

Rural Electrification Association Limited

**RETAILER TERMS AND CONDITIONS
FOR
ELECTRIC DISTRIBUTION SERVICE**

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ARTICLE 1 – PREAMBLE

In accordance with the Master CPC Agreement made between the Rural Electrification Association Limited ("Association") and ATCO Electric Ltd. ("ATCO Electric"), the Association, as a wire owner, has retained ATCO Electric to act as its wire services provider ("WSP") after 31 December 2000. Pursuant to the *Electric Utilities Act* ("EUA") and the Regulations made thereunder ("Regulations"), ATCO Electric in its role as a wire services provider will enable Retailers to acquire access to the Association's electric distribution system for the purposes of allowing them to sell electricity directly to end-use Customers. An end-use Customer may also act as a Self-Retailer by carrying out retailer functions to obtain electricity services solely for its own use. ATCO Electric will not be responsible for providing electricity directly to Customers.

These Terms and Conditions are intended to apply to the relationship between ATCO Electric, as the Association's wire services provider and all Retailers or any other party who will be acting as an Agent on behalf of the Retailer for transactions, including, but not limited to, retail billing and load settlement.

These Terms and Conditions serve as a companion to the Terms and Conditions for Electric Distribution Service which are intended to govern the relationship between the Association, the Member, ATCO Electric and Customer(s) or any other person whom the Association, the Member or the Customer has assigned to act on its behalf in its dealings with the WSP, regarding the provision of wire service on the Association's electric distribution system.

These terms and Conditions outline the rules that Retailers and Agents must follow to engage in retailer transactions with the Association.

The service provided by ATCO Electric hereunder has been filed for information on behalf of the Association with the Alberta Utilities Commission ("AUC"). Any parties having inquiries or complaints regarding these Terms and Conditions may direct such inquiries or complaints directly to the Association's Board of Directors, to ATCO Electric or to the AUC. These Terms and Conditions have been approved by the Board of Directors of the Association.

ARTICLE 2 – DEFINITIONS AND INTERPRETATION

2.1 Definitions

The following words and phrases, whenever used in these Terms and Conditions or a Retail Service Agreement, shall have the meanings set forth below:

"Act" means the *Electric Utilities Act*, S.A. 2003, c. E-5.1, as amended from time to time;

"Agent" means a person who deals and performs functions including, but not limited to, retailer transactions with the WSP on behalf of a Self-Retailer or Retailer;

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"*Agreement*" means the agreement between the Association and the WSP, also referred to as the Master CPC Agreement;

"*Association*" means the Rural Electrification Association or its successor;

"*AUC*" or "Commission" means the Alberta Utilities Commission established under the *ALBERTA UTILITIES COMMISSION ACT (Alberta)*, as amended from time to time;

"*Business Day*" means a business day is any day other than Saturday, Sunday or a holiday as defined in the *Interpretation Act*.

"*Board*" means the Board of Directors of the Association;

"*Customer*" means a person, including a Member, purchasing electricity for that person's or Member's own use from a Retailer;

"*Customer Information*" means name, telephone number, mailing address, site contact name, site contact phone number and other safety related information required to provide safe electric service to Members or Customers;

"*Default Supplier*" means a Retailer appointed pursuant to the RRR;

"*Distribution Tariff*" means a distribution tariff prepared in accordance with the *Distribution Tariff Regulation* as amended from time to time;

"*Electric Distribution Service*" means the service required to transport electricity by means of an electric distribution as defined in the *EUA*. The term *Electric Distribution Service* is to replace any reference to *Distribution Service Connections* or *Distribution Access Service* which terms were previously used by the Association's WSP in prior proposal letters, *Electric Service Agreements* or other agreements;

"*Electricity Services*" means the services associated with providing electricity to a Member or Customer, including the exchange of electric energy, making financial arrangements to manage financial risk associated with the pool price, *Electric Distribution Service*, system access service, ancillary services, billing, metering, performing load settlement, and any other services specified in the *Electric Utilities Act*;

"Facilities" means a physical plant (including, without limitation, transmission and distribution lines, transformers, meters, equipment and machinery);

"Force Majeure" means circumstances not reasonably within the control of the Association or the WSP, including acts of God, strikes, lockouts or other industrial disturbances, acts of the public enemy, wars, blockades, insurrections, riots, pandemics, epidemics, landslides, lightning, earthquakes, fires, storms, floods, high water, washouts, inclement weather, orders or acts of civil or military authorities, civil disturbances, explosions, breakdown or accident to equipment, mechanical breakdowns, the intervention of federal, provincial, state or local government or from any of their agencies or boards, excluding Decisions and/or Orders made by the AUC, the order or direction of any court, and any other cause, whether of the kind herein enumerated or otherwise;

"Independent System Operator" or "ISO" means the corporation established pursuant to the *Electric Utilities Act* and carrying out the name of "Alberta Electric System Operator" or "AESO";

"Member" means a person within the Service Area of the Association who has qualified for membership in the Association;

"Point of Service" means the point at which the Association's service conductors are connected to the conductors or apparatus of a Member;

"Power Pool" means the scheme operated by the Independent System Operator under the EUA for exchange of Energy and financial settlement for the exchange of Energy;

"RRR" means the *Roles, Relationships and Responsibilities Regulation* as amended from time to time;

"Retail Service Agreement" means an agreement for the provision of Electric Distribution Service pursuant to these Terms and Conditions between the Association the WSP and a Retailer, in a form such as attached hereto as Schedule A;

"Retailer" means a person who sells or provides Electricity Services directly to Members or Customers and who is entitled to enroll Members or Customers for Electric Distribution Service under the Association's Terms and Conditions for Electric Distribution Service, and includes the Default Supplier, the person with whom the Association has made arrangements to provide the regulated rate tariff to eligible Members or Customers, and Self-Retailers;

"Retailer Business Function Identification" means the 2 character identification as identified in the Settlement System Code;

"Retailer Business Number" means the 9 digit number used to uniquely identify each person entering into a Retail Service Agreement with the Association and the WSP. The Canada Customs and Revenue Agency business number will be used as the Retailer Business Number;

"Retailer Guide" means the guide prepared by the WSP which describes the business processes for the transactions between the WSP and the Retailer in relation to the provision of Service under these Terms and Conditions;

"Retailer Identification" means the number assigned by the ISO to a Retailer who has identified a Site or a number of Sites to be enrolled under the same Retailer Identification;

"Retailer of Record" means the Retailer who is listed in the WSP's records through the procedures outlined in these Terms and Conditions, and thereby recognized by the WSP and the Settlement System Code (SSC), as a particular Member's or Customer's Retailer for a Point of Service at a particular time;

"Service Area of the Association" means the area within which the Association is entitled to provide electrical service to its Members, as designated by the Department of Energy pursuant to the *Hydro and Electric Energy Act (Alberta)*;

"Self-Retailer" means a person, carrying out Retailer functions to obtain electricity services solely for its own use;

"*Settlement System Code*" or SSC, means the specifications, standards, methods, calculations and conventions established under the AUC Settlement System Code, Rule 021, as amended or replaced from time to time;

"*Site*" means a unique end-use Point of Service, being the finest level at which settlement recognizes retailer assignments, and receives consumption data;

"*Site ID*" means a unique identification number assigned by the WSP for each unique end-use Point of Service;

"*System Access Service*" means the service obtained by market participants through a connection to the transmission system, and includes access to exchange electric energy and ancillary services as per the EUA.

"*Tariff Billing Code*" refers to the Alberta Tariff Billing Code Rules, (Rule 004) as maintained by the AUC which is amended from time to time;

"*Usage Information*" means information regarding the historical electricity consumption of a Member or Customer and includes:

- Site ID;
- Read Date;
- Net Measured Energy (kW.h); and if available
- Net Measured Demand (kW); and
- Net Measured Demand (kV.A);

"*WSP*" means a person whom the Association has authorized to act on its behalf pursuant to Sections 104 and 105 of the *Electric Utilities Act*, S.A. 2003, c E-5.1.

2.2 Conflicts

- (a) If there is any conflict between a provision expressly set out in an Order of the AUC and these Terms and Conditions, the Order of the AUC shall govern subject to Board or Board designated authority approval.

- (b) If there is any conflict between a provision expressly set out in these Terms and Conditions, as may be amended from time to time, and a Retail Service Agreement, the express provision of these Terms and Conditions shall govern, as of their effective date.
- (c) If there is any conflict between a provision expressly set out in these Terms and Conditions, as amended from time to time, and the Agreement between the Association and its WSP, the express provision of the Agreement shall govern.

2.3 Headings

The division of these Terms and Conditions into sections, subsections and other subdivisions and the insertion of headings are for convenience of reference only and shall not affect the construction or interpretation of these Terms and Conditions.

2.4 Schedules and Appendices

The following schedules and appendices are attached to and form part of these Terms and Conditions:

- Schedule A - Retail Service Agreement
- Schedule B - Disconnect for Non Payment
- Schedule C – Supplementary Service Charges

ARTICLE 3 – GENERAL PROVISIONS

3.1 Board Approval

These Terms and Conditions have been approved by the Board of Directors of the Association and filed with the AUC for information. The Association or its Board designated authority may amend these Terms and Conditions by filing a notice of amendment with the AUC. Included in the notice to the AUC shall be notification of which Retailers are affected by the amendment and an explanation of how affected Retailers will be notified of the amendments. The amendment will take effect sixty (60) days after such notice is filed, unless the Board or its designated authority otherwise directs.

3.2 Distribution Tariff

The Association's Distribution Tariff is available for public inspection during normal business hours at the business offices of the WSP and at the offices of the AUC and can be accessed at the WSP's website at: <http://www.atcoelectric.com>. These Terms and Conditions form part of the Association's Distribution Tariff and are established pursuant to Section 2 of the *Distribution Tariff Regulation*.

