extension takes place within 5 years from the date the contribution was paid. (see section 3.2 below for contribution calculation method)
- d) Refunds are non-interest bearing and will be made at the Customer's request or by Saint John Energy automatically.
- e) The total amount of the refund will not exceed the original refundable contribution. Any balance of the contribution that has not been refunded during the 5 year period is retained by Saint John Energy.

3.2 Overhead Extension

The required customer contribution shall be the actual total cost of the facility extension less the equivalent service length allowance amount. The equivalent service length allowance amount shall be calculated by dividing the actual total cost by the total length and multiplying by the service length allowance.

Example:

Total length of extension	= 120 m
Service lengths allowance	= 90 m
Total cost of 120 m extension	= \$1,600

Cost per meter

Total Cost / Total Length = Cost per Meter

\$1600.00 / 120 meters = \$13.33 per meter



Customer Policy and Rates Manual

Section 3 – Extensions

Overhead Extension Example: continued...

Service Length Allowance Amount (dollars)

Service length allowance (meters) x Cost per meter = Equivalent Service Length Allowance

$$90 \times \$13.33 = \$1,199.70$$

Customer Contribution

Total Cost – Equivalent Service Length Allowance = Customers Contribution

$$\$1,600.00 - \$1,199.70 = \$400.30$$

3.3 Underground Extension

The required customer contribution shall be the actual total cost of the facility extension including all necessary civil works except the customer service conductor. The customer contribution shall also include a cost difference applicable to the Commission-owned transformer. Underground extensions shall be credited with the Commission's estimated allowance for an equivalent overhead extension according to the contribution formula of section 3.2. The Customer will be required to provide and maintain the underground customer service conductor.

3.4 Commitment to Payment

Prior to construction, an estimate of the total cost of the extension and the required contribution shall be prepared and related to the customer. The customer shall commit to this amount in the form of corporate purchase order or cash deposit. Upon project completion, the contribution shall again be calculated based on the actual costs and the customer will be invoiced accordingly or have the remainder of the deposit refunded. If the actual costs exceed the estimate, a second purchase order or additional payment will be required prior to energizing of the extended facility.

3.5 Extension Along Public Right-of-Way

Overhead facility extension along the public right-of-way will be included in the above customer contribution calculation.



3.6 Easement or Right-of-Way Requirement

The customer is responsible for securing any easement or right-of-way required for the construction of facilities on private property.

3.7 Clearing of Route

The customer is responsible for the clearing to Commission standards, of the route for the facility extension on any private property.

3.8 Back-Lot Construction

Back-lot construction of overhead or underground facilities shall only be permitted when in the opinion of the Commission this construction is preferred due to unusual requirements of the development. In such cases, a one-time charge shall be assessed equal to 15% of the total cost to recognize the extra costs of future maintenance.



Customer Policy and Rates Manual

Section 4 – Metering and Billing

Section 4 – Metering and Billing

4.1 New Electrical Service

Under Normal Operating Circumstances, the Commission will attempt to energize all standard service connections within 2 business days of receiving a request provided:

- a) An "Electrical Wiring Permit" signed by the electrician has been submitted to the Commission.

The electrician must notify the Commission when ready to have the new service installed. If a new service is required, the permit must state the "Building Permit Number", except for a change over.

The permit must where required also state the correct street number and indicate how many meters, including house meters, are required.

- b) A "Contract" has been signed by the owner of the building. The contractor cannot sign in lieu of the owner unless the contractor is assuming responsibility for the energy consumed. No contracts will normally be required for conversions unless there is an increase in the number of meters.
- c) If there is more than one (1) meter, the meter mounts must be correctly identified. Should the mounts not be properly identified or the service cannot be energized for any reason beyond the control of the Commission a service charge that reflects the costs associated with additional visits by a service crew will be invoiced to the owner. Service personnel are required to submit customer name and address so that associated charges can be levied to the customer's account.
- d) The entrance is in a satisfactory location, is grounded according to service entrance standards as approved by the Commission and displays the permit sticker.

Three phase services, service extensions beyond 90 meters and special equipment requirements related to the customer's service connection will generally require a longer period of time to construct and energize. In order to avoid delays, Customers or their contractors should contact the Commission at the earliest opportunity to schedule these types of new service connections.



Customer Policy and Rates Manual

Section 4 – Metering and Billing

4.2 Individual and Bulk-Metered Apartment Buildings

Individual units within a rooming house will not be individually metered.

The following rates apply, depending on the type of metering:

- a) Individual Metered - Residential rates apply. However, the supply of electricity for common purposes outside the dwellings (hallways, laundry rooms, etc.) are to be recorded by an additional meter and billed at the applicable General Service rate.
- b) Bulk Metered - The General Service rate applies.

4.3 Power Factor Adjustment

When charges are based on maximum demand, the maximum recorded may, at the Commission's option, be adjusted for power factor in the following manner:

The Commission may, at its option, install kilovolt ampere (kVA) metering and the demand will be recorded on such meter. The recorded demand shall be decreased by 10% and the result treated as the kilowatt demand for billing purposes.

4.4 Minimum Demand

Customers who require dedicated transformation facilities to serve their properties are charged a minimum demand. The minimum demand is calculated as 50% of the transformer capacity installed on the customer's behalf. If the customer's actual demand exceeds the minimum the customer is billed based on the actual demand.

If the customer's actual demand is less than the minimum demand, then the customer is billed using the minimum demand as the billing demand. In this situation, the minimum demand will also adjust the customer's first block of energy.



Customer Policy and Rates Manual

Section 4 – Metering and Billing

4.4.1 Minimum Demand Reduction

Customers wishing to reduce their minimum demand must follow the options presented below. New and existing accounts may select either of the options presented.

METHOD A

1. The customer or his representative must make an application in writing to the President and CEO of the Commission.
2. The customer shall reduce the size of the main incoming switch, be it breaker or fused disconnect to a suitable size for the operation, thus theoretically allowing the Commission to reduce the size of the transformer. An engraved “*LAMICOID*” or similar permanent label must be applied to the face of the main incoming switch to the effect that the switch has been de-rated and the capacity must not be increased without prior consultation with the Commission. The Commission will then have the option of removing the transformer and replacing it with a unit that reflects the reduced main incoming switch capacity.
3. Upon completion of the changes detailed above, the customer shall advise the Commission in writing of their compliance. The minimum demand charge will be reduced commencing with the billing period following receipt of this letter.
4. If at any time the actual measured demand exceeds the minimum billing demand by 100%, the customer shall have his minimum billing demand raised to the next higher level.
5. The Commission shall change the transformer at its own discretion. Any extraordinary costs (i.e. overtime, outside contractor, etc.) are the responsibility of the customer.

Table A following, details the minimum demand with respect to entrance sizes as referred to in (2) above.

The customer is advised to consult with their electrical advisor to determine the effect of possible entrance size modifications to their unique electrical requirements. The Commission will not be held liable for any damages or other losses resulting from the customer’s decision to change their entrance requirements.



Customer Policy and Rates Manual

Section 4 – Metering and Billing

After the completion of the entrance size reduction and receipt of the letter of confirmation as referred to in policy paragraph (3), the minimum demand as applied to your account will be reduced accordingly.

METHOD B

1. The customer or his representative must make an application in writing to the President and CEO of the Commission.
2. The customer contracts for a specific kW power/demand as taken from the Table of Allowable Contract Demand **Table B** following. The minimum demand for billing will be set at 50% of this amount. Saint John Energy, at its discretion, reserves the right to replace the original transformer with one of adequate size.
3. The customer is responsible for damages due to overloading Saint John Energy equipment (plant) in the event that the original equipment has been down sized following the customer's contracting for a lesser amount.
4. The customer must compensate Saint John Energy for the additional capital cost of the original transformer until such time as it is replaced.
5. The Commission shall change the transformer at its own discretion. Any extraordinary costs (i.e. overtime, outside contractor, etc.) are the responsibility of the customer.
6. The actual demand will be monitored monthly and if it exceeds the contract demand, the contract and thus minimum demand will be increased to the next larger allowable amount for a period of one year.



Customer Policy and Rates Manual

Section 4 – Metering and Billing

Table A
Minimum Demand With Respect to Entrance Sizes Kilo Watts

<u>ENTRANCE SIZE</u>	<u>RECOMMENDED TRANSFORMER SIZE</u>	<u>MINIMUM BILLING DEMAND</u>
100 A @ 208 V	30 KVA	15 KW
200 A	45 KVA	22.5 KW
400 A	75 KVA	37.5 KW
600 A	150 KVA	75 KW
800 A	225 KVA	112.5 KW
1000 A	225 KVA	112.5 KW
1200 A	300 KVA	150 KW
1600 A	500 KVA	250 KW
2000 A	500 KVA	250 KW
2400 A	750 KVA	375 KW
3000 A	750 KVA	375 KW

<u>ENTRANCE SIZE</u>	<u>RECOMMENDED TRANSFORMER SIZE</u>	<u>MINIMUM BILLING DEMAND</u>
60 A @ 600 V	45 KVA	22.5 KW
100 A	75 KVA	37.5 KW
200 A	150 KVA	75 KW
400 A	300 KVA	150 KW
600 A	500 KVA	250 KW
800 A	500 KVA	250 KW
1000 A	750 KVA	375 KW
1200 A	750 KVA	375 KW
1600 A	1000 KVA	500 KW
2000 A	1500 KVA	750 KW
2400 A	1500 KVA	750 KW
3000 A	2000 KVA	1000 KW
3600 A	2500 KVA	1250 KW

Table B
Table of Allowable Contract Demand Kilo Watts

	25	30	45	50	75	100	150	225	300	500	750	1000	1500
120 / 240 V	•			•	•	•							
120 / 208 V		•	•		•		•	•	•	•	•		
347 / 600 V		•	•		•		•	•	•	•	•	•	•



Customer Policy and Rates Manual

Section 4 – Metering and Billing

4.5 Reading and Estimates

The Commission or its agents shall have the right to read any of the Commission's meters on the customer's premises. The customer must provide access for meter reading purposes.

In the event that the Commission is unable to gain access to obtain a meter reading for billing purposes, during the Commission's normal business hours, having exercised due diligence in the usual practice of meter reading, it may leave a Commission meter reading postcard. The customer shall, without delay, record the reading of the meter and either mail or return the postcard to the Commission. When reasonably possible, meters shall be read by the Commission's meter readers on a monthly basis.

If the Commission is unable to obtain a meter reading and the customer has failed to return a postcard reading, then the Commission, using the best available data, will estimate the amount of power and energy consumed by the customer. In the event that the Commission must estimate the meter readings three (3) consecutive months, the customer must make suitable arrangements for the Commission to obtain an actual reading during normal business hours.

In the event that an actual meter reading is obtained subsequent to estimated readings, the Commission shall make the necessary adjustments.

The Commission will not read customer owned sub metering.

4.5.1 Customer Key Management

Saint John Energy has been entrusted with hundreds of keys for customers premises. The security and storage of customers' keys and other methods of access (security codes, etc) to customers' premises is the responsibility of the Meter Reading Department.

Saint John Energy's outside workers (meter readers, water heater technicians, customer service outside clerks, metering technicians and night service personnel) have lock box keys. Each of these numbered keys is managed by the auditing process of Saint John Energy's Supply and Services Department.



Customer Policy and Rates Manual

Section 4 – Metering and Billing

Existing Keys:

All key requests are coordinated through Meter Reading using the proper sign-in / sign-out book. To be released from accountability, employees must return all keys at the end of their shift.

Keys for customer's property will not be duplicated without the written approval of the customer. Keys will not be given or loaned to another person without approval from either the customer or from Meter Reading.

Lost or stolen keys will be reported in writing at the earliest opportunity to Meter Reading along with an explanation. This will also apply to any damage to a key or lock belonging to a customer. Keys that are no longer required will be returned to the customer or upon their authority destroyed.

New Construction:

All new construction, alterations or additions will be incorporated into the existing key management system.

Meter Reading will be notified in advance of tenant relocations or other projects that involve keys in our possession. The information regarding keyed access should be relayed to Meter Reading prior to 45 days of actual occupancy or need.

4.6 Billing

The Commission does not allow a multiple metered account that sums two or more metering points. For all customers, each metering point is a separate account. All accounts are billed on a monthly basis.

Initial and final bills for electric service shall be calculated based on the actual days of service. Bills which are based on estimated readings shall be identified as such.

Every bill for metered service will show the date the meter was read, the meter reading at the end of the billing period, the number of days in such billing period, the meter number, the number of kilowatt-hours consumed (the demand, if any) and will identify the appropriate rate class.

The Commission's Customer Service Department will assist customers in verifying the amounts indicated on their bills when requested.



Customer Policy and Rates Manual

Section 4 – Metering and Billing

4.6.1 Reproduction of 12 Month Account History

Customers may request a summary of past account history to be made available for customer pick-up at our 239 Charlotte Street office or by mail or email. Requests will be processed within one business day. Charges related to these requests are outlined in the rates section of this document. Saint John Energy's Confidentiality of Customer Information guidelines apply to all requests for account information.

4.7 Prorating of Bills

If there is a change in the Commission's rate schedules, energy consumption and demand charges will be prorated based on the number of days in the billing period before and after the effective date of such change. No prorating will occur for rental fees or service charges.

4.8 Payment of Accounts

All bills for service are due when rendered. Payments may be made through the mail, the Commission's pre-authorized payment program, Internet banking, Commission approved pay by phone programs provided by many financial institutions, or in person at the Commission's main office. Alternatively, payments may be made at an authorized payment center.

4.9 Returned Cheque Charge

If a cheque tendered to the Commission in payment of an account is returned by the bank/financial institution "uncleared", a return cheque charge shall be applied to the customer's account.

Where it is established that the cheque has been returned as a result of an error on behalf of the Commission or the Commission's payment centers, the return cheque charge shall not apply.

4.10 Limitation of Cash Refunds

Unless specifically requested by the customer, customer refunds will be in the form of a cheque and will be forwarded to the address specified by the customer. If a customer



Customer Policy and Rates Manual

Section 4 – Metering and Billing

requests cash, the Commission's Customer Service Department will refund an amount up to and including two hundred dollars (\$200.00).

Refunds shall be made only to the customer whose name appears on the account. Before the refund is made, the customer must produce proper identification.

4.11 Equalized Payment Plan

Equalized payment is a method to allow customers to spread their annual electricity charges evenly over twelve (12) months. Included in the calculation for equalized payment are the monthly service charges, energy charges, rental charge for water heaters, area lights and poles, as applicable. These charges are added to the bills in the month(s) they become applicable. The energy charge on the equalized payment is calculated using the average bill amount over the preceding twelve (12) months plus 8%.

The energy charge on equalized payment is calculated by averaging the customer's preceding twelve (12) month kWh usage and multiplying it by the applicable Residential rate. If a full twelve (12) month history is not available, or if the customer has altered their energy load from the previous year, the Commission will estimate the usage and establish the average energy charge. Rate increases, when implemented, will alter a customer's monthly equalized payment amount.

Each account on equalized payment is reviewed to determine the adjustment required for the next year against the actual usage. Adjustments, where required, will be made after consultation with the customer. The annual reconciliation occurs after the due date of the August invoice and prior to billing in September. Equalized payment customers are required to start the program in September.

After the issuing of the customer's August invoice, their actual usage during the current equalized payment year and the amount invoiced during this period are compared to determine the amount of overbilling or under billing which has occurred. The customer's September invoice is then adjusted to reflect this difference. The customer may also adjust the monthly kWh consumption projected for the next equalized payment year to reflect any anticipated change in usage.

4.12 Disputed Billing or Meter Accuracy

4.12.1 Faulty Registration of Meters or Billing Errors

Metering electricity usage for the purpose of billing is governed by the Federal *Electricity and Gas Inspection Act* and associated regulations, under the jurisdiction of Measurement Canada, a division of Industry Canada. The Commission's revenue meters are required to comply with the accuracy specifications established by the regulations under the Act. When a measurement dispute arises, the consumer and/or the Commission may request intervention by Measurement Canada.

In the event of incorrect electricity usage registration, the Commission will determine the correction factors based on the specific cause of the metering error and the consumer's electricity usage history. The consumer shall pay a reasonable sum for all of the energy supplied, based on the reading of any meter formerly or subsequently installed on the premises by the Commission. Due regard shall be given to any change in the character of the installation and/or the demand.

When a billing error has resulted in over billing and Measurement Canada is not involved, the consumer will be credited with the erroneously paid amount for a period not exceeding six years.

When a billing error has resulted in under billing and Measurement Canada is not involved, the consumer will normally be charged with the amount erroneously not billed for a period not exceeding:

- a) two years, in the case of an individual residential consumer who was not responsible for the error, or the duration of the defect for any proven cases of willful damage or power diversion; or
- b) the duration of the defect, for non-residential consumers.

In the case of under billing, the consumer, upon request, will be permitted to re-pay the amount over a period of time mutually agreed by both the Commission and the consumer but no longer than the duration of the error. In case of over billing, the Commission will refund the amount owed to the consumer upon the completion of the investigation and over a period of time mutually agreed by both the Commission and the customer but no longer than the duration of the error.



Customer Policy and Rates Manual

Section 4 – Metering and Billing

In cases in which Measurement Canada is involved, Measurement Canada will act as an arbitrator and shall determine the appropriate time period for adjustment.

Billing errors will be calculated using the actual rates in place at the time of the error.

4.12.2 Meter Dispute Testing

Metering inaccuracy is an extremely rare occurrence. Most billing inquiries can be resolved between the consumer and the Commission without resorting to the meter dispute process. Initially, the Commission will review the account to look for possible meter reading or billing errors. To assist the consumer with energy management, written fact sheets and pamphlets can be sent to the consumer or the customer may be referred to an Energy Advisor.

If the consumer remains unsatisfied, an initial site visit will be provided free of cost to determine if the meter and billing is accurate within acceptable limits. If the accuracy is acceptable and the consumer is still not satisfied, further investigation may be offered for a fee. The Commission will also inform the consumer of the assistance provided by Measurement Canada in dispute resolutions. If initiated by the consumer, Measurement Canada will typically verify the accuracy of the meter and/or metering installation including billing multipliers and the application of approved rate structures. A dispute charge will apply to the consumer if Measurement Canada dismisses the dispute. If the Commission initiates an investigation, dispute charges will not apply to the consumer.



Customer Policy and Rates Manual

Section 5 – Other Services

Section 5 – Other Services

5.1 Construction Power

The applicable rate for electrical energy used during the construction period shall be the rate that the ultimate load will be on when construction has been completed.

5.2 Water Heater Rentals

Water heaters are available in a variety of sizes and element configurations and are rented on a monthly basis by the Commission to Residential, General and Industrial Service customers. They are not rented on a temporary or seasonal basis, or to residential tenants.

The minimum rental period is 18 months.

Water heaters are rented through the Peace of Mind Water Heating Program that includes lifetime service on the tank. A certified contractor, free of charge, installs water heaters and the old tank is discarded in an environmentally friendly manner. Water heater service technicians are available from 8:00 am to 8:00 pm Monday through Friday and from 10:00 am through 6:00 pm weekends and holidays and can be reached through the Consumer Products Sales and Service Department during regular business hours or through an answering service after-hours .

Water heater rentals are billed on the customer's monthly invoice; special billing is not available. An exception may be considered for customers renting a large number of water heaters for a multiple dwelling or large housing development or if the customer does not have an account at the location in question.

5.3 Heat Pump Rentals

Heat Pumps are available in a variety of sizes and are rented on a monthly basis by the Commission to Residential, General and Industrial Service customers. They are not rented on a temporary or seasonal basis, or to tenants.

All Heat Pump rentals are subject to the terms and conditions of Saint John Energy's "Heat Pump Rental, Installation and Service Contract" available on the Saint John Energy Website (http://www.sjenergy.com/uploads/Mini-Split_Customer_Rental_Agreement.pdf)



Customer Policy and Rates Manual

Section 5 – Other Services

The minimum rental period is 36 months and is self-renewing from month to month thereafter.

Saint John Energy shall be responsible for the repair and maintenance of the unit except where occasioned by vandalism, negligence or malicious damage.

Heat Pump rentals are billed monthly with payment due as outlined on the customer's invoice. Customers receiving other services from Saint John Energy will have their rental included on their existing invoice.

5.4 Area Lighting Rental

Area and Flood lighting is rented on a monthly basis by the Commission to illuminate Residential, General and Industrial Service properties. Area and Flood lighting rentals are to be billed on the customer's monthly invoice; special billing is not available. An exception may be considered for customers renting a large number of lights for row housing or a large housing development or if the customer does not have an account at the location in question. The minimum rental is for a one-year period.

Two luminaire sizes are available for Area lighting rental which may or may not include the rental of the pole:

150 watt HPS (Dusk to Dawn)	44 watt LED Light
88 watt LED Light	131 watt LED Light

In addition, floodlighting is available in the following type and wattage:

250 watt high pressure sodium	250 watt metal halide
400 watt high pressure sodium	400 watt metal halide
1000 watt high pressure sodium	1000 watt metal halide

The Commission will be responsible for all maintenance and lamp renewals except where the damage is caused by vandalism or malicious acts. Under Normal Operating Circumstances, it is the Commission's intent, that all lighting problems be addressed within 2 business days.



5.5 Saint John Energy Loan Program

The Commission, through the Saint John Energy Loan Program, provides the following financing:

Type	Max Loan Duration (Years)	Max Loan Value (\$)
Basic Electrical Upgrades	5	5,000
Windows and Doors	5	5,000
Insulation Upgrades	5	5,000
Mini-Split Ductless Heat Pumps	7	10,000
Variable Refrigerant Flow Units (VRF)	7	10,000
Water Softeners:		
Residential	5	3,000
Commercial	5	*10,000

* Water Softeners for commercial applications with costs above \$10,000 will be considered on a case by case basis.

Eligible Work

Eligible to be included under this loan program are costs for the purchase and installation of Energy-Star qualified Doors, Windows, Mini Split Ductless Heat Pumps and Variable Refrigerant Flow Units (VRF), as well as the purchase and installation of wiring improvements, conversions to electric space heating or electric water heating and insulation upgrades.

To aid in maximizing the operating life of water heaters rented by Saint John Energy while helping to minimize maintenance expense for the customer, water softeners are also eligible under Saint John Energy’s Loan Program.

To be eligible for Saint John Energy’s Loan Program all material and equipment must be permanently installed by a qualified tradesperson according to local regulations and in compliance with all building and electrical codes in force at the time of installation. Saint John Energy reserves the right to inspect work and materials to ensure compliance.

Eligible Premises:

Premises must be located in the City of Saint John and owned by the applicant. Mixed use buildings (e.g. store & apartments) qualify for one Saint John Energy loan for the structure.



Customer Policy and Rates Manual

Section 5 – Other Services

Eligible Applicants:

Customers of the Commission who are residents of the City of Saint John or owners of the property located within the City of Saint John, and have established a satisfactory payment history with the Commission (payment consistently on or before due date for a minimum of 36 months).

Interest rates are fixed for the term of the loan, with a maximum repayment period as indicated in the above table and a minimum monthly payment of \$25.00. Loans can be repaid at any time, in full or in part, without penalty. Interest rates are determined quarterly and are based on the prime rate at this Commission's bank, plus an overhead percentage. Customers are eligible for the rate in force on the date their loan agreement is signed and this rate will remain in effect for the duration of their loan.

Customers must supply a credit score obtained through either Equifax or Transunion. Both companies will provide a free report by mail or a nominal charge for an instant access online request. Loans will not be provided to customers with a FICO score below 620. Credit scores between 620 and 660 will pay an interest rate equal to the prime rate at the Commission's bank plus 5.0%. Scores above 660 will pay an interest rate equal to the prime rate at the Commission's bank plus 4.0%. In the sole discretion of Saint John Energy, the customer may be required to enter into further loan and security documentation to evidence the obligations of the customers under the Loan Program. Such documentation may include documentation granting a security interest over the equipment installed, as well as necessary registrations to perfect such security interests which costs will be applied against the loan.

Only one outstanding loan is permitted at a time and repayment in full is required should the property in question have a transfer of ownership. If at any time a loan account becomes delinquent and after all reasonable attempts to collect the payment(s) fail, the monies owed will be transferred to the loan applicant's energy account and a disconnection of service notice issued.

Loan applicants must agree to monthly pre-authorized payment for the duration of their loan.

Termination of Contract

The Contract and Promissory Note shall be deemed as satisfied only upon full repayment of the amount financed along with applicable interest up to the date of final payment.



Customer Policy and Rates Manual

Section 5 – Other Services

5.6 Energy Advising Program

The Commission offers a basic energy advising program at no cost for our Residential customers. Customers will be served on a first-come, first-served basis.