3.3 Effective Date

These Terms and Conditions come into force when the Board or its designated authority approves an amendment to these Terms and Conditions. Revisions will be issued, with the effective date of the amendments indicated thereon, and filed with the AUC for information.

3.4 Terms and Conditions Prevail

- (a) These Terms and Conditions, as amended from time to time, apply to the Association, the WSP and to each Retailer. These Terms and Conditions also govern the relationship between the Association, the WSP, Member(s) or Customer(s) for whom the Retailer is acting as an agent in its dealings with the Association or the WSP.
- (b) These Terms and Conditions also apply to any party appointed as Agent for a Retailer pursuant to an executed Agency Appointment Agreement, as set out in the WSP's Retailer Guide.
- (c) No agreement can provide for the waiver or alteration of any part of these Terms and Conditions unless such agreement is first filed with and approved by the Board or its designated authority.

3.5 Retailer Guide

The WSP has developed a Retailer Guide to help Retailers, Customers, the Association and its Members understand the normal practices of the WSP and includes agreements and forms applicable to retailer qualification and other business processes. The Retailer

Guide is available on the WSP's website at <http://www.atcoelectric.com>. The Retailer Guide is updated, from time to time, to reflect changes to the electric utility industry, or the changing needs of the Retailers or Customers. The WSP is committed to following practices in the Retailer Guide however, as these practices will likely not cover every situation that arises, it may be necessary to deviate from the contents in certain circumstances. Associations for whom these terms and conditions pertain have accepted the use of the WSP Retailer Guide agreements and forms with the exception of Retailer Guide Appendix C and its accompanying Appendix A. Association versions are included within this document under Schedule A.

3.6 Ownership of Facilities

- (a) The Association remains the owner of all Facilities necessary to provide Electric Distribution Service, unless an agreement between the Association and the Retailer or Member specifically provides otherwise.
- (b) Payment made by Retailers or Members for costs incurred by the Association in installing Facilities does not entitle Retailers or Members to ownership of any such Facilities, unless an agreement between the Association and the Retailer or Member specifically provides otherwise.

3.7 New Facilities and Service Additions

The WSP reserves the right to communicate directly with the Member or Customer in respect of any requests made by a Member or Customer, or a party acting on his behalf, for the construction of new facilities or additional services as provided for in the *Billing Regulation*, as may be amended from time to time. The WSP reserves the right to charge the Member or Customer directly for any amounts required to be provided by the Member or Customer under the Terms and Conditions for Electric Distribution Service. Retailers shall refer to the WSP's Customer Guide to New Extensions for details of the requirements with respect to new facilities and service additions.

ARTICLE 4 – GENERAL OBLIGATIONS OF RETAILERS

4.1 Timeliness, Due Diligence and Security Requirements

- (a) The Retailer shall exercise due diligence and use reasonable efforts in meeting its obligations hereunder, and perform same in a timely manner.
- (b) The Retailer shall adhere to all credit, deposit and security requirements specified in these Terms and Conditions.
- (c) The Retailer shall make every effort to ensure that its Customers are aware of the provisions of these Terms and Conditions that may affect the Customer(s).

4.2 Arrangements with Customers

Unless otherwise stated herein, the Retailer shall be solely responsible for having appropriate contractual or other arrangements with Customer(s) necessary to provide service to Customer(s). The Association or the WSP shall not be responsible for monitoring, reviewing or enforcing such contracts or arrangements and shall not be liable for any loss, damages, cost, injury, expense or other liability, whether direct, indirect, consequential or special in nature, howsoever caused, as a result of the Retailer's failure to perform its obligations to its Customer(s).

4.3 Responsibility for Electric Purchases

The Retailer will be solely responsible for the purchase of electricity from the Power Pool and for arranging the delivery of such electricity to the Point of Service for Customers, subject to these Terms and Conditions.

4.4 Retailer Authorization

The Retailer shall be responsible for obtaining authorization from each Customer authorizing the enrollment of the Customer for receipt of Electric Distribution Service by such Retailer.

4.5 Retailer Identification

Any information exchange or communications between the Retailer and the WSP under these Terms and Conditions shall employ a Retailer Identification number as set out in the Settlement System Code.

4.6 Single Retailer for Customer

The WSP shall not be required to recognize and deal with more than one Retailer in respect of a Point of Service at any given time. Nothing in these Terms and Conditions shall prohibit a Customer from entering into arrangements with multiple Retailers for a Distribution Point of Service, provided that a single Retailer is designated to be the Customer's Retailer for the purposes of these Terms and Conditions.

4.7 Fees and Other Charges

The WSP will provide all standard services hereunder pursuant to the Association's Distribution Tariff. All additional, supplementary or extra non-discretionary services provided by the WSP to a Retailer will be charged a separate rate or fee, such as those included, without limitation, in Schedule C. Payment for these services shall be in accordance with the provisions of these Terms and Conditions.

ARTICLE 5 – CUSTOMER INQUIRIES AND CUSTOMER INFORMATION

5.1 Customer Inquiries

For Customers requesting information on Electric Distribution Service, the WSP will make available the following information:

- (a) notification and informational materials to consumers about competition and consumer choices;
- (b) the Association's Terms and Conditions for Electric Distribution Service;
- (c) direct Customers, on request, to a source where they may obtain the current list of licensed Retailers operating in accordance with the *Fair Trading Act*. The

Association or the WSP are under no obligation to assure the accuracy of this list.

5.2 Customer Inquiries Related to Emergency Situations and Outages

Retailers shall make every effort to ensure Customers contacting the Retailer regarding distribution emergency conditions, outages, safety or environment situations related to the Association or the WSP's distribution system are referred directly to the WSP immediately. The WSP reserves the right, without providing notice to the Retailer, to test or audit the response time of the Retailer. The WSP will communicate any unacceptable patterns to the Retailer to be corrected.

5.3 Customer and Usage Information

5.3.1 Provision of Customer and Usage Information to a Retailer

In accordance with the Alberta Utilities Commission Rule 010 "Rules on Standards for Requesting and Exchanging Site-Specific Historic Usage Information for Retail Electricity and Natural Gas Markets", the WSP will provide historic Customer and Usage information to a Retailer that has a Retail Service Agreement with the Association and a Representation and Warranties Agreement in place with the Association's WSP. The Representation and Warranties Agreement requires that Retailers have a written Customer authorization for each historical Usage information request submitted to the distributor. Rule 010 specifies that retailers who request historical Usage information from a distributor must do so using the electronic transactions as per Rule 010.

5.3.2 Provision of Customer Information to the Association's WSP

The Retailer must notify the WSP as promptly as reasonably practical of any changes to Customer Information, as the Association and the WSP relies on this information to reasonably perform their wire obligations to Customers. Such information shall be provided in a form described in the Settlement System Code. The Association and the WSP shall not be liable for any loss, damages, cost, injury, expense or other liability, whether direct, indirect, consequential or special in nature, howsoever causes, as a result of the Retailer's failure to provide up-to-

date and accurate Customer Information to the WSP. The WSP reserves the right to assess a charge for additional processing work undertaken by the WSP as a result of inaccurate Customer Information provided by the Retailer.

ARTICLE 6 – PROVISION OF SERVICE

6.1 Qualification for Service

The Retailer must fulfill the following requirements to the satisfaction of the WSP before the Association will provide Electric Distribution Service to that Retailer. The Retailer must:

- (a) submit to the WSP a fully completed, executed Retail Service Agreement with the Association as set out in Schedule A of this document and a Retailer of Record and Credit Application Form as set out in the WSP's Retailer Guide;
- (b)
 - (1) for Retailers providing service to Customers whose annual consumption is below 250,000 kWh, furnish a certified copy of the license issued to it and warrant in writing to the WSP that it is licensed pursuant to and will comply with the provisions of the *Fair Trading Act*, and any regulations or policies made thereunder;
 - (2) for Retailers providing service to Customers whose annual consumption exceeds 250,000 kWh, warrant in writing to the WSP that it will comply with the provisions of the *Fair Trading Act*, and any regulations or policies made thereunder;
- (c) with the exception of the Retailer for whom the Association has made arrangements to provide the regulated rate tariff, satisfy the credit requirements of the WSP as set forth in Article 11 hereof;
- (d) warrant in writing to the WSP that it will comply with the guidelines established in the Settlement System Code;

- (e) meet the compliance testing protocol of the WSP in respect of information exchange, which protocol is set forth in the WSP's Retailer Guide;
- (f) warrant in writing to the WSP that it has been qualified by the Power Pool as a participant therein, and can receive electricity from the Power Pool; and
- (g) meet any other requirements that the WSP, acting reasonably, may impose in order to provide Electric Distribution Service hereunder to the Retailer. If the WSP determines that a Retailer must satisfy additional requirements in order to qualify for Electric Distribution Service, the following process will apply:
 - (i) where the WSP is confronted with a situation which would likely materially alter the risk to the Association or the WSP, or in order to comply with applicable legislation, the WSP may implement the additional requirement; or,
 - (ii) where the WSP or Association is not confronted with the circumstances outlined in (i) above, the WSP shall apply to the Board or its designated authority for approval of the proposed additional requirements prior to implementing same.

Upon satisfaction of the above requirements, the WSP will provide Electric Distribution Service to the Retailer, subject to these Terms and Conditions set out herein. Subject to complying with all applicable laws, and the directions or requirements of any of the entities mentioned above, the WSP reserves the right, acting reasonably, to discontinue Electric Distribution Service to the Retailer if at any time the Retailer no longer fulfills the above requirements upon giving the Retailer ten (10) Business Days notice or such lesser notice period expressly set out in Articles 7.3 and Article 11.2(d).

6.2 Application for Site Enrollment

- (a) In order to initiate the provision of Electric Distribution Service by the Association, the Retailer shall complete and provide to the WSP an enrollment for Electric Distribution Service in the form and manner set out in the WSP's Retailer Guide

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and in compliance with the Settlement System Code. The Retailer shall provide updated Customer and Usage Information with each application for Site enrollment where applicable.