5.7 Distribution Facilities Rental

Under some allowable supply options, Large Industrial customers may require dedicated distribution services. The following services are available from Saint John Energy to eligible customers:

- a) At the Customer's request, Saint John Energy will supply, own and maintain the stepdown transformation facilities from the high voltage (69 kV or 138 kV) switch to the low voltage (12.47 kV or under) terminals of the power transformer provided such transformation satisfies Saint John Energy's standards. The charge for such Rental Facilities is 1 2/3% per month of the installed costs, billed monthly and subject to appropriate taxes. The Customer will supply the low voltage switch gear, concrete substation foundation pads and necessary protective fencing.
- b) For customers with a primary service voltage of 12.47 kV, and at the customer's request, Saint John Energy will supply, own and maintain the distribution facilities at a primary service voltage of 12.47 kV from Saint John Energy's substation up to either the primary voltage terminals on the step down transformer, in the case of customer owned step-down transformation, or secondary voltage terminals where Saint John Energy supplies, owns and maintains the step-down transformation. The charge for such Rental Facilities is 1 2/3% per month of Saint John Energy's installed costs, billed monthly and subject to appropriate taxes. Customer owned transformation must meet Saint John Energy's standards.



Customer Policy and Rates Manual

Section 5 – Other Services

A Customer renting distribution facilities is required, and is deemed to have entered into a contract providing for the payment of the rental charges for an initial term of five (5) years. The contract will continue thereafter subject to termination by either the Customer or Saint John Energy at the end of the initial term, or any date thereafter by either party giving at least twelve months' notice in writing.

5.8 Pole Attachments

Persons wishing to make attachments to Saint John Energy owned poles shall make application to the Engineering Department of Saint John Energy in advance of any such attachment. If the attachment is acceptable to Saint John Energy, permission shall be given on the following conditions:

- a) That Saint John Energy's Support Structure License Agreement is accepted and authorized by the attaching person;
- b) That the attaching person pays a monthly pole attachment rental fee as outlined in Section 9 - Rate Schedules and Application Guidelines – Pole Attachment, of Saint John Energy's Customer Policy and Rates Manual;
- c) The attaching person shall pay an engineering standards review charge, on a per request basis as per Section 9 - Rate Schedules and Application Guidelines – Pole Attachment, of Saint John Energy's Customer Policy and Rates Manual.

All other non-electrical services provided by Saint John Energy to the attaching person in relation to the attachment(s) will be billed at Saint John Energy's prevailing rates.

If an application for attachment is not acceptable to Saint John Energy, permission will not be given.

If Saint John Energy finds unauthorized attachments to its facilities, it will notify the persons involved to remove the attachment(s) without unnecessary delay.

If the person fails to comply with a removal request (or the identity on the attaching person cannot be determined), Saint John Energy's agents will remove the attachment(s) at the person's expense without liability for any damages which may result.



Customer Policy and Rates Manual

Section 6 – Collection of Accounts

Section 6 – Collection of Accounts

6.1 Late Payments Provisions

Invoices are due when rendered. Immediately following the "DUE DATE" steps will be taken to collect the full amount of the invoice. If such payment is not obtained, the service may be disconnected and not restored until satisfactory arrangements have been made for settlement of the outstanding balance and the Commission's current reconnection charge. Such discontinuance of service does not relieve the customer of the responsibility for the past due account nor shall the Commission be liable for any damage on the customer's premises resulting from such discontinuance of service.

Payments on accounts which are in arrears shall be credited against the balance which has been outstanding the longest. Where such a payment only reduces the past due balance, the customer must make satisfactory arrangements for payment of the balance. Past due balances will be subject to an interest charge of 1.5% per month or current percentage per annum.

6.2 Past Due Notices

A past due message is printed on all bills with a balance forward greater than \$20.

For all residential accounts, the following collection procedures are followed for unpaid bills:

- 1) An auto dialer call is made 21 days after the billing due date;
- 2) A past due notice is generated 23 days after the billing due date;
- 3) A final notice is generated 30 days after the billing due date;
- 4) A disconnection is scheduled 37 days after the billing due date.



Customer Policy and Rates Manual

Section 6 – Collection of Accounts

For all other non-residential accounts, the following collection procedures are followed for unpaid bills:

- 1) An auto dialer call is made 11 days after the billing due date;
- 2) A past due notice is generated 21 days after the billing due date;
- 3) A final notice is generated 30 days after the billing due date;
- 4) A disconnection is scheduled 37 days after the billing due date.

6.3 Disconnection of Service

The Commission may disconnect electric service to a customer for one or more of the following reasons:

- a) the customer's account is outstanding for a period of forty-nine (49) days or more for Residential customers, or for a period of twenty (20) days for non-residential accounts;
- b) unauthorized interference with or diversion of the Commission's service;
- c) refusal to grant access at reasonable times to the Commission's equipment;
- d) misrepresentation of identity by the customer for the purpose of obtaining electrical service;
- e) refusal to sign, or to comply with the terms and conditions of the service contract;
- f) violation of any other policy approved by the Commission from time to time, which may adversely affect the safety of the Commission's employees and/or its customers, or the integrity of the Commission's distribution system;
- g) failure to pay a deposit as requested;
- h) Electrical disturbance propagation caused by customer equipment that is not corrected in a timely fashion.



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Section 6 – Collection of Accounts

The Commission may disconnect the supply of electricity to a customer without notice in accordance with a court order, or for emergency, safety or system reliability reasons.

6.5 Collection of Miscellaneous Invoices

Miscellaneous invoices for the extension of service, alterations to service facilities, damage repairs, etc. are due when rendered and are subject to the Commission's late payment charges if not paid within sixty (60) days. Notices for unpaid miscellaneous invoices will be mailed to the customer at thirty (30) day intervals until paid. If payment or satisfactory arrangements have not been made within ninety (90) days of issue, the outstanding amount may be transferred to the customer's energy account, where the collection of the miscellaneous invoices will be subject to the normal collection process, which could result in the service being disconnected.

6.6 Reconnection of Service

Services will only be reconnected when the condition causing the disconnection has been eliminated or corrected.

Services disconnected for non-payment will only be reconnected when satisfactory payment arrangements are made.

The account cannot be reconnected in the name of another member of the household unless satisfactory payment has been received.

A reconnection fee will be charged to the customer's account. See Section 9 for Rate Schedules and Application Guidelines.

Long-term Disconnection

Any metered service that has been disconnected and vacant six months (180 days) or longer requires a Wiring Permit issued by the Department of Public Safety before Saint John Energy will perform a reconnection.

The Customer must engage the services of an electrical contractor who is required to determine, and ensure, the safety and integrity of the customer's electrical system thereby allowing SJE technicians to perform their duties in a safe working environment. Under normal circumstances the Commission will attempt to reconnect a long-term disconnection within 2 business days after the date of receipt of the Electrical Wiring Permit.



Customer Policy and Rates Manual

Section 7 – Utility/Customer Responsibilities

Section 7 – Utility/Customer Responsibilities

7.1 Provision of Continuous Service

The Commission shall use diligence in providing a regular and uninterrupted service, but does not guarantee a continuous supply of power.

7.1.1 Limitation on the Guarantee of Supply

The Commission does not guarantee a continuous power supply or assurance that voltages and frequency will be unvaried. Furthermore, the Commission will not be liable for damages to the customer's equipment by reason of any failure in respect thereof.

Customers will be responsible for providing their own back-up or standby facilities if normal supply limitations are not acceptable. Customers requiring a three-phase supply should install protective apparatus to avoid damage to their equipment, which may be caused by the interruption of one-phase, or non-simultaneous switching of phase of the Commission.

7.2 Planned Outages

The Commission reserves the right to interrupt the supply of electricity at any time. It is recognized that power outages, whenever they occur, are a great inconvenience to our customers and a loss of revenue to the Commission. All employees responsible for initiating power outages shall organize the work with adherence to the following principles:

- a) Outages are to be avoided as a normal practice unless unsafe working conditions exist at the work site, or in the opinion of the Manager of Operations or designate, carrying on with the work in an energized mode is impractical.
- b) The dispatcher shall be given 1/2 hour minimum notice of an imminent outage. No outage shall proceed until the job foreman has confirmed with the dispatcher that all customers in the job area utilizing life-support systems have been notified.



Customer Policy and Rates Manual

Section 7 – Utility/Customer Responsibilities

- c) At the commencement of the outage the foreman shall provide the dispatcher with an accurate description of the total area being interrupted, an estimate of the total duration of the outage and the number of customers affected.
- a) The crew performing the work shall, before commencing the outage, make reasonable efforts to identify and notify all involved customers.

7.2.1 Interruption Notification

The Commission will attempt to provide customers and consumers with reasonable notice of any planned power interruptions.

The Commission will endeavor to communicate outage information during unplanned and storm related outages. Depending on the outage duration and the number of customers affected, the Commission may issue a news release to advise the general public of the outage.

Notice may not be given when work is of an emergency nature involving the possibility of injury to persons or damage to property. Service interruption without prior notice may take place if an unsafe or hazardous condition is found to exist at a customer's premise.

Customers who require an uninterrupted source of power for life support equipment must provide their own equipment for these purposes. Customers using a life support system are encouraged to inform the Commission of their medical needs and their available backup power. These customers are responsible for ensuring that the information they provide the Commission is accurate and up-to-date.

7.2.2 Electrical Disturbances

The Commission shall practice reasonable diligence in maintaining voltage levels, and will not be held liable for failure to maintain voltages as described in our Voltage Guidelines. Typical voltage excursions that can be expected on distribution systems are capacitor switching transients, voltage sags caused by faults on adjacent feeders, and auto-reclosure operations. It is the customer's responsibility to protect their property from any external disturbance.

Customers must ensure that their equipment does not cause any disturbances such as harmonics, spikes, or sags that might interfere with the operation of adjacent customer



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Section 7 – Utility/Customer Responsibilities

equipment. Examples of equipment that may cause disturbance include large motors, welders and variable speed drives. In planning the installation of such equipment, the customer must consult with the Commission.

Customers who require an uninterrupted source of power supply or a supply free from disturbances are responsible for their own power conditioning equipment for these purposes.

The Commission will investigate the cause of any disturbance. Customers who are found to cause system disturbances will be responsible for resolution at their expense. Failure to do so may result in a disconnection from the Commission's distribution system.

7.2.3 Electromagnetic Field (EMF)

The Commission will provide information and provide an EMF survey free of charge to any customer who is concerned about EMF radiating from power lines. The Commission will perform surveys on the customer's property adjacent to transmission lines but will not perform surveys on transmission lines right of way. If a tenant of a property requests an EMF survey, the Commission will inform the owner of the property that the survey has been requested. After completion, a copy of the survey will be forwarded to both the tenant and the owner after completion. If a potential purchaser or real estate agent requests an EMF survey for a property within the Commission's service territory, the Commission will perform a survey only if the current property owner agrees. In lieu of a physical site survey the Commission may forward results of previous surveys performed on or near the requesting customer's property.

7.2.4 Voltage Guidelines

The Commission maintains service voltage at the customer's service entrance within the guidelines of C.S.A. Standard CAN3-C235 (latest edition).

When voltages lie outside the acceptable limits for Normal Operating Conditions but within the acceptable limits for Extreme Operating Conditions, improvement or corrective action will be taken on a planned and programmed basis. When voltages lie outside the acceptable limits for Extreme Operating Conditions, improvement or corrective action will be taken on an emergency basis. The urgency for such action will depend on factors such as the location and nature of load or circuit involved and the extent to which limits are exceeded.



Customer Policy and Rates Manual

Section 7 – Utility/Customer Responsibilities

7.2.5 Back-up Generators

Customers with portable or permanently connected emergency generation capability shall comply with all applicable criteria of the Commission. In particular, customers shall ensure that their emergency generation does not back feed (Refer to rule CSA C22-1, 84-004 Electrical Code) on the Commission's system.

Customers with permanently connected emergency generation equipment are required to notify the Commission regarding the presence of such equipment.

7.3 Power Quality

7.3.1 Power Quality Investigations

The Commission or its agents will respond to all power quality concerns and verify the power supply at the service entrance. There is no fee for this initial service. If the cause of the concern is deemed to be the Commission's power supply, the Commission will proceed to rectify the problem. The Commission will use appropriate industry standards and good utility practice as guidelines while maintaining their power quality on their distribution system.

If the power quality problem is suspected to be on the customer's side, the customer will be responsible for rectification.

7.3.2 Power Quality Customer Obligations

7.3.2.1 It is the responsibility of the customer to ensure that their electrical usage does not have an adverse effect on the Commission's distribution system. Customers with large non-linear loads must install proper corrective measures, such as filtering and/or grounding techniques. The Commission follows the industry standard latest edition - IEEE 519-1992. The harmonic voltage distortion limits are 3% on any individual frequency and 5% on the total.

7.3.2.2 Three-phase customers shall ensure their load is balanced between the three phases within 15% of each phase, unless the Commission approves specific unbalancing.



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Section 7 – Utility/Customer Responsibilities

7.3.2.3 If the Commission determines that the customer's equipment is the source causing unacceptable power quality on the Commission's distribution system, the customer will be required to cease operation of the equipment until such time that the problem is rectified at the customer's cost. If the customer does not comply and remedy the situation within a reasonable time, the Commission may disconnect the supply of power.

7.3.2.4 Customers are obligated to assist the Commission with power quality investigations by providing the required equipment information, relevant data and necessary access for the installation of monitoring equipment.

7.4 Liability of Utility

The Commission shall not be liable for any damage that the customer may suffer due to any curtailment or interruption in the supply of power for any cause whatsoever. The Commission shall not be responsible, in any way, beyond the point of delivery and shall incur no liability for damages that may be caused to persons or property due to high voltage electric current, or to the presence of wires or equipment on the customer's premises. Access to the electrical room must be provided by the owner.

7.5 Customer Responsibility

7.5.1 **Commission Facilities**

If the Commission facilities on the customer's premises are damaged by other than normal wear and tear, the customer is responsible for the charges associated with repairing or replacing these facilities.

7.5.2 **Customer Facilities**

The customer is responsible to provide and maintain in proper working order the necessary service entrance equipment for the Commission's facilities. **Service entrance standards are specified in the Utility Service Entrance Standards issued jointly by the electric utilities of New Brunswick (see Saint John Energy's web site http://www.sjenergy.com/uploads/file/service_entrance_standards.pdf for requirements).** Any sub-standard equipment or condition when discovered by Commission personnel shall be reported first to the customer and if necessary to the Provincial electrical inspector in order to have the sub-standard condition corrected. Access to the electrical room must be provided by the owner.



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Section 7 – Utility/Customer Responsibilities

7.5.3 **Underground Service from a Pole**

For an underground service on a utility pole, the customer shall supply the conductor conduit and weatherhead to reach to a height not less than 1020mm (40 in) above telecommunication equipment. The service weatherhead shall typically be approximately 7.3m (24 ft) above ground. In all cases, the customer must obtain approval from the Commission before installing conduit on a utility pole.

Installation of conduit on a utility pole must be coordinated with the Commission's construction personnel who will assist in the final erection and connections.

All underground service on poles shall be protected by a concrete collar.

7.5.4 **Metering Equipment and Services**

No electrical contractor or other person shall tamper with the Commission's meters, its seals, or make connections or disconnections on the Commission's secondary conductors or service loops. In cases where the work to be carried out necessitates disconnection of a service or removal of a meter, the contractor or electrician shall notify the Commission. The Commission shall make arrangements for the disconnection or meter removal. The contractor or electrician who does not comply with these regulations shall be held responsible for damage or loss and may be subject to charges under the *Federal Electricity and Gas Inspection Act*.

7.6 **Locating Buried Utility Cables**

The Commission supports the one-call program: **1-866-DIG-LINE (1-866-344-5463)**. Upon receiving a request to locate a buried cable, Commission staff will mark the presumed cable route by method of wooden stakes or paint. This procedure will be done in the presence of a representative or the owner/contractor, or their representative when feasible, at no charge to the customer.

Field location and marking shall occur within twenty-four hours of the anticipated excavation in order to maximize the preservation of the field location marks. Preliminary site investigations will be on a general basis with no field markings. Additional requests for field location of facilities will be subject to an actual labour and vehicle charge.

Requests for cable locates should be received a minimum of 2 business days in advance of excavation.



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Section 7 – Utility/Customer Responsibilities

Location requests outside normal business hours, except in an emergency, shall be charged at the Commission's prevailing overtime rates.

The act of cable locating is not an exact science and is performed on a “best effort” basis.

The Commission cannot guarantee the accuracy of any cable location information supplied by members of its staff, whether in the form of maps or plans or as field marked by use of test instruments.

The Commission takes no responsibility for any damages to any buried facility occurring, by any means whatsoever, subsequent to the marking of any cable location by Commission staff. The cost of repair or replacement of any damaged Commission facility is the responsibility of the party responsible for the excavation work.



Customer Policy and Rates Manual

Section 8 – Termination of Service

Section 8 – Termination of Service

8.1 Customer Requested Termination

All customers terminating service are required to give the Commission a minimum of 2 business days notice.

The customer will be liable for all charges incurred until the Commission takes a final meter reading.

8.2 Utility Initiated Termination

The Commission reserves the right to disconnect or to refuse to connect a service for any of the following reasons:

- a) undue interference with the Commission's service to other customers, unless the customer requiring such service shall provide, at their own expense, the necessary equipment to prevent such interference;
- d) safety considerations, including defective wiring conditions or condemned properties;
- c) the customer's refusal to grant access by the Commission's personnel for inspection, meter reading, maintenance and/or replacement of equipment;
- d) for non-payment etc. (see section 5.3).

8.3 Removal of Facilities

If a customer requests that the Commission remove existing facilities, the customer must pay a non-refundable contribution to cover dismantling and the sacrificed life value of the assets removed.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

Section 9 – Rate Schedules and Application Guidelines



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

CLASS: Residential Service

RATE CODE: 001

EFFECTIVE DATE: April 1, 2017

APPLICABILITY:

To residential customers for all domestic uses including space heating.

ENERGY RATE:

9.93¢ per kWh for all kWhs per month.

SERVICE CHARGE:

\$16.61 service charge per month.

LATE PAYMENT CHARGE:

1.5% per month (effective annual rate of 19.56% per annum) on outstanding balance.

CONNECTION CHARGE:

\$39.10 for initial and existing service (line extension and underground charges are additional), including reconnection for accounts disconnected for non-payment.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

Residential Service Code 001 ... continued

CHANGE OF OCCUPANCY CHARGE:

A charge of \$39.10 is made each time there is a change of occupancy of residential service premises.

AFTER-HOURS FEE:

If a customer requests service outside of Saint John Energy's normal working hours (8:00 a.m. to 5:00 p.m.), an after-hours fee will be charged in addition to the connection charge of \$39.10.

The after-hours fee for the period between 5:00 p.m. and 12:00 midnight is \$67.26 and for the period between 12:00 midnight and 8:00 a.m. is \$138.89.

GENERAL:

An Equalized Payment Plan is available to residential customers.

Terms of contract under this rate shall be self-renewing from month to month and shall be in accordance with all policies of Saint John Energy. Other terms and conditions related to service may apply. Consult the appropriate section of the Customer Policy and Rates Manual for further details.

TAXES:

The above rates do not include the Harmonized Sales Tax.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

CLASS: Residential Service

RATE CODE: 006

EFFECTIVE DATE: April 1, 2017

APPLICABILITY:

To those services providing energy for central electric heating systems in apartment buildings where the normal residential electrical energy in each dwelling unit is separately metered and invoiced under the appropriate rate classification. Apartment buildings having one or more areas of a commercial nature do not qualify for this rate.

ENERGY RATE:

11.23¢ per kWh for all kWhs per month.

SERVICE CHARGE:

\$16.56 service charge per month.

LATE PAYMENT CHARGE:

1.5% per month (effective annual rate 19.56% per annum) on outstanding balance.

CONNECTION CHARGE:

\$39.10 for initial and existing service (line extension and underground charges are additional).

CHANGE OF OCCUPANCY CHARGE:

A charge of \$39.10 is made each time there is a change of occupancy of residential service premises.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

Residential Service Code 006 ... continued

AFTER-HOURS FEE:

If a customer requests service outside of Saint John Energy's normal working hours (8:00 a.m. to 5:00 p.m.), an after-hours fee will be charged in addition to the connection charge of \$39.10.

The after-hours fee for the period between 5:00 p.m. and 12:00 midnight is \$67.26 and for the period between 12:00 midnight and 8:00 a.m. is \$138.89.

GENERAL:

Terms of contract under this rate shall be for a minimum period of 12 months, be self-renewing from month to month thereafter, and shall be in accordance with all policies of Saint John Energy. Other terms and conditions related to service may apply. Consult the appropriate section of the Customer Policy and Rates Manual for further details.

TAXES:

The above rates do not include the Harmonized Sales Tax.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

CLASS: General Service

RATE CODE: 002

EFFECTIVE DATE: April 1, 2017

APPLICABILITY:

To General Service customers with single and/or three-phase service. *Customers contracting for less than 5,000 kW Hours per month may be contracted under the Rate Code 4 classification.*

BILLING DEMAND:

Amount of power taken during the month as registered by Saint John Energy's maximum demand meter.

MINIMUM BILLING DEMAND:

50% of installed kVA capacity or the monthly kW demand whichever is greater.

MONTHLY DEMAND CHARGE:

\$6.88 per kW of monthly maximum billing demand.

ENERGY RATE:

11.79¢ per kWh for first 100 kWhs per kW of monthly billing demand.

9.17¢ per kWh for the balance of kWhs per month.

SERVICE CHARGE:

\$17.02 service charge per month.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

General Service Code 002 ... continued

LATE PAYMENT CHARGES:

1.5% per month (effective annual rate 19.56% per annum) on outstanding balance.

CONNECTION CHARGE:

\$39.10 for initial and existing service (line extension and underground charges are additional).

CHANGE OF OCCUPANCY CHARGE:

A charge of \$39.10 is made each time there is a change of occupancy of general service premises.

AFTER-HOURS FEE:

If a customer requests service outside of Saint John Energy's normal working hours (8:00 a.m. to 5:00 p.m.), an after-hours fee will be charged in addition to the connection charge of \$39.10.

The after-hours fee for the period between 5:00 p.m. and 12:00 midnight is \$67.26 and for the period between 12:00 midnight and 8:00 a.m. is \$138.89.

GENERAL:

Terms of contract under this rate shall be for a minimum period of six consecutive months in any 12 month period, be self-renewing from month to month thereafter, and shall be in accordance with all policies of Saint John Energy. Other terms and conditions related to service may apply. Consult the appropriate section of the Customer Policy and Rates Manual for further details.

TAXES:

The above rates do not include the Harmonized Sales Tax.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

CLASS: General Service

RATE CODE: 202

EFFECTIVE DATE: April 1, 2017

APPLICABILITY:

To General Service customers with single and/or three-phase service where the customer owns and supplies their own transformer and is primary metered. **This rate is no longer available for new customers. If the premises require new service, reconnection or upgrade for any reason including change of ownership, an applicable rate will be applied as determined by the rate application guidelines.** See Section 2 – 2.11 for current policy regarding high voltage installations.

BILLING DEMAND:

Amount of power taken during the month as registered by Saint John Energy's maximum demand meter.

MINIMUM BILLING DEMAND:

50% of installed kVA capacity or the monthly kW demand whichever is greater.

MONTHLY DEMAND CHARGE:

\$6.52 per kW of monthly maximum billing demand.

ENERGY RATE:

11.20¢ per kWh for first 100 kWhs per kW of monthly billing demand.

8.70¢ per kWh for the balance of kWhs per month.

SERVICE CHARGE:

\$17.02 service charge per month.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

General Service Code 202 ... continued

LATE PAYMENT CHARGES:

1.5% per month (effective annual rate 19.56% per annum) on outstanding balance.

CONNECTION CHARGE:

\$39.10 for initial and existing service (line extension and underground charges are additional).

CHANGE OF OCCUPANCY CHARGE:

A charge of \$39.10 is made each time there is a change of occupancy of general service premises.

AFTER-HOURS FEE:

If a customer requests service outside of Saint John Energy's normal working hours (8:00 a.m. to 5:00 p.m.), an after-hours fee will be charged in addition to the connection charge of \$39.10.

The after-hours fee for the period between 5:00 p.m. and 12:00 midnight is \$67.26 and for the period between 12:00 midnight and 8:00 a.m. is \$138.89.

GENERAL:

Terms of contract under this rate shall be for a minimum period of six consecutive months in any 12 month period, be self-renewing from month to month thereafter, and shall be in accordance with all policies of Saint John Energy. Other terms and conditions related to service may apply. Consult the appropriate section of the Customer Policy and Rates Manual for further details.

TAXES:

The above rates do not include the Harmonized Sales Tax.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

CLASS: General Service

RATE CODE: 003

EFFECTIVE DATE: April 1, 2017

APPLICABILITY:

To General Service customers for which electricity is the only source of energy used. **This rate is no longer available for new customers. If the premises require new service, reconnection or upgrade for any reason including change of ownership, an applicable rate will be applied as determined by the rate application guidelines. (See Rate Code 003A)**

BILLING DEMAND:

Amount of power taken during the month as registered by Saint John Energy's maximum demand meter.