- (b) The WSP will, subject to the Retailer meeting the provisions of these Terms and Conditions, accept an enrollment by a Retailer for provision of Electric Distribution Service hereunder. The Association and the WSP reserve the right to verify the identity of the Customer and the accuracy of the Customer and Usage Information.
- (c) Upon receipt of a valid enrollment from a Retailer in the form and manner set out in the Settlement System Code, the WSP will recognize the Retailer as the Retailer of Record for that particular Site.
- (d) Enrollments will be processed by the WSP on a first-come, first-served basis as set out in the Settlement System Code.
- (e) Once the enrollment is submitted, the WSP will provide the Retailer, in accordance with the Settlement System Code, a status notification informing the Retailer whether the enrollment has been accepted or rejected
- (f) In accordance with Article 12 of these Terms and Conditions, the WSP will obtain meter reads from time to time. If the WSP does not schedule an actual read at the time of the enrollment, the WSP will estimate a meter read. At the request of the Retailer, or with the Retailer's consent, the WSP shall obtain an actual off-cycle meter read and assess a charge to the Retailer as set forth in Schedule C hereof.
- (g) If a Retailer finds that it has enrolled an incorrect Site, that Retailer shall notify the WSP as soon as reasonably possible. Upon receiving notice from the Retailer, the WSP will notify the previous Retailer to enroll the Site. The WSP may assess a charge for processing an enrollment under this section as set forth in Schedule C.

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- (h) If the WSP determines that the Site (Customer) who has been enrolled with the Retailer is indebted to the Association or the WSP, the Association and the WSP reserve the right to disconnect electric service to that Site as set forth in Article 10 hereof.
 - (i) The Retailer will not be liable to the WSP for any outstanding indebtedness of the Customer to the Association or the WSP, which accrued prior to the receipt by the Retailer of Electric Distribution Service hereunder.
 - (j) The WSP may assess a charge for processing an enrollment as set forth in Schedule C hereof.

ARTICLE 7 – BILLING & PAYMENT

7.1 Retail Billing

The WSP will bill the Retailer for Electric Distribution Services provided to the Retailer in accordance with the billing procedures set out as follows:

- (a) The WSP will invoice the Retailer each billing cycle for Electric Distribution Service provided by the WSP for the period prior to the billing cycle. The WSP also reserves the right to bill the Retailer off-cycle.
- (b) The Association or the WSP will not assume any billing or collection obligations or responsibilities for or on behalf of the Retailer. The Retailer shall process Customer payments and handle collection responsibilities. The WSP may, at its sole discretion and in addition to any other remedies available to it, restrict enrollment or terminate Electric Distribution Service to the Retailer, if such Retailer does not pay all outstanding bills in accordance with these Terms and Conditions.
- (c) The Association and the WSP reserve the right to bill a Member directly for any amounts required to be provided by the Member under the Associations Terms and Conditions for Electric Distribution Service. The Retailer shall refer to the

WSP's Customer Guide to New Extensions or the Associations Terms and Conditions for Electric Distribution Service with respect to these services.

- (d) Retailers or any party acting as an Agent on behalf of Retailers are required to provide Customers with notification of an Association distribution rate change in the billing envelope, or through the electronic billing and payment process, that accompanies the first charge to the Customer at the new rate.

7.2 Payment and Collection Terms

- (a) The Retailer shall pay to the WSP by electronic means, on or before the eleventh (11th) Business Day following the Business Day on which the Retailer was invoiced, the amount invoiced by the WSP for the preceding period.
- (b) The WSP will establish an electronic billing and payment procedure for the payment of services hereunder. Notwithstanding, the WSP will accept payment by cash or certified cheque if agreed to by the WSP.
- (c) The WSP has established two electronic billing options for Retailers electing to send and receive payments electronically. The Preauthorized Payment Agreement ("Authorization") and the Electronic Payment Transfer Agreement, as set out in the Retailer Guide, set forth the terms and conditions for making payments and providing remittance information electronically.
- (d) The Retailer shall pay all amounts owed to the Association or the WSP for any of the Electric Distribution Services provided by the Association or the WSP whether or not the Customer has paid the Retailer.
- (e) Failure to receive an invoice does not release a Retailer from the obligation to pay the amount owing for any of the Electric Distribution Services provided by the Association.

7.3 Late or Unpaid Bills

If a Retailer defaults or is late in paying charges, the WSP will provide the Retailer notice as required by Section 12 of the Distribution Tariff Regulation, A.R. 162/2003, and will be entitled to draw on the credit facility of the Retailer if the Retailer's arrears are not paid within three (3) Business Days after the date of the notice. The WSP may also discontinue or restrict Electric Distribution Service to the Retailer upon three (3) business days notice if, in its opinion not doing so could impair its ability to use the Retailer's security for continuing arrears or amounts that have not been billed but are owed to the Association or WSP. The WSP may require an additional deposit to replace the funds drawn down because of the default or late payment by the Retailer. The WSP shall charge interest on the late payment as set forth in Schedule C hereof.

7.4 Adjustment of Bills

7.4.1 Billing Error

Should the Retailer dispute any amount owing, the Retailer shall nonetheless pay such disputed amount and subject the dispute for resolution in accordance with these Terms and Conditions.

For those Customers to which the RRO Regulation is applicable, where the WSP overcharges or undercharges on a bill as a result of a billing error including, but not limited to, incorrect meter reads or any calculation, rate application or clerical error, the WSP shall render an adjusted bill, upon resolution of the disputed amount, in accordance with the RRO Regulation, without interest.

For those Customers to which the RRO Regulation is not applicable, where the WSP overcharges or undercharges on a bill as a result of a billing error including, but not limited to, incorrect meter reads or any calculation, rate application or clerical error, the WSP shall render and adjusted bill, upon resolution of the disputed amount, without interest, in accordance with the following:

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- (a) If the Retailer is found to have been overcharged the WSP will calculate the amount of the overcharge and will refund the amount to the Retailer forthwith;
- (b) If a Retailer is found to have been undercharged the WSP will bill the Retailer for those billing periods during which a billing error occurred up to a maximum of two (2) years immediately preceding the month in which the billing error was discovered.

In circumstances where a billing dispute has been initiated by the Retailer and the WSP has been found not to be in error, the WSP may assess a Billing and Meter Dispute fee to the Retailer, as established in Schedule C, Part g hereof.

Whenever the WSP renders an adjusted bill to the Retailer in the event of a billing error, the Retailer shall be responsible for adjusting bills and issuing refunds or credits as appropriate to the affected Customers.

7.4.2 *Unauthorized Use*

Where the WSP determines that there has been unauthorized use of electric service including, but not limited to, meter tampering, unauthorized connection or reconnection, theft or fraud whereby the Association is denied full compensation for Electric Distribution Services provided, the WSP will bill the Retailer for the Association's estimated energy and wires charges of such unauthorized use, including repairs of damage or reconstruction or reconstruction of the Association's Facilities. Nothing in this section shall limit any other rights or remedies that the Association may have in connection with such unauthorized use.

ARTICLE 8 – ELECTRIC DISTRIBUTION SERVICE INTERRUPTION

8.1 Continuous Supply

The WSP shall make all reasonable efforts to maintain continuity of service to the Retailer's Customers, but the Association or WSP cannot guarantee an uninterrupted electricity supply.

8.2 Interruption

Without liability of any kind to the Association or the WSP, the Association or the WSP shall have the right to disconnect or otherwise curtail, interrupt or reduce service to the Retailer (and the Retailer's Customers):

- (a) whenever the WSP reasonably determines, or when the WSP is directed by the ISO, that such a disconnection, curtailment, interruption or reduction is necessary to facilitate construction, installation, maintenance, repair, replacement or inspection of any of the Association's Facilities, or interconnected systems;
- (b) to maintain the safety and reliability of the distribution system Facilities, owned by either the Association or WSP; or,
- (c) due to any other reason related to dangerous or hazardous circumstances including emergencies, forced outages, potential overloading of the Association's or WSP's distribution system Facilities or Force Majeure.

8.3 Reasonable Efforts

The WSP shall use reasonable efforts to minimize any scheduled curtailment, interruption or reduction to the extent reasonably practicable under the circumstances, to provide the Customer with prior notification of any such curtailment, interruption or reduction to the extent reasonably practicable, and to resume Electric Distribution Service as promptly as reasonably practicable.

ARTICLE 9 – DISCONTINUANCE OF ELECTRIC DISTRIBUTION SERVICE

This Article, as amended from time to time, specifies the processes for the transactions between the Association's WSP and the Retailer in relation to de-enrollment ("de-select") of a Site, which includes, without limitation, the circumstances when a Retailer chooses not to arrange for Electric Distribution Service to the Customer or when the Association's WSP discontinues Electric Distribution Service to the Retailer as set forth in Article 9.2 herein. This Article does not cover the provisions under which a Member requests a service to be salvaged.

9.1 Discontinuance by the Retailer

- (a) To discontinue Electric Distribution Service, a Retailer shall complete and provide to the Association's WSP a notice of de-select in the form and manner set out in the WSP's Retailer Guide and in compliance with the Settlement System Code. Such notice shall clearly specify the Retailer's reason(s) for seeking to de-enroll the Site (Customer).
- (b) In accordance with Article 12 of these Terms and Conditions, the Association's WSP will obtain meter reads from time to time. If the Association's WSP does not schedule an actual read at the time of the de-select, the Association's WSP will estimate a meter read. At the request of the Retailer or with the Retailer's consent, the Association's WSP shall obtain an actual off-cycle meter read and assess a charge to the Retailer as set forth in Schedule C hereof.
- (c) The Association's WSP may reject the notice from the Retailer to de-select any Customer if any information provided in the application, including the Customer Information, provided by the Retailer is false, incomplete or inaccurate in any respect.
- (d) The Retailer is responsible to ensure that its Customers are provided notice of the de-select, and the consequences thereof, and that the Association's WSP will not be held liable for any Customer disputes with the Retailer.
- (e) Upon receipt of a valid notice of de-select of Electric Distribution Service from a Retailer in the form and manner set out in the Settlement System Code, the

Association's WSP will accept the de-select request of the Retailer and notify the Customer of the pending transaction. If the Site is not enrolled by a replacement Retailer within the period as set out in the WSP's Retailer Guide, the Association's WSP will notify the Default Retailer or the Retailer for whom the Association has made arrangements to provide the regulated rate tariff to enroll the Site.