MONTHLY DEMAND CHARGE:

\$3.89 per kW of monthly maximum billing demand.

ENERGY RATE:

13.03¢ per kWh for the first 5,000 kWhs per month.

9.95¢ per kWh for the balance of kWhs per month.

SERVICE CHARGE:

\$17.02 service charge per month.

LATE PAYMENT CHARGES:

1.5% per month (effective annual rate 19.56% per annum) on outstanding balance.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

General Service Code 003 ... continued

CONNECTION CHARGE:

\$39.10 for initial and existing service (line extension and underground charges are additional).

CHANGE OF OCCUPANCY CHARGE:

A charge of \$39.10 is made each time there is a change of occupancy of general service premises.

AFTER-HOURS FEE:

If a customer requests service outside of Saint John Energy's normal working hours (8:00 a.m. to 5:00 p.m.), an after-hours fee will be charged in addition to the connection charge of \$39.10.

The after-hours fee for the period between 5:00 p.m. and 12:00 midnight is \$67.26 and for the period between 12:00 midnight and 8:00 a.m. is \$138.89.

GENERAL:

Terms of contract under this rate shall be for a minimum period of six consecutive months in any 12 month period, be self-renewing from month to month thereafter, and shall be in accordance with all policies of Saint John Energy. Other terms and conditions related to service may apply. Consult the appropriate section of the Customer Policy and Rates Manual for further details.

TAXES:

The above rates do not include the Harmonized Sales Tax.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

CLASS: General Service	RATE CODE: 003A
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EFFECTIVE DATE: April 1, 2017

APPLICABILITY:

This rate is applicable only to those existing Rate Code 003 customers who have become ineligible for the General Service Code 003 rate, as per the applicability rules. The Code 003A rate will be in effect over a transitional period of 18 months as shown in the transitional rates table below and will culminate with the customer moving to a permanent Rate Code 002 status.

BILLING DEMAND:

Amount of power taken during the month as registered by Saint John Energy's maximum demand meter.

MINIMUM BILLING DEMAND:

50% of installed kVA capacity or the monthly kW demand whichever is greater. **Minimum Demand charges will not apply during the period of transition.**

MONTHLY DEMAND CHARGE: per kW of monthly maximum billing demand. **See table below.**

ENERGY RATE: See table below.

SERVICE CHARGE: \$17.02 service charge per month.

Transitional Rates Table

RATE COMPONENTS	Transitional Rates			Permanent Rate
	First 6 months	Next 6 months	Final 6 months	Rate Code 002
1 st Block *	12.71¢	12.41¢	12.09¢	11.79¢
Balance of kWh	9.76¢	9.56¢	9.36¢	9.17¢
Demand Charge per kW	\$ 4.65	\$ 5.38	\$ 6.12	\$ 6.88
* First Block kWh's per kW of monthly billing demand	25	50	75	100



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

General Service Code 003A ... continued

LATE PAYMENT CHARGES:

1.5% per month (effective annual rate 19.56% per annum) on outstanding balance.

CONNECTION CHARGE:

\$39.10 for initial and existing service (line extension and underground charges are additional).

CHANGE OF OCCUPANCY CHARGE:

A charge of \$39.10 is made each time there is a change of occupancy of general service premises.

AFTER-HOURS FEE:

If a customer requests service outside of Saint John Energy's normal working hours (8:00 a.m. to 5:00 p.m.), an after-hours fee will be charged in addition to the connection charge of \$39.10.

The after-hours fee for the period between 5:00 p.m. and 12:00 midnight is \$67.26 and for the period between 12:00 midnight and 8:00 a.m. is \$138.89.

GENERAL:

Terms of contract under this rate shall be for a minimum period of six consecutive months in any 12 month period, be self-renewing from month to month thereafter, and shall be in accordance with all policies of Saint John Energy. Other terms and conditions related to service may apply. Consult the appropriate section of the Customer Policy and Rates Manual for further details.

TAXES:

The above rates do not include the Harmonized Sales Tax.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

CLASS: General Service

RATE CODE: 203

EFFECTIVE DATE: April 1, 2017

APPLICABILITY:

To General Service customers for which electricity is the only source of energy used and where the customer owns and supplies their own transformer and is primary metered. See Section 2 – 2.11 for current policy regarding high voltage installations. **This rate is no longer available for new customers. If the premises require new service, reconnection or upgrade for any reason including change of ownership, an applicable rate will be applied as determined by the rate application guidelines. (See Rate Code 203A)**

BILLING DEMAND:

Amount of power taken during the month as registered by Saint John Energy's maximum demand meter.

MONTHLY DEMAND CHARGE:

\$3.73 per kW of monthly maximum billing demand.

ENERGY RATE:

12.37¢ per kWh for the first 5,000 kWhs per month.

9.46¢ per kWh for the balance of kWhs per month.

SERVICE CHARGE:

\$17.02 service charge per month.

LATE PAYMENT CHARGES:

1.5% per month (effective annual rate 19.56% per annum) on outstanding balance.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

General Service Code 203 ... continued

CONNECTION CHARGE:

\$39.10 for initial and existing service (line extension and underground charges are additional).

CHANGE OF OCCUPANCY CHARGE:

A charge of \$39.10 is made each time there is a change of occupancy of general service premises.

AFTER-HOURS FEE:

If a customer requests service outside of Saint John Energy's normal working hours (8:00 a.m. to 5:00 p.m.), an after-hours fee will be charged in addition to the connection charge of \$39.10.

The after-hours fee for the period between 5:00 p.m. and 12:00 midnight is \$67.26 and for the period between 12:00 midnight and 8:00 a.m. is \$138.89.

GENERAL:

Terms of contract under this rate shall be for a minimum period of six consecutive months in any 12 month period, be self-renewing from month to month thereafter, and shall be in accordance with all policies of Saint John Energy. Other terms and conditions related to service may apply. Consult the appropriate section of the Customer Policy and Rates Manual for further details.

TAXES:

The above rates do not include the Harmonized Sales Tax.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

CLASS: General Service	RATE CODE: 203A
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EFFECTIVE DATE: April 1, 2017

APPLICABILITY:

This rate is applicable only to those existing Rate Code 203 customers who have become ineligible for the General Service Code 203 rate, as per the applicability rules. The Code 203A rate will be in effect over a transitional period of 18 months as shown in the transitional rates table below and will culminate with the customer moving to a permanent Rate Code 202 status.

BILLING DEMAND:

Amount of power taken during the month as registered by Saint John Energy's maximum demand meter.

MINIMUM BILLING DEMAND:

50% of installed kVA capacity or the monthly kW demand whichever is greater. **Minimum Demand charges will not apply during the period of transition.**

MONTHLY DEMAND CHARGE: per kW of monthly maximum billing demand. **See table below.**

ENERGY RATE: See table below.

SERVICE CHARGE: \$17.02 service charge per month.

Transitional Rates Table

RATE COMPONENTS	Transitional Rates			Permanent Rate
	First 6 months	Next 6 months	Final 6 months	Rate Code 202
1 st Block *	12.07¢	11.78¢	11.49¢	11.20¢
Balance of kWh	9.27¢	9.08¢	8.89¢	8.70¢
Demand Charge per kW	\$ 4.43	\$ 5.12	\$ 5.84	\$ 6.52
* First Block kWh's per kW of monthly billing demand	25	50	75	100



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

General Service Code 203A ... continued

LATE PAYMENT CHARGES:

1.5% per month (effective annual rate 19.56% per annum) on outstanding balance.

CONNECTION CHARGE:

\$39.10 for initial and existing service (line extension and underground charges are additional).

CHANGE OF OCCUPANCY CHARGE:

A charge of \$39.10 is made each time there is a change of occupancy of general service premises.

AFTER-HOURS FEE:

If a customer requests service outside of Saint John Energy's normal working hours (8:00 a.m. to 5:00 p.m.), an after-hours fee will be charged in addition to the connection charge of \$39.10.

The after-hours fee for the period between 5:00 p.m. and 12:00 midnight is \$67.26 and for the period between 12:00 midnight and 8:00 a.m. is \$138.89.

GENERAL:

Terms of contract under this rate shall be for a minimum period of six consecutive months in any 12 month period, be self-renewing from month to month thereafter, and shall be in accordance with all policies of Saint John Energy. Other terms and conditions related to service may apply. Consult the appropriate section of the Customer Policy and Rates Manual for further details.

TAXES:

The above rates do not include the Harmonized Sales Tax.



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Section 9 – Rate Schedules and Application Guidelines

CLASS: General Service: *Non-Demand metered*

RATE CODE: 004

EFFECTIVE DATE: April 1, 2017

APPLICABILITY:

To Non-Demand Metered single phase General Service customers contracting for a maximum of 5,000 kW Hours per month. *Customers requiring greater than 5,000 kW Hours per month will be contracted under Rate Code 2 of this schedule.*

ENERGY RATE:

13.79¢ per kWh for all kWhs per month.

SERVICE CHARGE:

\$17.02 service charge per month.

LATE PAYMENT CHARGES:

1.5% per month (effective annual rate 19.56% per annum) on outstanding balance.

CONNECTION CHARGE:

\$39.10 for initial and existing service (line extension and underground charges are additional).

CHANGE OF OCCUPANCY CHARGE:

A charge of \$39.10 is made each time there is a change of occupancy of general service premises.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

General Service Code 004 : *Non – Demand ... continued*

AFTER-HOURS FEE:

If a customer requests service outside of Saint John Energy's normal working hours (8:00 a.m. to 5:00 p.m.), an after-hours fee will be charged in addition to the connection charge of \$39.10.

The after-hours fee for the period between 5:00 p.m. and 12:00 midnight is \$67.26 and for the period between 12:00 midnight and 8:00 a.m. is \$138.89.

GENERAL:

Terms of contract under this rate shall be for a minimum period of six consecutive months in any 12 month period, be self-renewing from month to month thereafter, and shall be in accordance with all policies of Saint John Energy. Other terms and conditions related to service may apply. Consult the appropriate section of the Customer Policy and Rates Manual for further details.

TAXES:

The above rates do not include the Harmonized Sales Tax.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

CLASS: Industrial Service

RATE CODE: 008

EFFECTIVE DATE: April 1, 2017

APPLICABILITY:

To all industrial customers contracting for a minimum of 5 kW and are engaged in manufacturing (manufacturing being defined as the converting or processing of a material or materials into a product).

BILLING DEMAND:

Amount of power taken during the month as registered by Saint John Energy's maximum demand meter.

MINIMUM BILLING DEMAND:

50% of installed kVA capacity or the monthly kW demand whichever is greater.

MONTHLY DEMAND CHARGE:

\$6.90 per kW of monthly maximum billing demand.

ENERGY RATE:

13.35¢ per kWh for first 100 kWhs per kW of monthly billing demand.

6.29¢ per kWh for balance kWhs per month.

SERVICE CHARGE:

\$17.06 service charge per month.

LATE PAYMENT CHARGE:

1.5% per month (effective annual rate 19.56% per annum) on outstanding balance.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

Industrial Service Code 008 ... continued

CONNECTION CHARGE:

\$39.10 for initial and existing service (line extension and underground charges are additional).

CHANGE OF OCCUPANCY CHARGE:

A charge of \$39.10 is made each time there is a change of occupancy of industrial service premises.

AFTER-HOURS FEE:

If a customer requests service outside of Saint John Energy's normal working hours (8:00 a.m. to 5:00 p.m.), an after-hours fee will be charged in addition to the connection charge of \$39.10.

The after-hours fee for the period between 5:00 p.m. and 12:00 midnight is \$67.26 and for the period between 12:00 midnight and 8:00 a.m. is \$138.89.

GENERAL:

Terms of contract under this rate shall be for a minimum period of six consecutive months in any 12 month period, be self-renewing from month to month thereafter, and shall be in accordance with all policies of Saint John Energy. Other terms and conditions related to service may apply. Consult the appropriate section of the Customer Policy and Rates Manual for further details.

TAXES:

The above rates do not include the Harmonized Sales Tax.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

CLASS: Industrial Service

RATE CODE: 208

EFFECTIVE DATE: April 1, 2017

APPLICABILITY:

To all industrial customers contracting for a minimum of 5 kW and are engaged in manufacturing (manufacturing being defined as the converting or processing of a material or materials into a product) and where the customer owns and supplies their own transformer and is primary metered. **This rate is no longer available for new customers. If the premises require new service, reconnection or upgrade for any reason including change of ownership, an applicable rate will be applied as determined by the rate application guidelines.** See Section 2 – 2.11 for current policy regarding high voltage installations.