- (f) The Retailer shall remain responsible for Electricity Services to the Customer Site until a replacement Retailer is appointed and in place for the Customer Site.
- (g) The Retailer may revoke a notification to de-select a Customer Site as set out in the WSP's Retailer Guide. The Association's WSP may assess a charge for processing a revoke de-select under this article as set forth in Schedule C, part c.

9.2 Discontinuance by the Association or WSP

The Association or the WSP may discontinue Electric Distribution Service to the Retailer and the Retailer's Customer(s) if any of the following occur:

- (a) the Retailer's license has been revoked by Alberta Government Services, or
- (b) the Retailer has failed to meet its obligations under these Terms and Conditions or the Retail Service Agreement with the Association and the WSP, or
- (c) the Retailer has failed to meet its credit requirements pursuant to Article 11.

Notification of discontinuance will be made electronically to the Retailer. The WSP will provide the Retailer ten (10) Business Days notice or such lesser notice period as expressly set out in Articles 7.3 and 11.2(d) before the WSP discontinues Electric Distribution Service to the Retailer. Upon discontinuance of Electric Distribution Service pursuant to this Article, the provisions of the affected service(s) will be assumed by the Default Supplier for non-eligible Customers, and the person for whom the Association has made arrangements to provide the regulated rate tariff to eligible Customers.

ARTICLE 10 – SERVICE DISCONNECTS AND RECONNECT

This Article, as amended from time to time, specifies the processes for the transactions between the Association, the WSP and the Retailer in relation to the physical disconnect of a Point of Service. For greater certainty, “disconnect” is synonymous with the term “de-energize” as that term is used in the Settlement System Code.

10.1 Disconnection of Service

10.1.1 Disconnection by the Association or the WSP

- (a) The Association or the WSP has the right to disconnect electric service to the Member or Customer in a number of circumstances, including but not limited to non-payment of the Association or WSP invoices or any past due charges by the Member or Customer; or evidence of safety violations, energy theft, or fraud, by the Member or Customer; or the Member or Customer fails to meet its obligations under these Terms and Conditions including failing to sign an Electric Service Contract or a Maintenance of Idle Service Agreement with the Association. If a Member or Customer notifies the Association to disconnect service and it is enrolled with a Retailer, the WSP will complete the request and subsequently notify the Retailer.
- (b) If the disconnect is a result of a safety violation, the WSP will reconnect the service when the safety problem is resolved and when the Member or Customer has provided, or paid the Association or the WSP cost of providing such devices or equipment as may be necessary to resolve such safety problem and to prevent such damage, interference or disturbance. The WSP may assess a reconnect charge to the Retailer as set forth in Schedule C hereof.

10.1.2 Disconnection at Request of Retailer

- (a) In accordance with the EUA, the Retailer shall have the right to request that the WSP disconnect service to a particular Customer, and the WSP shall comply with that request, unless such action is inconsistent with the

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Association's approved policies contained in Schedule B to these Terms and Conditions.

- (b) If a Retailer requests the WSP to disconnect service to a particular Customer for idle service, the WSP reserves the right to charge the Retailer the monthly idle service charges or any other applicable charges. If the Point of Service is not enrolled with a Retailer, the charges will be charged directly to the Member.
- (c) The Retailer shall provide the WSP with a written notice at least ten (10) Business Days in advance of the proposed disconnect pursuant to clause (a).
- (d) The Retailer shall remain responsible for Electricity Services to the Customer until a replacement Retailer has enrolled the Customer at the Site.
- (e) The WSP reserves the right to assess charges to the Retailer to disconnect service to a Customer as set forth in Schedule C hereof.
- (f) The WSP will notify the Retailer if a disconnect request was not successfully completed and will include the reason. The Retailer may then re-issue a disconnect request acknowledging the associated risks. The WSP reserves the right to make the final determination on whether a disconnection will be made in consideration of these risks.
- (g) The WSP reserves the right to request the Retailer to provide the Customer's contact name and phone number for the purpose of verifying the disconnect request. In the event that, in the opinion of the WSP, the facility, its associated equipment or occupants may be adversely affected by the disconnection, the WSP will not proceed with the disconnection.

10.1.3 Disconnection at Request of Customer

In accordance with the Settlement System Code, any requests to disconnect service by a Customer shall be made through the Customer's Retailer. If the Customer notifies the WSP the disconnect is short-term and required for reasons including but not limited to equipment testing and inspection, the WSP reserves the right to complete the request for disconnect and subsequent reconnect. If the WSP determines the disconnect request falls under the provision of idle service, the WSP will administer the request as per the disconnect and idle service provisions set out in the Association's Terms and Conditions for Electric Distribution Service.

10.1.4 Permanent Disconnection

- (a) If the Retailer requests the Service Connection to be permanently disconnected, the Customer billing for that service will be finalized. At the discretion of the Association, the Facilities provide by the Association or WSP will be removed unless the Retailer agrees to pay the idle service charges as set forth in sub-section 10.1.2 or 10.1.3.
- (b) If within three (3) years of permanent disconnection the Customer requests the Service Connection restored, the Customer must pay all the costs associated with the original disconnection, removal of the Facilities and restoration of service.

10.2 Reconnect Service

Before reconnecting or restoring service to a particular Customer:

- (a) the Retailer must provide the WSP with sufficient notice to reconnect service;
- (b) the WSP reserves the right to charge the Retailer for each month of disconnection, if the service was previously on idle and is reconnected within 12 months of disconnection in accordance with the idle service provisions outlined in the Association's Terms and Conditions for Distribution Service Connections;

- (c) if the reason for the reconnect request is to resume access service after a Site was disconnected for Customer indebtedness (CONP) to the Customer's Retailer, and the Customer on the reconnect request matches the Customer on the original CONP disconnect request then the WSP will not reconnect until such time as a disconnect release is received by the WSP from the Retailer that issued the disconnect request. Such release shall be sent to the WSP within 24 hours of the Retailer receiving payment;
- (d) the WSP reserves the right to assess a reconnection charge as set forth in Schedule C hereof.

ARTICLE 11 – PRUDENTIAL REQUIREMENTS

In circumstances where the Retailer has multiple Retailer Identification numbers, the review, setting, and maintaining of prudential requirements shall be based on the Retailer Business Number level.

11.1 Setting of Prudential Requirements

- (a) The Retailer, with the exception of a Retailer for whom the Association has made arrangements to provide the regulated rate tariff, must fulfill the requirements as set forth in this Article to the satisfaction of the WSP before the WSP will provide Electric Distribution Service on behalf of the Association to that Retailer.
- (b) Subject to review and reassessment of the Prudential Requirements of a Retailer by the WSP from time to time, a Retailer shall meet and maintain such financial and other Prudential Requirements as set out in the *Distribution Tariff Regulation*, as amended from time to time, to ensure that the Retailer is and remains of sufficient financial standing to meet its ongoing financial obligations.
- (c) The WSP will confirm the credit rating of the Retailer, affiliate or person which guarantees the financial obligation of the Retailer. The credit rating will mean the bond rating according to Standard and Poor's Bond Rating Service or an

equivalent bond rating from Dominion Bond Rating Service or Moody's Investors Service.

The minimum credit rating that will qualify a Retailer for a reduction in security or allowing a person to provide an irrevocable guarantee of the Retailer's financial obligation will be accordance with the requirements set out in the *Distribution Tariff Regulation* as may be amended from time to time.

If a Retailer has obtained more than one credit rating, the lowest credit rating will be used in the assessment.

- (d) Subject to review and reassessment, the WSP shall determine the amount of the security reduction available for each Retailer, and the maximum amount of any guarantee required from the person guaranteeing the financial obligations of the Retailer, subject to Sections 8 and 9 of the *Distribution Tariff Regulation*, as amended from time to time. The WSP shall notify the Retailer of its security requirement within 20 (twenty) Business Days from the receipt of the Retailer's complete application for service.
- (e) For the purposes of calculating the Retailer's payments under the Association's Distribution Tariff pursuant to the *Distribution Tariff Regulation* the total of (i) twenty (20) days, plus (ii) the number of days between consecutive bills issued by the owner to the Retailer, plus (iii) the number of days from the issuance of a bill by an owner until payment is due from the Retailer, shall equal forty-five (45) calendar days.
- (f) Subject to the *Distribution Tariff Regulation*, as amended from time to time, the Retailer shall provide security in the manner set out in the Retailer Guide, in the form of a financial deposit, a bond, an irrevocable letter of credit or an irrevocable guarantee. An irrevocable guarantee may be provided from a Canadian person, or person acceptable to the WSP, other than the Retailer, with a qualifying credit rating.

11.2 Maintaining Prudential Requirements

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- (a) If a Retailer's actual outstanding charges under the Association's Distribution Tariff are materially greater than the value projected by the Retailer under Article 11 of these Terms and Conditions, the WSP will update the projection and, if additional security is required based on the updated projection, require the Retailer to provide additional security within five (5) Business Days of the WSP's request.
- (b) The WSP requires Retailers to report any downgrading of their corporate bond rating to the WSP within two (2) Business Days of said rating revisions, and must provide any additional security required as a result of the downgrading within five (5) Business Days of the downgrading.
- (c) If a Retailer fails to pay any amount billed, subject to Article 7.3 of these Terms and Conditions, the WSP will apply all or any portion of that Retailer's security deposit to the unpaid amount. The Retailer will then be required to replenish the security deposit as outlined above.
- (d) If the Retailer fails to maintain its prudential requirements in accordance with these provisions outlined herein, the WSP reserves the right, on behalf of the Association, to suspend the provision of additional Electric Distribution Service to the Retailer, or discontinue Electric Distribution Service entirely to the Retailer. The WSP will provide the Retailer notice of discontinuance three (3) Business Days before the WSP discontinues Electric Distribution Service to the Retailer.

Upon discontinuance of Electric Distribution Service pursuant to this Article, the provisions of the affected service(s) will be assumed by the Default Supplier for non-eligible Customers, and the person with whom the Association has made arrangements to provide the regulated rate tariff for eligible Customers.

- (e) A Retailer that is required to provide security in accordance with the Distribution Tariff Regulation, AR 162/2003, as amended from time to time, and these Terms and Conditions must maintain that amount of security until all obligations of the Retailer under the Association's Distribution Tariff are satisfied. A Retailer who provides security other than by means of a financial deposit held by the WSP,

must either ensure that its security has no expiry date and cannot be terminated, or must at all times ensure that its security is automatically extended from year to year, for successive periods of a minimum of one year each from any expiration date thereof, unless the WSP is notified in writing by prepaid registered mail not less than 30 days prior to any expiration date that the security will not be renewed for any such additional period ("Notice of Non-Renewal").

- (f) Upon receipt of a Notice of Non-Renewal, the WSP shall provide notice of same in writing to the Retailer advising that the Retailer's failure to provide the WSP with alternate security meeting the requirements set out in the Distribution Tariff Regulation, within 3 business days after the date of the notice shall be a breach of the Retailer's obligation to maintain its security in accordance with s.11 of the Distribution Tariff Regulation, and an event of default under Article 14.1(d) of these Terms and Conditions. If after 3 business days the WSP is not in receipt of such alternate security, the full amount of the Retailer's security determined in accordance with Sections 8 and 9 of the Distribution Tariff Regulation shall become due and payable to the WSP and the WSP shall be entitled to make demand or claim against the Retailer's security in accordance with Article 14.3.
- (g) In the event of a default by a Retailer, the WSP is entitled to recover any costs, on behalf of the Association, not covered by the security posted by the Retailer through the Association's Distribution Tariff, in accordance with the *Distribution Tariff Regulation* as may be amended from time to time.

11.3 Confidentiality

All information provided by the Retailer in relation to its financial standing and designated by the Retailer as confidential will be treated as such under the Confidentiality Agreement between the Retailer and the WSP. The terms and conditions of the Confidentiality Agreement are set out in the WSP's Retailer Guide.

11.4 Costs

All costs associated with obtaining financial security and meeting prudential requirements under this section are the responsibility of the Retailer.

11.5 Interest of Security Deposits

Interest on each Retailer's cash security deposit held by the WSP will be calculated at the rate specified from time to time in, The Residential Tenancies Act, but not less than 2.5% per annum. Interest will be paid to the Retailer annually.

ARTICLE 12 – METERING

12.1 Provision and Ownership

The meters used by the Association to assess the level of Electric Distribution Service charges to the Retailer will be the same meters used to provide Customer billing information to the Retailer. The WSP shall provide, install and seal all meters for each Point of Service of a Customer of the Retailer in accordance with the Association's Terms and Conditions for Electric Distribution Service. Time of use or interval meters shall be installed for a Customer who has a connected load exceeding 500 kW or as required by the Micro-Generation Regulation, as amended from time to time. A Customer requesting an interval meter outside of these conditions will be assessed the charges indicated in Schedule C. Each meter shall remain the property of the Association.

12.2 Meter Reading

- (a) Billing will be based on meter readings made by the WSP from time to time or on estimates for those billing periods when the meter is not read. The WSP reserves the right to assess a charge to the Retailer for additional reads above the standard practices as defined in Schedule C hereof.
- (b) For small service Customers whose load requirements are small, consistent, and can be accurately predicted, the billing demand and energy may be determined,

at the sole discretion of the WSP, by methods such as but not limited to, the nameplate rating of the Customer's equipment rather than being metered.

12.3 Changes to Metering Equipment

- (a) Should a Retailer request or consent to a Customer request for new metering equipment beyond the basic service, the WSP shall, on behalf of the Association, provide, install, test and maintain the required metering equipment. The metering equipment must be requested or consented to in writing by the Retailer and meet the WSP's requirements. The Retailer shall bear the cost of providing and installing the metering equipment, and ongoing operating costs as set forth in Schedule C hereof. For changes to metering equipment on primary distribution voltage levels, the cost of providing, installing, and the ongoing operating costs will be determined on a case by case basis.

The metering equipment shall become the property of the Association and will be maintained by the WSP. The WSP shall complete installation of the metering equipment within thirty (30) days of delivery from the supplier. The WSP shall bill the Retailer upon installation, and the Retailer shall pay the WSP in full within eleven (11) Business Days of receipt thereof. If payment is not received within eleven (11) Business Days, the WSP shall charge interest on the late payment as set forth in Schedule C hereof.

- (b) Should a Retailer request or consent to a Customer request to return the metering equipment to its previous basic form, the Retailer shall bear the cost of removal and installation of the metering equipment.
- (c) At the request by the Retailer, or with the Retailer's consent, the WSP may provide, on behalf of the Association, other metering services, above the standard metering service, in its discretion, acting reasonably, and may charge separate fees for such service.

12.4 Meter Test and Adjustments

- (a) The WSP may inspect and test a meter at any reasonable time. At the request of a Retailer, the WSP shall arrange for on-site meter verification and if necessary, shall arrange for a meter to be tested by an official designated for that purpose by Measurement Canada or accredited agency as may, from time to time, be designated for this purpose.

- (b) If a test determines that the meter is not accurate within the limits set by government standards, the Retailer's bill will be adjusted back to the time that the error can be reasonably determined to have commenced subject to the *Regulated Rate Option*, as amended from time to time.

Where it is impossible to determine when the error commenced, it shall be deemed to have commenced three (3) months before the test or the date of the meter installation, whichever occurred later, in accordance with the Electricity and Gas inspection Act. The Association or the WSP shall not be liable to the Retailer for any additional costs that are associated with such metering or meter reading errors.

- (c) The WSP reserves the right to assess a charge to the Retailer for a meter test, in circumstances where the WSP has not been responsible for any metering error, with the exception when the meter has tested to be faulty, as set forth in Schedule C hereof. This charge does not apply to circumstances when the meter has been tested to be faulty.

ARTICLE 13 – LOAD SETTLEMENT

13.1 Request for Additional Information

A Retailer may request additional settlement information above the basic service provisions specified in the Settlement System Code or information previously provided by the WSP providing:

- (a) the Retailer provides a written request to the WSP outlining the purpose for the additional settlement information; and
- (b) the additional settlement information applies only to the Customers of the Retailer.

Upon satisfaction of the above requirements, the WSP will advise the Retailer in a written proposal of the type of work, time of delivery and charges necessary to provide the additional settlement information to the Retailer.

13.2 Liability

The Association or the WSP shall not be liable to any person for any damages, cost, expense, injury, loss or other liability of any kind whatsoever, or however caused, resulting directly or indirectly from its good faith performance of its responsibilities under the provisions of this article. No express or implied warranties of any kind shall apply to information or services provided by the Association or the WSP to any person as part of such good faith performance, including without limitation implied warranties of fitness for a particular purpose.

ARTICLE 14 – DEFAULT

14.1 Events of Default

An event of default under these Terms and Conditions and the Retail Service Agreement will occur if either the Association, the WSP or the Retailer (“Defaulting Party”):

- (a) is the subject of a bankruptcy, insolvency or similar proceeding;
- (b) makes an assignment for the benefit of its creditors;
- (c) applies for, seeks, consents to, or acquiesces in the appointment of a receiver, custodian, trustee, liquidator or similar official to manage all or a substantial portion of its assets;
- (d) is de-certified by the ISO; or

- (e) fails to pay the other party (“Non-Defaulting Party”) when payment is due, or to satisfy any other material obligation under these Terms and Conditions or the Retail Service Agreement including, without limiting the generality of the foregoing, fulfilling the prudential requirements in accordance with these Terms and Conditions, and fails to remedy the failure or satisfy the obligation, as the case may be, within three (3) Business Days after receipt of written notice thereof from the Non-Defaulting Party.

14.2 Rights Upon Default

In an event of default, the Non-Defaulting Party shall, subject to these Terms and Conditions and any applicable regulatory requirements, be entitled to pursue any and all available legal and equitable remedies and terminate the Retail Service Agreement without any liability or responsibility whatsoever, except for obligations arising prior to the date of termination. The non-defaulting party shall provide written notice to the defaulting party of its intention to terminate Electric Distribution Service hereunder.

14.3 Recourse to Security Upon Retailer Default

In addition to any other rights and remedies set out herein, in an event of default by the Retailer, other than a default in payment addressed under Section 12 of the Distribution Tariff Regulation, the full amount of the Retailer's security determined in accordance with Sections 8 and 9 of the Distribution Tariff Regulation shall become due and payable to the Association and the Association, through its WSP, shall be entitled to make demand or claim against the Retailer's security for the full amount secured thereunder. All funds received by the Association, through the WSP, in respect of such claim shall be retained by the Association and applied against the Retailer's obligations hereunder until such time as all of the Retailer's obligations have been determined and satisfied. Any balance remaining after satisfaction of the Retailer's obligations shall be returned to the issuing party of the security for the benefit of the Retailer.