BILLING DEMAND:

Amount of power taken during the month as registered by Saint John Energy's maximum demand meter.

MINIMUM BILLING DEMAND:

50% of installed kVA capacity or the monthly kW demand whichever is greater.

MONTHLY DEMAND CHARGE:

\$6.56 per kW of monthly maximum billing demand.

ENERGY RATE:

12.66¢ per kWh for first 100 kWhs per kW of monthly billing demand.

5.95¢ per kWh for balance kWhs per month.

SERVICE CHARGE:

\$17.06 service charge per month.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

Industrial Service Code 208 ... continued

LATE PAYMENT CHARGE:

1.5% per month (effective annual rate 19.56% per annum) on outstanding balance.

CONNECTION CHARGE:

\$39.10 for initial and existing service (line extension and underground charges are additional).

CHANGE OF OCCUPANCY CHARGE:

A charge of \$39.10 is made each time there is a change of occupancy of industrial service premises.

AFTER-HOURS FEE:

If a customer requests service outside of Saint John Energy's normal working hours (8:00 a.m. to 5:00 p.m.), an after-hours fee will be charged in addition to the connection charge of \$39.10.

The after-hours fee for the period between 5:00 p.m. and 12:00 midnight is \$67.26 and for the period between 12:00 midnight and 8:00 a.m. is \$138.89.

GENERAL:

Terms of contract under this rate shall be for a minimum period of six consecutive months in any 12 month period, be self-renewing from month to month thereafter, and shall be in accordance with all policies of Saint John Energy. Other terms and conditions related to service may apply. Consult the appropriate section of the Customer Policy and Rates Manual for further details.

TAXES:

The above rates do not include the Harmonized Sales Tax.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

CLASS: Industrial Service

RATE CODE: 009

EFFECTIVE DATE: April 1, 2017

APPLICABILITY:

To all industrial customers contracting for a minimum of 750 kW that are engaged in manufacturing (manufacturing being defined as the converting or processing of a material or materials into a product). **This rate is no longer available for new customers. If the premises require new service, reconnection or upgrade for any reason including change of ownership, an applicable rate will be applied as determined by the rate application guidelines.**

After January 26, 2016 Existing Saint John Energy Rate code 9 customers who install new facilities resulting in a sustained Net Load increase of 750 kW or more as compared to the previous calendar year's average demand, and who also meet NB Power's Large Industrial Rate Schedule Application Guidelines, are eligible for alternative supply options available through a mutual agreement between Saint John Energy and NB Power. As some options may require significant lead times, Customers are advised to contact Saint John Energy early in their business planning cycle to determine the applicable supply options available.

BILLING DEMAND:

Amount of power taken during the month as registered by Saint John Energy's maximum demand meter.

MINIMUM BILLING DEMAND:

50% of installed kVA capacity or the monthly kW demand whichever is greater.

MONTHLY DEMAND CHARGE:

\$14.13 per kW of monthly maximum billing demand.

ENERGY RATE:

5.20¢ per kWh for all kWhs per month.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

Industrial Service Code 009 ... continued

SERVICE CHARGE:

Service charge is not applicable.

LATE PAYMENT CHARGE:

1.5% per month (effective annual rate 19.56% per annum) on outstanding balance.

CONNECTION CHARGE:

\$39.10 for initial and existing service (line extension and underground charges are additional).

CHANGE OF OCCUPANCY CHARGE:

A charge of \$39.10 is made each time there is a change of occupancy of industrial service premises.

AFTER-HOURS FEE:

If a customer requests service outside of Saint John Energy's normal working hours (8:00 a.m. to 5:00 p.m.), an after-hours fee will be charged in addition to the connection charge of \$39.10.

The after-hours fee for the period between 5:00 p.m. and 12:00 midnight is \$67.26 and for the period between 12:00 midnight and 8:00 a.m. is \$138.89.

GENERAL:

Terms of contract under this rate shall be for a minimum period of six consecutive months in any 12 month period, be self-renewing from month to month thereafter, and shall be in accordance with all policies of Saint John Energy. Other terms and conditions related to service may apply. Consult the appropriate section of the Customer Policy and Rates Manual for further details.

TAXES:

The above rates do not include the Harmonized Sales Tax.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

CLASS: Industrial Service (non-interruptible)

RATE CODE: 10

EFFECTIVE DATE: April 1, 2017

APPLICABILITY:

That category of Customers in all areas served by Saint John Energy who use electricity chiefly for manufacturing or processing of goods or for the extraction of raw materials and have a minimum contracted demand of 750 kW. In addition, Data centres with a total firm load of 750 kW or more are eligible for the large industrial rate. 95% of the Data centre facility's total load must be data centre functions. Data centre functions include data storage, processing, communication and support services including heating and cooling.

New Customers after February 25th, 2016 and/or Existing Rate Code 10 customers who install new facilities resulting in a sustained Net Load increase of 750 kW or more as compared to the previous calendar year's average demand, and who also meet NB Powers's Large Industrial Rate Schedule Application Guidelines, are eligible for alternative supply options available through a mutual agreement between Saint John Energy and NB Power. As some options may require significant lead times, Customers are advised to contact Saint John Energy early in their business planning cycle to determine the applicable supply options available.

BILLING DEMAND:

The greatest of:

- The monthly maximum kW demand;
- 90% of the maximum kVA demand

MINIMUM BILLING DEMAND:

50% of installed kVA capacity or the monthly kW demand whichever is greater.

MONTHLY DEMAND CHARGE:

\$14.17 per kW of monthly maximum billing demand.

ENERGY CHARGE:

8.35¢ per kWh for all kWhs per month.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

Industrial Service Code 10... Continued

SERVICE CHARGE:

Service charge \$53.82 per month.

LATE PAYMENT CHARGE:

1.5% per month (effective annual rate 19.56% per annum) on outstanding balance.

CONNECTION CHARGE:

\$39.10 for initial and existing service (line extension and underground charges are additional).

CHANGE OF OCCUPANCY CHARGE:

A charge of \$39.10 is made each time there is a change of occupancy of industrial service premises.

AFTER-HOURS FEE:

If a customer requests service outside of Saint John Energy's normal working hours (8:00 a.m. to 5:00 p.m.), an after-hours fee will be charged in addition to the connection charge of \$39.10.

The after-hours fee for the period between 5:00 p.m. and 12:00 midnight is \$67.26 and for the period between 12:00 midnight and 8:00 a.m. is \$138.89.

GENERAL:

Terms of contract under this rate shall be for a minimum period of six consecutive months in any 12 month period, be self-renewing from month to month thereafter, and shall be in accordance with all policies of Saint John Energy. Other terms and conditions related to service may apply. Consult the appropriate section of the Customer Policy and Rates Manual for further details.

TAXES:

The above rates do not include the Harmonized Sales Tax.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

CLASS: Water Heaters

RATE CODE: W

EFFECTIVE DATE: April 1, 2017

TYPE:

Saint John Energy owned facilities

AVAILABILITY:

To residential, general service and industrial customers where the equipment is owned and maintained by Saint John Energy. They are not rented on a temporary or seasonal basis.

RATES:

Current Standard Rental Tanks				
W16	200 Litre OSO - Single Element Stainless Steel	\$11.03	Per month	†
W23	200 Litre OSO - Dual Element Stainless Steel	\$15.45	Per month	†
W24,25	227 Litre OSO - Dual Element Stainless Steel	\$16.55	Per month	†
W26	300 Litre OSO - Dual Element Stainless Steel	\$17.66	Per month	†
W32	40 Gallon (181 Litre) Giant Dual Element Glass Lined	\$11.03	Per month	†
W33	60 Gallon (272 Litre) Giant Dual Element Glass Lined	\$15.46	Per month	†
Rental Tanks No Longer Available For New Rental				
W01,07	40 Gallon (181 Litre) Dual Element Glass Lined	\$6.19	Per month	*
W08	60 Gallon (272 Litre) Dual Element Glass Lined	\$8.05	Per month	*
W09	200 Litre Heat Transfer Stainless Steel	\$6.19	Per month	*
W10	227 Litre Heat Transfer Stainless Steel	\$8.05	Per month	*
W11	227 Litre Heat Transfer Stainless Steel	\$7.65	Per month	*
W12	50 Litre OSO - Single Element Stainless Steel	\$8.82	Per month	†
W18	227 Litre OSO - N.A. Single Element Stainless Steel	\$7.43	Per month	*
W29	200 Litre OSO - Dual Element Stainless Steel	\$11.03	Per month	†
W30	227 Litre OSO - Single or Dual Element Stainless Steel	\$13.91	Per month	†
W31	300 Litre OSO - Dual Element Stainless Steel	\$15.46	Per month	†
W40	40 Gallon Giant (200 Litre) – Giant Dual Element Glass Lined	\$6.00	Per month	†
Rental Tanks With Limited Availability				
W13	80 Litre OSO - Single Element Stainless Steel	\$9.37	Per month	†
W14,28	120 Litre OSO - Single or Dual Element Stainless Steel	\$9.93	Per month	†
W15	150 Litre OSO - Single Element Stainless Steel	\$10.77	Per month	†
W17	227 Litre OSO - Single Element Stainless Steel	\$13.91	Per month	†
W19	300 Litre OSO - Single Element Stainless Steel	\$15.46	Per month	†
W20	200 Litre OSO - INDIRECT Stainless Steel	\$16.55	Per month	†
W21	227 Litre OSO - INDIRECT Stainless Steel	\$17.66	Per month	†
W22	300 Litre OSO - INDIRECT Stainless Steel	\$18.76	Per month	†
WRF	Refurbished OSO – Single or Dual Element Stainless Steel	\$7.72	Per month	†
WFL	Floodstop Device Rental	\$2.10	Per month	†



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

Water Heaters Code W ... continued

* Tanks were not originally installed by Saint John Energy. No new rentals of this type after July 1, 1997.

† Rental charges under the “*Peace of Mind*” program include installation and required maintenance. Glass lined water heaters are substituted on the basis of customer specific water conditions as determined by Saint John Energy.

The rate for water heater rental does not include the supply of energy.

LATE PAYMENT CHARGE:

1.5% per month (effective annual rate 19.56% per annum) on outstanding balance.

GENERAL:

Saint John Energy shall be responsible for all maintenance and element replacement, except where same is occasioned by vandalism or malicious damage. Terms of contract under these rates shall be for a minimum period of 18 months, be self-renewing from month to month thereafter, and shall be in accordance with regulations of Saint John Energy (refer to Electric Water Heater Rental Contract). Other terms and conditions related to service may apply. Consult the appropriate section of the Customer Policy and Rates Manual for further details.

TAXES:

The above rates do not include the Harmonized Sales Tax.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

CLASS: Lighting & Poles	RATE CODE: A,P
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EFFECTIVE DATE: April 1, 2017

TYPE:

Area Lighting

APPLICABILITY:

To unmetered off-street lighting service to illuminate residential, general service and industrial properties where the lighting equipment is owned by Saint John Energy.

RATES:

A01 -	100 Watt Yard Light.....	\$ 8.55 per month *
A02 -	150 Watt Fixture.....	\$ 6.14 per month *
A04 -	150 Watt High Pressure Sodium Decorative.....	\$22.95 per month
A05 -	150 Watt High Pressure Sodium Dusk to Dawn.....	\$20.27 per month
A08 -	250 Watt High Pressure Sodium Floodlight.....	\$23.66 per month
A09 -	250 Watt Metal Halide Floodlight.....	\$26.27 per month
A10 -	250 Watt High Pressure Sodium Roadway.....	\$28.64 per month
A11 -	250 Watt Mercury Vapour.....	\$20.91 per month *
A12 -	400 Watt Fixture.....	\$20.09 per month *
A13 -	400 Watt High Pressure Sodium Floodlight.....	\$32.35 per month
A14 -	400 Watt Metal Halide Floodlight.....	\$32.76 per month
A15 -	400 W Mercury Vapour Roadway	\$26.90 per month *
A17 -	1000 Watt Metal Halide and 50 watt Ballast.....	\$57.45 per month
A19 -	1000 W Metal Halide Floodlight	\$61.09 per month
A20 -	Customer Owned Pole and Fixture (150 Watt HPS).....	\$10.24 per month
A21 -	175 Watt Metal Halide Substation Lights.....	\$20.39 per month
A25 -	44 Watt LED Light.....	\$17.07 per month
A26 -	88 Watt LED Light.....	\$20.25 per month
A27 -	131 Watt LED Light.....	\$25.80 per month
A28 -	175 Watt LED Light.....	\$29.48 per month
A29 -	88 Watt LED Light (Fixture only, no energy)	\$15.26 per month



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

The above rates apply to off-street lighting on existing poles only. Where a suitable pole is not available, the cost of providing such must be borne by the customer. In such cases, the customer is responsible for all maintenance of the pole and shall be responsible for its replacement when necessary. Should underground supply be required, the cost of providing such must be borne by the customer.