ARTICLE 15 – LIABILITY AND INDEMNITY

15.1 Indemnity

- (a) Each party (as applicable, the "Indemnitor") will indemnify and hold harmless the other party and its directors, officers, employees, agents and representatives ("Indemnitee(s)") from and against any direct damages, injuries, losses and other liabilities claimed against the Indemnitee or any of them, and all related costs and expenses (including reasonable legal fees) suffered or incurred by any of them in relation to any claims, cause of action, action, suit or proceeding by a third party ("Claim") which arises from damage to property or injury to or death of persons resulting from the Indemnitor's failure to perform its obligations under these Terms and Conditions which failure is caused by the negligence or willful act of the Indemnitor or any of its directors, officers, employees, agents or representatives acting within the scope of their authority or employment. The indemnity will be limited to an amount in proportion to the degree to which the Indemnitor or its directors, officers, employees, agents or representatives acting within the scope of their authority or employment are at fault. For the purpose of this Article 15.1(a) "willful act" means any act or omission which is an intentional tort or an intentional breach of any obligations under these Terms and Conditions.
- (b) In the event that an Indemnitee is entitled to and desires to assert its right to indemnification from an Indemnitor under this Article 15.1 such Indemnitee will give the Indemnitor prompt notice of the Claim, which shall describe the Claim in reasonable detail and shall indicate the estimated amount, if practicable, of the indemnifiable loss that has been or may be sustained by the Indemnitee. The failure to promptly notify the Indemnitor hereunder shall not relieve the Indemnitor of its obligations hereunder, except to the extent that the Indemnitor is actually and materially prejudiced by the failure to so notify promptly.
- (c) Subject to Article 15.1(d) hereof, if the Indemnitor delivers to the Indemnitee a written acknowledgement of its unconditional and irrevocable obligation to indemnify the Indemnitee under Article 15.1(a) in respect of:

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- (1) all of the damages, injuries, losses, liabilities, costs and expenses that may be claimed against, or suffered or incurred by, the Indemnitee in respect of the Claim within 10 days following the Indemnitor's receipt of the Indemnitee's notice of such Claim and if the existence of such obligation to indemnify is made known by the Indemnitor to the third party claimant (and, if applicable, to the court or other tribunal determining the Claim), the Indemnitee shall make available to the Indemnitor all information in its possession or to which it has access, other than information that has been designated as confidential by the provider of such information, which is or may be relevant to the particular Claim and the Indemnitor shall be entitled, at its option, to take carriage of the defense of the Claim by its own counsel and, if it elects to do so, the Indemnitee shall cooperate with the Indemnitor to the fullest reasonable extent in the defense, settlement or compromise of the Claim; or

- (2) some, but less than all, of the damages, injuries, losses, liabilities, costs and expenses that may be claimed against, or suffered or incurred by, the Indemnitee in respect of the Claim within 10 days following the Indemnitor's receipt of the Indemnitee's notice of such Claim and if the Indemnitee is of the opinion that the Indemnitor's interests are not in conflict with its own, the Indemnitee shall make available to the Indemnitor all information in its possession or to which it has access, other than information that has been designated as confidential by the provider of such information, which is or may be relevant to that portion of the Claim in respect of which the Indemnitor has an obligation to indemnify the Indemnitee and consult with the Indemnitor in respect thereof.

The Indemnitee shall not make any admission of the liability regarding, or settle or compromise, that portion of the Claim in respect of which the Indemnitor has acknowledged its obligation to indemnify the Indemnitee without the written consent of the Indemnitor, which consent shall not be unreasonably withheld.

- (d) The provisions of Article 15.1(a) hereof shall not apply in respect of any Claim to which the Indemnitor is, or may reasonably be expected to be, a party and where the Indemnitee is asserting legal defenses in relation to the Claim that conflict with legal defenses being asserted by the Indemnitor.

- (e) Except to the extent to which either party is required to indemnify the other party (and those other persons specified in this Article 15) by the express terms of Article 15, neither party, nor its directors, officers, agents, employees, and representatives, will be liable to the other party for any damages, costs, expenses, injuries, losses, or liabilities suffered or incurred by the other party, its directors, officers, employees, agents and representatives howsoever and whenever caused, and each party, for itself and as agent for its directors, officers, agents, employees and representatives hereby forever release the other party, its directors, officers, agents, employees and representatives from any liability or obligation in respect thereof. For greater certainty, neither party shall be limited in a claim against the other for specific performance or other equitable relief in relation thereto, or direct damages only and related costs and expenses (including reasonable legal fees), arising from a breach of these Terms and Conditions.

15.2 Consequential Loss

Notwithstanding anything to the contrary contained in these Terms and Conditions, neither party will be liable to the other party, and the Association and its WSP shall not be liable to the Customer with respect to matters for which Retailer is acting as agent for the Customer, for any damage, cost, expense, injury loss or other liability of an indirect, special or consequential nature suffered by the other party or claimed by any third party against the other party which arises due to such party's failure to perform its obligations under these Terms and Conditions or for any other reason (including negligence on its part or on the part of any person for whose acts it is responsible), howsoever and whensoever caused, and whether arising in contract, negligence or other tort liability, strict liability or otherwise; and without limiting the generality of the foregoing, damage, injury or loss of an indirect or consequential nature shall include loss of revenue, loss of

profits, loss of production, loss of earnings, loss of contract, cost of purchased or replacement capacity and energy, cost of capital and loss of the use of any facilities or property owned, operated, leased or used by the other party.

ARTICLE 16 – FORCE MAJEURE

16.1 Force Majeure Relief

The Association, the WSP or Retailer, as the case may be, is relieved of its obligations hereunder, and shall not be liable for any failure to perform any term of these Terms and Conditions to the extent that and when such failure is due to, or is a consequence of, any event of Force Majeure.

16.2 Exclusions

Notwithstanding the definition of Force Majeure, lack of funds shall not be an event of force majeure.

16.3 Notice

The party claiming relief from liability under the provisions of this Article 16 shall promptly give the other party notice of the Force Majeure including full particulars thereof and shall promptly give the other party notice when the Force Majeure event ceases to prevent performance pursuant to these Terms and Conditions.

16.4 Obligation to Remedy

The party claiming relief from liability under the provisions of this Article 16 shall promptly remedy the cause and effect of the Force Majeure insofar as it is reasonably able to do so.

16.5 Strikes and Lockouts

Notwithstanding any other provision of these Terms and Conditions the settlement of any strike, lockout or other industrial disturbance shall be wholly in the discretion of the party claiming relief from liability and such party may settle such strike, lockout or

industrial disturbance at such time and on such terms and conditions as it may deem appropriate and no failure or delay in settling such strike, lockout or industrial disturbance shall constitute a cause or event within the control of such party or deprive such party of the benefits of this Article 16.

ARTICLE 17 – DISPUTE RESOLUTION

17.1 Resolution by the WSP and Retailer

If any dispute between the WSP and a Retailer arises at any time in connection with these Terms and Conditions, the WSP and the Retailer acting reasonably and in good faith, shall use all reasonable efforts to resolve the dispute as soon as possible in an amicable manner. If the dispute cannot be otherwise resolved, the Association Chairman or President, chief executive officers of the WSP and the Retailer shall meet to attempt to resolve the dispute.

17.2 Resolution by Arbitration

If any dispute has not been resolved pursuant to Article 17 .1 hereof within thirty (30) days after notice from the WSP or the Retailer to the other of its desire to have the dispute resolved, then the dispute shall be resolved pursuant to Articles 17.3 to 17.11 hereof. The WSP and the Retailer shall abide by the terms of any award rendered by the arbitrator(s) appointed hereunder without delay.

17.3 Arbitrators

All disputes or differences between the WSP and a Retailer in connection with these Terms and Conditions shall be referred (unless the WSP and the Retailer concur in the appointment of a single arbitrator) to a board of arbitrators consisting of one (1) arbitrator to be appointed by each of the WSP and the Retailer who shall, by instrument in writing, appoint a third arbitrator immediately after they are themselves appointed. Notwithstanding the foregoing, any disputed matters between the WSP and a Retailer relating to an order or direction made or approved by the AUC or falling within the exclusive jurisdiction of the AUC, shall be referred to the AUC for resolution.

17.4 Failure to Concur

The WSP and a Retailer shall be deemed to have failed to concur in the appointment of a single arbitrator if such an arbitrator shall not have been appointed within fifteen (15) days after the serving by either the WSP or the Retailer on the other of notice requesting it to concur in the appointment of such an arbitrator.

17.5 Refusal to Appoint an Arbitrator

If either the WSP or the Retailer shall neglect or refuse to appoint an arbitrator within fifteen (15) days after the other party (provided such other party has appointed its arbitrator) has served the WSP or the Retailer, as the case may be, with notice to make the appointment, the party who has appointed its arbitrator shall be entitled to apply, upon notice to the other party, to a Justice of the Court of Queen's Bench of Alberta to appoint an arbitrator for the party in default.

17.6 Failure to Appoint a Third Arbitrator

If the arbitrators appointed by the WSP and the Retailer have not, within fifteen (15) days after their appointment or the appointment of the arbitrator last appointed, as the case may be, appointed a third arbitrator, either the WSP or the Retailer shall be entitled to apply upon notice to the other party to a Justice of the Court of Queen's Bench of Alberta to appoint such an arbitrator.

17.7 Technical Competence

Any arbitrator appointed under the provisions of this clause whether by concurrence of the WSP and the Retailer, by either party, by the arbitrators, or by a Justice of the Court of Queen's Bench of Alberta shall, in the opinion of the persons making such appointment, be possessed of such technical or other qualifications as may be reasonably necessary to enable him to properly adjudicate upon the dispute or difference.

17.8 Compensation of Arbitrators

Each party shall be responsible for the costs of the arbitrator appointed by it hereunder. The costs of the third arbitrator shall be divided evenly between the parties.