** These charges are applicable to existing fixtures only.*

Should the customer request Saint John Energy to supply the required pole on a rental basis (including maintenance and replacement) the following additional charges apply to the above rates.

RATES:

P02 -	Decorative Metal Pole.....	\$18.67 per month
P03 -	Special Pole Church.....	\$ 9.12 per month
P04 -	Special Pole (MNHS).....	\$14.85 per month
P06 -	Wood Pole (35 foot).....	\$ 6.30 per month
P07 -	Aluminum Pole (35 foot double davit).....	\$17.26 per month
*P08 -	Wood Pole (30 foot).....	\$ 3.45 per month
*P09 -	Aluminum Pole (35 foot single davit).....	\$18.66 per month

* - P08 formally referred to as P05 (pre October 1st 2015)

* - P09 formally referred to as P01 (pre October 1st 2015)

LATE PAYMENT CHARGE:

1.5% per month (effective annual rate 19.56% per annum) on outstanding balance.

GENERAL:

Saint John Energy shall be responsible for all maintenance and lamp renewals except where same is occasioned by vandalism or malicious damage. Installations must be within 150 feet of a suitable 120 volt energy supply.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

Lighting & Poles Codes A,P ... continued

When an installation requires more than 150 feet of duplex cable or secondary bus and/or more than one additional pole, the excess cost must be borne by the customer.

Term of contract under this rate shall be for a minimum period of 12 months (initial), be self-renewing from month to month thereafter, and shall be in accordance with all policies of Saint John Energy. Other terms and conditions related to service may apply. Consult the appropriate section of the Customer Policy and Rates Manual for further details.

TAXES:

The above rates do not include the Harmonized Sales Tax.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

CLASS: Highway Lighting & Poles **RATE CODE:** H

EFFECTIVE DATE: April 1, 2017

TYPE:

Highway Lighting

APPLICABILITY:

To unmetered lighting service to illuminate highways where the lighting equipment is owned by the New Brunswick Department of Transportation.

RATES:

H01 -	Wooden Pole DT.....	\$ 3.45 per month
H02 -	150 Watt High Pressure Sodium.....	\$ 8.92 per month
H04 -	150 Watt Low Pressure Sodium.....	\$ 10.14 per month
H05 -	250 Watt High Pressure Sodium.....	\$14.21 per month
H06 -	400 Watt High Pressure Sodium.....	\$21.70 per month
H07 -	400 Watt Mercury Vapour.....	\$27.59 per month
H08 -	135 Watt Low Pressure Sodium.....	\$ 7.52 per month
H09 -	10.5 Watt LED Traffic Light Flasher.....	\$.47 per month
H10 -	131 Watt LED Area Light.....	\$ 6.10 per month
H11 -	143 Watt LED Area Light.....	\$ 6.66 per month

The Department of Transportation is responsible for all maintenance of the pole and shall be responsible for its replacement when necessary. Should underground supply be required, the cost of providing such must be borne by the customer.

Should the customer request Saint John Energy to supply the required pole on a rental basis (including maintenance and replacement) the following additional charges apply to the above rates.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

Lighting & Poles Codes H ... Continued

RATES:

* P08 -	Wood Pole.....	\$ 3.45 per month
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* - P08 formally referred to as P05 (pre October 1st 2015)

LATE PAYMENT CHARGE:

1.5% per month (effective annual rate 19.56% per annum) on outstanding balance.

GENERAL:

The New Brunswick Department of Transportation shall be responsible for all maintenance and lamp renewals. Installations must be within 150 feet of a suitable 120 volt energy supply.

When an installation requires more than 150 feet of duplex cable or secondary bus and/or more than one additional pole, the excess cost must be borne by the customer.

Term of contract under this rate shall be for a minimum period of 12 months (initial), be self-renewing from month to month thereafter, and shall be in accordance with all policies of Saint John Energy. Other terms and conditions related to service may apply. Consult the appropriate section of the Customer Policy and Rates Manual for further details.

TAXES:

The above rates do not include the Harmonized Sales Tax.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

CLASS: Heat Pumps

RATE CODE: HP

EFFECTIVE DATE: March 1, 2016

TYPE:

Saint John Energy owned facilities

AVAILABILITY:

To all Residential and Commercial property owners.

RATES:

Saint John Energy Customers		
HP4 -	9,000 BTU Heat Pump	\$ 48.99 per month
HP5 -	12,000 BTU Heat Pump	\$ 49.49 per month
HP6 -	15,000 BTU Heat Pump	\$ 49.99 per month
Saint John Energy Customers - Rate Locked Through March 31, 2026		
HP7 -	9,000-15,000 BTU Heat Pump	\$ 55.99 per month
Customers Outside Saint John Energy Territory		
HP0 -	9,000 BTU Heat Pump	\$ 58.99 per month
HP8 -	12,000 BTU Heat Pump	\$ 59.49 per month
HP9 -	15,000 BTU Heat Pump	\$ 59.99 per month

The rate for heat pump rental does not include the supply of energy.

LATE PAYMENT CHARGE:

1.5% per month (effective annual rate 19.56% per annum) on outstanding balance.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

Heat Pumps Code HP ... continued

GENERAL:

All Heat Pump rentals are subject to the terms and conditions of Saint John Energy's "Heat Pump Rental, Installation and Service Contract" available on the Saint John Energy Website.

Not rented on a temporary or seasonal basis.

Other terms and conditions related to service may apply. Consult the appropriate section of the Customer Policy and Rates Manual for further details.

TAXES:

The above rates do not include the Harmonized Sales Tax.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

CLASS: Miscellaneous

RATE CODE: Misc.

EFFECTIVE DATE: April 1, 2017

TYPE:

Customer Requested Meter Upgrade - Z06

APPLICABILITY:

Saint John Energy may, upon customer request, provide Commercial and Industrial class customers with upgraded data logging metering equipment. Other terms apply see section 2.21.

RATE :

\$30.83 per month for each upgraded meter installed. This charge will be billed as a component of the customer's regular monthly billing in addition to any other charges.

GENERAL:

The customer agrees to pay this monthly meter upgrade fee for a period of not less than 36 months. This agreement will be self-renewing from month to month thereafter, and shall be in accordance with all policies of Saint John Energy. Other terms and conditions related to service may apply. Consult the appropriate section of the Customer Policy and Rates Manual for further details.

LATE PAYMENT CHARGE:

1.5% per month (effective annual rate 19.56% per annum) on outstanding balance.

TAXES:

The above rates do not include the Harmonized Sales Tax.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

CLASS: Miscellaneous

RATE CODE: Misc.

EFFECTIVE DATE: April 1, 2017

TYPE:

Unmetered service

APPLICABILITY:

To those services which cannot be metered and billed on standard rates. See section 2.12 of this manual for further requirements and policy related to this type of service.

ENERGY RATE:

U01 - 12.93 ¢ per kWh of estimated consumption.

CONNECTION CHARGE:

(Initial Service) \$22.97 (line extension and underground charges are additional).

ESTIMATED CONSUMPTION:

Electricity consumption is estimated by multiplying the connected load in watts by the hours of usage. For example, a photo-electrically controlled 100-Watt sign light operates approximately 12 hours per day and has an estimated annual consumption calculated as follows:

$100 \text{ watts} \times 12 \text{ hours} \times 365 \text{ days} = 438,000 \text{ watt-hours or } 438 \text{ kWh per year}$

RECONNECTION CHARGE:

(Existing Service) \$39.10.

LATE PAYMENT CHARGE:

1.5% per month (effective annual rate 19.56% per annum) on outstanding balance.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

Miscellaneous ... continued

AFTER-HOURS FEE:

If a customer requests service outside of Saint John Energy's normal working hours (8:00 a.m. to 5:00 p.m.), an after-hours fee will be charged in addition to the connection charge of \$39.10.

The after-hours fee for the period between 5:00 p.m. and 12:00 midnight is \$67.26 and for the period between 12:00 midnight and 8:00 a.m. is \$138.89.

GENERAL:

All maintenance and/or bulb replacement for loads served under this rate shall be the responsibility of the customer.

Terms of contract under this rate shall be for a minimum period of 12 months, be self-renewing from month to month thereafter, and shall be in accordance with all policies of Saint John Energy. Other terms and conditions related to service may apply. Consult the appropriate section of the Customer Policy and Rates Manual for further details.

TAXES:

The above rates do not include the Harmonized Sales Tax.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

CLASS: Miscellaneous

RATE CODE: Misc.

EFFECTIVE DATE: April 1, 2017

TYPE:

Returned cheques

APPLICABILITY:

To those customers who issue cheques which are returned due to reasons beyond the control of Saint John Energy (i.e. account closed, non-sufficient funds, cannot trace, stopped payment).

CHARGE:

\$25.15 per returned cheque.

TAXES:

The above rates do not include the harmonized Sales Tax.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

CLASS: Miscellaneous

RATE CODE: Misc.

EFFECTIVE DATE: April 1, 2017

TYPE:

Reproduction of 12 Month Account History

APPLICABILITY:

To those customers who request a summary of their Account history to be reproduced and mailed or emailed or made available for customer pick-up at the front desk of our 325 Simms Street office.

Requests will be processed within one business day of the Customers request.

Saint John Energy's Confidentiality of Customer Information guidelines apply to all requests for account information.

CHARGE:

\$ 6.01 for up to 2 accounts for the same customer.

\$12.31 for 3 to 10 accounts (*requested at the same time*).

\$23.77 for history reports for more than 10 accounts. This may require that a customized report be developed by Saint John Energy's Information Systems and Support department and as such, the customer must provide 1 business days advance notification of their request.

TAXES:

The above rates do not include the harmonized Sales Tax.



Customer Policy and Rates Manual

Section 9 – Rate Schedules and Application Guidelines

CLASS: Miscellaneous

RATE CODE: Misc.

EFFECTIVE DATE: April 1, 2017

TYPE:

Temporary Service

APPLICABILITY:

To those customers who require 120/240 volt single phase temporary electrical service at a location not exceeding 30 meters from an existing Commission point of supply. This rate is subject to the approval of Saint John Energy's Engineering and Operations staff. Installations not approved for this rate will be charged at the Commission's prevailing rates. No work will be undertaken until a customer signs a Work Authorization Contract which will indicate if the Customer is eligible for this rate. (*see section 2.10 for electrical and other supply specifics*).

CHARGE:

\$307.67 for each temporary service installation. An account connection charge of \$39.10 will apply. Energy consumption will be billed using the Commission's Rate Code 1 rate schedule.

TAXES:

The above rates do not include the harmonized Sales Tax.



Customer Policy and Rates Manual

CLASS: Miscellaneous

RATE CODE: Misc.

EFFECTIVE DATE: April 1, 2017

TYPE:

Line Cover-up

APPLICABILITY:

To customers who require a temporary line cover-up to work safely in proximity to a Saint John Energy owned electrical line. This flat rate charge covers the installation and removal of up to six (6) protective blankets or hoses or a combination of both, as determined by Saint John Energy Operations' staff. Situations requiring more than six blankets or hoses will be billed at Saint John Energy's prevailing rates. No work will be undertaken until a customer signs a Work Authorization Contract which will indicate if the Customer is eligible for this rate.

CHARGE:

\$292.30 for each location.

TAXES:

The above rates do not include the harmonized Sales Tax.



Customer Policy and Rates Manual

CLASS: Miscellaneous

RATE CODE: Misc.

EFFECTIVE DATE: April 1, 2017

TYPE:

Pole Attachment – Z07

APPLICABILITY:

Authorized attachments as per section 5.7 of Saint John Energy's Customer Rates and Policies Manual.

CHARGE:

Wire or strand attachments

\$1.7903 per pole attachment per month. (\$21.48 per annum)

OTHER CHARGES:

One-time Engineering standards review charge

\$203.54 per hour, per request (minimum charge 1 hour).

TAXES:

The above rates do not include the Harmonized Sales Tax.



City of Saint John Municipal Related Rates

Saint John Energy offers the following rates to operations that are owned, controlled or associated with the municipal government of the City of Saint John, as defined and adjudicated by Saint John Energy.



Customer Policy and Rates Manual

CLASS: Municipal Related Residential Service **RATE CODE:** 101

EFFECTIVE DATE: April 1, 2017

APPLICABILITY:

To municipal related customers for all domestic uses including space heating.

ENERGY RATE:

7.71¢ per kWh for all kWhs per month.

SERVICE CHARGE:

\$15.38 service charge per month.

See Other Charges at end of municipal related rates section



Customer Policy and Rates Manual

CLASS: Municipal Related Residential Service

RATE CODE: 106

EFFECTIVE DATE: April 1, 2017

APPLICABILITY:

To those municipal related customers providing energy for central electric heating systems in apartment buildings where the normal residential electrical energy in each dwelling unit is separately metered and invoiced under the appropriate rate classification. Apartment buildings having one or more areas of a commercial nature do not qualify for this rate.

ENERGY RATE:

8.85¢ per kWh for all kWhs per month.

SERVICE CHARGE:

\$15.33 service charge per month.

See Other Charges at end of municipal related rates section



Customer Policy and Rates Manual

CLASS: Municipal Related General Service

RATE CODE: 102

EFFECTIVE DATE: April 1, 2017

APPLICABILITY:

To municipal related General Service customers with single and/or three-phase service.
Customers contracting for less than 5,000 kW Hours per month may be contracted under the Rate Code 4 classification.

BILLING DEMAND:

Amount of power taken during the month as registered by Saint John Energy's maximum demand meter.

MINIMUM BILLING DEMAND:

50% of installed kVA capacity or the monthly kW demand whichever is greater.

MONTHLY DEMAND CHARGE:

\$5.64 per kW of monthly maximum billing demand.

ENERGY RATE:

10.20¢ per kWh for first 100 kWhs per kW of monthly billing demand.

7.24¢ per kWh for the balance of kWhs per month.

SERVICE CHARGE:

\$15.77 service charge per month.

See Other Charges at end of municipal related rates section



Customer Policy and Rates Manual

CLASS: Municipal Related General Service

RATE CODE: 103

EFFECTIVE DATE: April 1, 2017

APPLICABILITY:

To municipal related General Service customers for which electricity is the only source of energy used. **This rate is no longer available for new customers. If the premises require new service, reconnection or upgrade for any reason including change of ownership, an applicable rate will be applied as determined by the rate application guidelines. (See Rate Code 103A)**

BILLING DEMAND:

Amount of power taken during the month as registered by Saint John Energy's maximum demand meter.

MONTHLY DEMAND CHARGE:

\$2.72 per kW of monthly maximum billing demand.

ENERGY RATE:

11.28¢ per kWh for the first 5,000 kWhs per month.

8.11¢ per kWh for the balance of kWhs per month.

SERVICE CHARGE:

\$15.77 service charge per month.

See Other Charges at end of municipal related rates section



Customer Policy and Rates Manual

CLASS: General Service **RATE CODE:** 103A

EFFECTIVE DATE: April 1, 2017

APPLICABILITY:

This rate is applicable only to those existing Rate Code 103 customers who have become ineligible for the General Service Code 103 rate, as per the applicability rules. The Code 103A rate will be in effect over a transitional period of 18 months as shown in the transitional rates table below and will culminate with the customer moving to a permanent Rate Code 112 status.

BILLING DEMAND:

Amount of power taken during the month as registered by Saint John Energy's maximum demand meter.

MINIMUM BILLING DEMAND:

50% of installed kVA capacity or the monthly kW demand whichever is greater. **Minimum Demand charges will not apply during the period of transition.**

MONTHLY DEMAND CHARGE: per kW of monthly maximum billing demand. **See table below.**

ENERGY RATE: See table below.

SERVICE CHARGE: \$15.77 service charge per month.

Transitional Rates Table

RATE COMPONENTS	Transitional Rates			Permanent Rate
	First 6 months	Next 6 months	Final 6 months	Rate Code 112
1 st Block *	10.34¢	9.39¢	8.44¢	7.49¢
Balance of kWh	7.96¢	7.79¢	7.65¢	7.49¢
Demand Charge per kW	\$ 3.45	\$ 4.18	\$ 4.91	\$ 5.64
* First Block kWh's per kW of monthly billing demand	25	50	75	100



Customer Policy and Rates Manual

General Service Code 103A ... continued

LATE PAYMENT CHARGES:

1.5% per month (effective annual rate 19.56% per annum) on outstanding balance.

CONNECTION CHARGE:

\$39.10 for initial and existing service (line extension and underground charges are additional).

CHANGE OF OCCUPANCY CHARGE:

A charge of \$39.10 is made each time there is a change of occupancy of general service premises.

AFTER-HOURS FEE:

If a customer requests service outside of Saint John Energy's normal working hours (8:00 a.m. to 5:00 p.m.), an after-hours fee will be charged in addition to the connection charge of \$39.10.

The after-hours fee for the period between 5:00 p.m. and 12:00 midnight is \$67.26 and for the period between 12:00 midnight and 8:00 a.m. is \$138.89.

GENERAL:

Terms of contract under this rate shall be for a minimum period of six consecutive months in any 12 month period, be self-renewing from month to month thereafter, and shall be in accordance with all policies of Saint John Energy. Other terms and conditions related to service may apply. Consult the appropriate section of the Customer Policy and Rates Manual for further details.

TAXES:

The above rates do not include the Harmonized Sales Tax.



Customer Policy and Rates Manual

CLASS: Municipal Related General Service:
Non-Demand metered

RATE CODE: 104

EFFECTIVE DATE: April 1, 2017

APPLICABILITY:

To municipal related Non-Demand Metered single phase General Service customers contracting for a maximum of 5,000 kW Hours per month. *Customers requiring greater than 5,000 kW Hours per month will be contracted under Rate Code 2 of this schedule.*

ENERGY RATE:

10.86¢ per kWh for all kWhs per month.

SERVICE CHARGE:

\$15.77 service charge per month.

See Other Charges at end of municipal related rates section



Customer Policy and Rates Manual

CLASS: Municipal General Service

RATE CODE: 112

EFFECTIVE DATE: April 1, 2017

APPLICABILITY:

Municipality of the City of Saint John Accounts with single and/or three-phase service. *Accounts contracting for less than 5,000 kW Hours per month may be contracted under the Rate Code 10 4 classification.*

BILLING DEMAND:

Amount of power taken during the month as registered by Saint John Energy's maximum demand meter.

MONTHLY DEMAND CHARGE:

\$5.64 per kW of monthly maximum billing demand.

ENERGY RATE:

7.49¢ per kWh for all kWhs.

SERVICE CHARGE:

\$15.77 service charge per month.

See Other Charges at end of municipal related rates section



Customer Policy and Rates Manual

CLASS: Municipal Street Lighting

RATE CODE: M

EFFECTIVE DATE: April 1, 2017

TYPE:

Street Lighting

APPLICABILITY:

City of Saint John street lighting service.

RATES:

M43	88 Watt LED Roadway	\$ 16.87 per month
M44	131 Watt LED Roadway	\$ 21.94 per month
M46	44 Watt LED Roadway	\$ 14.02 per month
P01	Aluminum Poles (35 foot) – Single Davit	\$ 12.95 per month
P05	Wooden Pole (30 foot)	\$ 5.80 per month
P06	Wooden Pole (35 foot)	\$ 6.30 per month
P07	Aluminum Poles (35 foot) – Double Davit	\$ 17.26 per month
Unmetered	See Misc. Municipal Unmetered service	

See Other Charges at end of municipal related rates section



Customer Policy and Rates Manual

CLASS: Miscellaneous

RATE CODE: Misc.

EFFECTIVE DATE: April 1, 2017

TYPE:

Municipal Unmetered service

APPLICABILITY:

To those services which cannot be metered and billed on standard rates. See section 2.12 of this manual for further requirements and policy related to this type of service.

ENERGY RATE:

- **U01-** 12.93 ¢ per kWh of estimated consumption. (New City owned street lighting after October 1, 2015)
- **U02-** 10.96 ¢ per kWh of estimated consumption (All non-street lighting municipal unmetered service).

CONNECTION CHARGE:

(Initial Service) \$22.97 (line extension and underground charges are additional).

ESTIMATED CONSUMPTION:

Electricity consumption is estimated by multiplying the connected load in watts by the hours of usage. For example, a photo-electrically controlled 100-Watt sign light operates approximately 12 hours per day and has an estimated annual consumption calculated as follows:

100 watts x 12 hours x 365 days = 438,000 watt-hours or 438 kWh per year

RECONNECTION CHARGE:

(Existing Service) \$39.10



Customer Policy and Rates Manual

Municipal Unmetered service.....continued

LATE PAYMENT CHARGE:

1.5% per month (effective annual rate 19.56% per annum) on outstanding balance.



Customer Policy and Rates Manual

EFFECTIVE DATE: April 1, 2017

Other Charges

Where appropriate all Municipal and Municipal Related rates are subject to the following charges:

LATE PAYMENT CHARGES:

1.5% per month (effective annual rate 19.56% per annum) on outstanding balance.

CONNECTION CHARGE:

\$39.10 for initial and existing service (line extension and underground charges are additional).

CHANGE OF OCCUPANCY CHARGE:

A charge of \$39.10 is made each time there is a change of occupancy of general service premises.

AFTER-HOURS FEE:

If a customer requests service outside of Saint John Energy's normal working hours (8:00 a.m. to 5:00 p.m.), an after-hours fee will be charged in addition to the connection charge of \$39.10.

The after-hours fee for the period between 5:00 p.m. and 12:00 midnight is \$67.26 and for the period between 12:00 midnight and 8:00 a.m. is \$138.89.

GENERAL:

Terms of contract under this rate shall be for a minimum period of six consecutive months in any 12 month period, be self-renewing from month to month thereafter, and shall be in accordance with all policies of Saint John Energy. Other terms and conditions related to service may apply. Consult the appropriate section of the Customer Policy and Rates Manual for further details.

TAXES:

The above rates do not include the Harmonized Sales Tax.



Customer Policy and Rates Manual

Document Revision Summary:

1. February 2010 - Addition of section 4.5.1 (Customer Key Management).
2. June 1, 2010 - Rate Increase – all rates and services excluding service charges.
3. June 11, 2010 - Reduction in rate for afterhours connection (5:00 pm to 12:00 midnight).
4. August 18, 2010 – Change to Section 2.14 Religious and Charitable Institutions.
5. April 28, 2011 – Change to Section 2.14 Religious and Charitable Institutions.
6. May 18, 2011 – Rate Increase - Temporary Service and Line Cover-up.
7. June 29, 2012 – Deletion of billing code A16 and description changes to codes A17, A19, A20.
8. October 1, 2013 - Rate Increase – all rates and services excluding service charges and rental rates.
9. October 18, 2013 – Addition to definitions sections for: Municipal related customers and a change to Section 3.1 Extensions.
10. March 20, 2014 – Closing of rate code 9 “Large Industrial” to new customers and changes to section 5.4 “Saint John Energy Loan Program”.
11. October 1, 2014 - Rate Increase – all rates and services increase of 2%. Addition of Rate code 10 Large Industrial.
12. October 1, 2015– Rate increase – all rates and services increase 1.6%. Addition of Street Lighting rental codes M43, M44, M46, Poles rental codes P06, P07, P08, P09 and Water Heater rental code WFL. Removal of water heater sale provision in section 5.2.
13. February 25, 2016 – Rate Code 10 rate and applicability revisions and addition of section 5.6 Distribution Facilities Rental. Removal of legacy, non-LED Street Lighting rate codes.
14. July 1, 2016 - Rate Increase – all rates and charges increased by 1.66%. Addition of Pole Attachment policy and fees to sections 5 and 9.
15. April 1, 2017 - Rate Increase – Rate increases as follows: General Service-1.55%; Classes 001 & 101-2.07%; HP class- no increase and all other rates and charges increased by 1.77%. Addition of: Section 5.3-Heat Pumps; HP class; rental code A29; and definition of “Normal Operating Conditions”. Updated: all mentions of service provided within 24 or 48 hours to 1 or 2 business days; Long-term Disconnection Policy (Section 6.6); SJE loan program (Section 5.5); and Application for Electric Service (Section 2.1).
16. February 7, 2018 – Revisions to Section 5.5 - Saint John Energy Loan Program, to include Insulation and Water Softeners as eligible for the loan program. In addition adjustments to the loan interest rate.



Customer Policy and Rates Manual

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Saint John, N.B. E2L 4C7

Saint John Energy (Main Office)

325 Simms Street

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Rates and Customer Policies are available for download from our web site at:

www.sjenergy.com



Customer Policy and Rates Manual

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