17.9 Application of the Arbitration Act (Alberta)

Except as herein modified, the provisions of the *Arbitration Act*, as amended from time to time, shall apply to any arbitration proceeding.

17.10 Decisions Binding

A decision of the single arbitrator or the majority of the three arbitrators named or appointed shall be final and binding upon each of the parties to the dispute or difference.

17.11 Continuity of Service

All performance required under these Terms and Conditions by the WSP and the Retailer and payment therefore shall continue during the dispute resolution proceedings contemplated by this Article 17, provided that in the case of any such proceedings pertaining to amounts payable under these Terms and Conditions, any payments or reimbursements required as a result of the proceedings shall be effective as of a date to be determined in such proceedings and interest shall be paid thereon by the party required to make the payment or reimbursement on the amount thereof at the rate specified from time to time in The Residential Tenancies Act, but not less than 2.5% from the date so determined until paid.

ARTICLE 18 – MISCELLANEOUS

18.1 Compliance with Applicable Legal Authorities

The WSP and the Retailer are subject to, and shall comply with, all existing or future applicable federal, provincial and local laws, all existing or future orders or other actions of the ISO or of governmental authorities having applicable jurisdiction. The WSP will not violate, directly or indirectly, or become a party to a violation of any requirement of the ISO or any applicable federal, provincial or local statute, regulation, bylaw, rule or order

in order to provide Electric Distribution Service to the Retailer (or a Customer of the Retailer). The WSP's obligation to provide Electric Distribution Service, on behalf of the Association, is subject to the condition that all requisite governmental and regulatory approvals for the provision of such Electric Distribution Service will have been obtained and will be maintained in force during such period of Electric Distribution Service.

18.2 No Assignment

Neither the Association nor the Retailer shall assign any of its rights or obligations under these Terms and Conditions or the Retail Service Agreement without obtaining (a) any necessary regulatory approval(s); and (b) the prior written consent of the non-assigning party, which consent shall not be unreasonably withheld. No assignment shall relieve the assigning party of any of its obligations under these Terms and Conditions or the Retail Service Agreement until such obligations have been assumed by the assignee. Any assignment in violation of this Section shall be void. However, the Association may assign any or all of its rights and obligations under these Terms and Conditions and the Retail Service Agreement, without the Retailer's consent, to any entity succeeding to all or substantially all of the assets of the Association, if the assignee agrees, in writing, to be bound by all of the terms and conditions hereof and if any necessary regulatory approvals are obtained.

18.3 No Waiver

The failure of either party to insist on any one or more instances upon strict performance of any provisions of these Terms and Conditions or a Retail Service Agreement, or to take advantage of any of its rights hereunder, shall not be construed as a waiver of any such provisions or the relinquishment of any such right or any other right hereunder, which shall remain in full force and effect. No term or condition of these Terms and Conditions or a Retail Service Agreement shall be deemed to have been waived and no breach excused unless such waiver or consent to excuse is in writing and signed by the party claimed to have waived or consented to excuse.

18.4 Law

These Terms and Conditions and the Retail Service Agreement between the Association, the WSP and the Retailer shall be governed by the laws of the Province of Alberta and the federal laws of Canada applicable in the Province of Alberta, without regard to principles of conflicts of law. Any lawsuit arising in connection with these Terms and Conditions and the Retail Service Agreement shall be brought in the courts of the Province of Alberta.

ARTICLE 19 – NOTICE

Unless otherwise stated herein, all notices, demands or requests required or permitted under these Terms and Conditions or a Retail Service Agreement shall be in writing and shall be personally delivered or sent by courier-service or facsimile transmission (with the original transmitted by any of the other aforementioned delivery methods) addressed as follows:

- (a) If to the Retailer, to the address and the addressee set out in the Retail Service Agreement between the Retailer the Association and the WSP.
- (b) If to the WSP to:

ATCO Electric Ltd.
10035 - 105 Street, Edmonton, Alberta, T5J 2V6
Attention: Chief Regulatory Officer Fax (780) 420-5098

Notice received after the close of the Business Day shall be deemed received on the next Business Day.

SCHEDULE A – RETAIL SERVICE AGREEMENT

MEMORANDUM OF AGREEMENT made the ___ of _____, 20__.

BETWEEN: **(RETAILER NAME)**

(address)

Retailer Business Number: _____

(hereinafter called the "Retailer")

- and -

ATCO ELECTRIC LTD., a body corporate with its Head Office in the City of Edmonton in the Province of Alberta ("ATCO Electric" or "Associations' WSP" or "WSP"), acting as a wire services provider on behalf of the following Rural Electrification Associations:

Beaver, Borradaile, Braes, Cadron-Highway, Claysmore, Delburne West, Devonia, Elk Point, Fenn, Greenlawn, Heart River, Kneehill, Mackenzie, Manning, Munson, Myrnam, Plain Lake, Peace Country, Sterling, Stry, Valleyview, Warwick, Willingdon and Zawale.

WHEREAS the Retailer has requested the Association through its WSP, to provide the Retailer with Electric Distribution Service for the purpose of serving its customer(s) (the "Customer"):

The Retailer and the parties named above agree as follows:

1. The Retailer is solely responsible for the provision of accurate and timely Customer Information to the Associations' WSP. The Retailer agrees to provide the following information by electronic form to the Associations' WSP, and represents and warrants that such information is true and accurate:
 - (a) Retailer Identification No(s): Refer to Appendix A
 - (b) Customer Information, in a form acceptable to the Associations' WSP, for each Customer of the Retailer.

Should any of the Customer Information change during the term of this Retail Service Agreement, the Retailer shall advise the Associations' WSP of the change, by electronic means, as soon as is reasonably practicable in the circumstance, and in any event within five (5) Business Days of the Retailer becoming aware of the change.

2. This Retail Service Agreement is subject to the Association's – Terms and Conditions for Electric Distribution Service ("Terms and Conditions"), as amended from time to time, which are approved by the Board of Directors of the Association.
3. The Retailer acknowledges that it has been offered a copy of the Terms and Conditions and has reviewed and understands these Terms and Conditions and agrees to be bound by them and any amendments thereto, in all transactions with the Associations' WSP or its Customers.
4. No person, whether an employee or agent of the Associations' WSP or otherwise, can agree to change, alter, vary or waive any provision of the Terms and Conditions without the express approval of the Board of Directors of the Association.
5. The Retailer acknowledges that it has been offered a copy of the Associations' WSP's Retailer Guide and is aware of the policies and business practices of the Associations' WSP detailed therein.
6. This Retail Service Agreement shall be effective on the date first noted herein, and thereafter shall remain in effect until terminated by either party in accordance with Article 9 or Article 10, as applicable, of the Terms and Conditions; or for the reasons set out in Article 14 of the Terms and Conditions.
7. The Retailer understands and agrees that the Electric Distribution Service provided hereunder is provided solely for the Retailer's use at the locations and for the Customers identified to the Associations' WSP in accordance with paragraph 1 hereof. The Retailer shall not use the Electric Distribution Service provided by the Associations' WSP for any other purpose.
8. If the Retailer, at any time, becomes aware that any Customer is using the service(s) provided by the Retailer or the Association in a manner which is inconsistent with the Terms and Conditions, which could potentially create safety, health or environment concerns or damage the Association or its WSP's Distribution System or Facilities, the Retailer shall immediately notify the Association or its WSP of such circumstances.
9. In providing service to its Customers, the Retailer shall not, in any way, damage or interfere with or otherwise disturb, alter or tamper with the Facilities of the Association or its WSP. The Retailer shall notify the Association or its WSP immediately of any problem or defect relating to the WSP's or Associations' Facilities, which is discovered by or brought to the attention of the Retailer.
10. The Retailer agrees to pay all rates, charges, invoices or fees levied or billed to it by the Associations' WSP in accordance with Article 7 of the Terms and Conditions.

11. The Retailer acknowledges, understands and agrees that the Associations' WSP will not perform any billing or collection activities on its behalf. The Retailer agrees to pay all amounts due and owing to the Associations' WSP in accordance with Article 7 of the Terms and Conditions, regardless of any billing or collection disputes the Retailer may have with its Customer(s).
12. (a) The Retailer agrees to comply with the Prudential Requirements established pursuant to Article 11 of the Terms and Conditions and Section 8 and 9 of the *Distribution Tariff Regulation, A.R. 162/2003*, for purposes of enabling the Associations' WSP to assess the Retailer's credit risk and required security.
(b) The Associations' WSP shall be entitled to access the financial security provided by the Retailer in any event of default including late payment or default on any invoices or bills of the Associations' WSP, in accordance with Articles 7, 11 and 14 of the Terms and Conditions.
13. This Retail Service Agreement is subject to all applicable legislation, including the *Electric Utilities Act* and the Regulations made thereunder, and all applicable orders, rulings, regulations and decisions of the AUC or any other regulatory authority having jurisdiction over the Associations' WSP or the matters addressed herein.
14. This Retail Service Agreement shall enure to the benefit of and be binding and enforceable by the parties hereto and their respective executors, administrators, successors and, where permitted, assigns.
15. If any provision of this Retail Service Agreement, or the application thereof, is to any extent held invalid or unenforceable, the remainder of this Retail Service Agreement and the application thereof, other than those provisions which have been held invalid or unenforceable, shall not be affected and shall continue in full force and effect and shall be enforceable to the fullest extent permitted by law or in equity.
16. Neither party may disclose any Confidential Information obtained pursuant to this Retailer Service Agreement to any third party, without the express prior written consent of the other party. As used herein, the term "Confidential Information" shall include all business, financial, and commercial information pertaining to the parties, Customers of either party, suppliers for either party, personnel of either party, any trade secrets and other information of a similar nature, whether written or otherwise that is marked "proprietary" or "confidential" with the appropriate owner's name.

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Notwithstanding the preceding, a receiving party may disclose Confidential Information to any governmental, judicial or regulatory authority requiring such Confidential Information pursuant to any applicable law, regulation, ruling or order, providing that:

- (a) such Confidential Information is submitted under any applicable provision, if any, for confidential treatment by such governmental, judicial or regulatory authority; and
- (b) prior to such disclosure, the other party is given prompt notice of the disclosure requirement so that it may take whatever action it deems appropriate, including intervention in any proceeding and the seeking of any injunction to prohibit such disclosure.

17. All notices required hereunder shall be in writing and may be given personally, by facsimile or prepaid registered mail addressed to the party for which the notice is intended to its address designated hereunder or to such other address as may be substituted therefore from time to time.

The Retailer's address for notice is:	The Associations' WSP address for notice is:
Retailer Name	ATCO Electric Limited
Retailer Address	ATCO Centre Edmonton. 6 Floor 10035 – 105 Street PO Box 2426 Edmonton, Alberta, T5J 2V6
Attention:	Attention: Customer Care Services
Facsimile:	Facsimile: (780) 420-7056

IN WITNESS WHEREOF the parties have executed this Agreement as of the day first above mentioned.

[RETAILER NAME]

ATCO ELECTRIC LTD.

Per: _____
 Name: _____
 Title: _____

Per: _____
 Name: _____
 Title: _____

APPENDIX "A"

MEMORANDUM OF AGREEMENT made the ____ of _____, 20__.

APPENDIX "A" to the Retail Service Agreement between:

<RETAILER NAME>, <RETAILER BUSINESS NUMBER>

and

ATCO ELECTRIC LTD., a body corporate with its Head Office in the City of Edmonton in the Province of Alberta ("ATCO Electric" or "Associations' WSP" or "WSP"), acting as a wire services provider on behalf of the following Rural Electrification Associations:

Beaver, Borradaile, Braes, Cadron-Highway, Claysmore, Delburne West, Devonia, Elk Point, Fenn, Greenlawn, Heart River, Kneehill, Mackenzie, Manning, Munson, Myrnam, Plain Lake, Peace Country, Sterling, Stry, Valleyview, Warwick, Willingdon and Zawale.

RETAILER IDENTIFICATION NUMBERS

The following Retailer Identification numbers have been assigned by the ISO to the Retailer noted above as of the effective date noted herein:

- (1)
- (2)
- (3)

The Retailer must notify the Associations' WSP (ATCO Electric) as promptly as reasonably practical of any additions or changes to the Retailer Identification Numbers. This Appendix "A" supersedes the Appendix "A" made on October 1, 2010.

[RETAILER NAME]

ATCO ELECTRIC LTD.

Per: _____

Per: _____

Name: _____

Name: _____

Title: _____

Title: _____

SCHEDULE B – DISCONNECT FOR NON PAYMENT

In accordance with Section 105(1) (k) of the EUA a Retailer shall have the right to request that the WSP disconnect service to a particular Customer, and the WSP shall comply with that request. The same policies shall apply to all Retailers. The Association's policy (as approved in these Terms and Conditions) with respect to disconnecting Customers for non-payment is set out below.

1. Where a Retailer requests the WSP to disconnect a Customer for non-payment, the Retailer shall provide to the WSP updated Customer Information, the payment amount the Retailer can accept in the event the Customer provides ability of payment, and a direct phone number to the Retailer's collection department for circumstances when the Customer is required to contact the Retailer immediately to resolve payment issues. The WSP will not assume any billing or collection obligations or responsibilities for or on behalf of the Retailer.
2. Unless otherwise directed by the Retailer, the WSP:
 - (a) will schedule a disconnect between 8 AM and 2 PM Noon;
 - (b) will not disconnect on Friday, Saturday, Sunday, a legal holiday, or a day before a legal holiday; and
 - (c) in certain remote areas where travel is difficult, will schedule the disconnect on one day of the month.
3. In accordance with the Distribution Tariff Regulation, as may be amended from time to time, the WSP may not disconnect a farm premise between the months of October 15 to April 15, or between April 16 to October 14 when the overnight temperature is forecast to drop below zero (0) degree Celsius in the 24-hour period immediately following the proposed disconnection within the Association's service area. During this time a limiter may be installed.
4. The WSP will not disconnect a premise if it houses elderly people or contains medical equipment. During this time a limiter may be installed.

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5. The WSP will not disconnect a premise if the community at large or the occupant is under bereavement. At its discretion, the WSP will return within 24 hours.
 6. Request to disconnect a Customer located in an Association will be reviewed and discussed with the Association Board before the disconnect is undertaken.
 7. The Retailer shall provide the WSP, Customer, or if applicable, the Association, with a written notice at least ten (10) Business Days in advance of the proposed disconnect.
 8. The WSP will not disconnect if the Customer produces a receipt showing it has paid the most current bill, or amount specified in part 1 of this Agreement, of the Retailer.
 9. The Retailer shall remain responsible for Electricity Services to the Customer until a replacement Retailer is appointed and in place for the Customer or until that Customer is disconnected, whichever is earlier.
 10. The WSP will provide to a previous Retailer of Record at the Site the right to request a disconnect for a period of 8 months since it last provided Electric Distribution Service at the Site.
 11. The WSP may upon visiting the Site delay the disconnection until the WSP is satisfied that all conditions for disconnection are met. These may include, but are not limited to:
 - (a) Customer Information does not match Customer Information provided by the
Retailer;
 - (b) Customer has payment in hand at the Site and is prepared to meet the payment
conditions set by the Retailer.
 - (c) Immediate danger may exist to the occupants or the Association's WSP's
representative.

SCHEDULE C – SUPPLEMENTARY SERVICE CHARGES

1.0 APPLICABILITY

Applicable to every Retailer participating in Electric Distribution Service within the Association’s service area.

The service charges outlined herein are also outlined in the Association’s Terms and Conditions for Electric Distribution Service. This is done to ensure the Customer and Retailer is aware of the charges that may apply. For greater certainty, the listing of these charges in both sets of Terms and Conditions does not entitle the Association or the WSP to recover charges under both sets of Terms and Conditions.

2.0 SCHEDULE OF CHARGES

All charges and provisions of the Customer's applicable price schedule shall apply in addition to the following charges for the service being provided:

	<u>Application</u>	<u>Fee</u>
(a) SETUP FEE	This fee applies when a new Customer takes service at a Site and requests the setup during the Company’s regular business hours. This fee does not apply to street light and private light accounts.	<i>\$14.00 per site</i>
(b) RETAILER RE-ENROLLMENT FEE	This fee applies when a Retailer finds that it has enrolled an incorrect Site and the Company initiates a re-enrollment of the Customer back to the previous Retailer. This fee will be assessed to the Retailer that made the error.	<i>\$14.00 per site</i>
(c) REVOKE DE-SELECT	This fee applies if the Company has already processed the initial de-select request. This fee will be assessed to the Retailer that requested the initial de-select.	<i>\$14.00 per site</i>

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(d) RECONNECTION AND DISCONNECTION OF SERVICE

- | | |
|---|---|
| (1) Reconnection of electric service to any premises during the WSP's regular business hours: | \$120.00 |
| (2) Reconnection of electric service to any premises after the WSP's regular business hours, if requested by the Retailer (or Customer): | \$ WSP's actual costs
(\$120.00 minimum) |
| (3) Disconnection of electric service to any premises after the WSP's regular business hours, if requested by the Retailer (or Customer): | \$ WSP's actual costs
(\$120.00 minimum) |
| (4) Failed attempts to disconnect electric service to any premises during or after the WSP's normal business hours. | \$ WSP's actual costs
(\$120.00 minimum) |

(e) REQUEST FOR INTERVAL METER

Customer request for interval metering (for connected load under 500 kW or small-microgenerator installations):
Capital and Installation, Cost of meter, phone line or cell phone plus monthly phone line charges

Cost of Material and Installation plus \$70.00 per month per meter for ongoing operating and maintenance costs

(f) SUPPLEMENTARY METER READS ^{1/}

This fee applies for additional meter reads above the WSP's standard meter read practices.

- | | |
|--|---|
| (1) Conventional meter reads (AMR): | \$8.00 per read per meter |
| (2) Conventional meter reads (non AMR): | |
| (i) Meter read to any premises during the WSP's normal business hours: | \$120.00 per read per meter |
| (ii) Meter read to any premises after the WSP's normal business hours: | \$ WSP's actual costs
(\$120.00 minimum) |

^{1/} Standard WSP Meter Reads:

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Interval Meters
 Conventional meters (AMR and non AMR type)

Daily
 Monthly or Bi-monthly

(g) BILLING AND METER DISPUTES

Review of billing and meter disputes, which may include a meter test as required, in circumstances where the WSP has not been responsible for any error: includes a meter test, in circumstances where the WSP has not been responsible for any error:

(1) Self Contained Metering:
 \$160.00 per evaluation

(2) Instrument Transformer Metering:
 \$350.00 per evaluation

(h) CUSTOMER and or USAGE INFORMATION REQUESTS

This fee applies when the WSP is requested to provide Customer and or Usage information above the standard service request. This fee will be assessed to the party that is making the request.

\$109.00 per hour
(minimum 1 hour)

(i) DISTRIBUTION CONNECTED GENERATORS

Application fee:

CSA or UL Certified Invertors under 5 kW:

\$0.00

Synchronous Generator:

\$1,500.00 per interconnection site

Induction Generator:

Under 250 kW: \$500.00 per interconnection site
Over 250 kW: \$1,000.00 per interconnection site

Load Following Generator:

Under 250 kW: \$300.00 per interconnection site
Over 250 kW: \$600.00 per interconnection site

(j) LATE PAYMENT CHARGE

1.5% per month (19.56% per annum)

(k) RETURNED CHEQUE FEE

\$20.00