



member owned. member driven.

*Terms and Conditions of
Electric Distribution Service*

Terms and Conditions of Electric Distribution Service



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Terms and Conditions of Electric Distribution Service

INTRODUCTION

This information sets out our Board- approved Terms and Conditions of Distribution Service, which describe our mutual responsibilities. It is important that you read and understand this information because, as a member, you agree to abide by these Terms and Conditions, as amended from time to time.

These Terms and Conditions form part of North Parkland Powers' Distribution Tariff and are subject to all applicable legislation and North Parkland Power' by-laws and policies. North Parkland Power will provide all standard services according to its Distribution Tariff. All additional services, including payment for these services, are set out in Appendix A: Service Fees. We also file these Terms and Conditions (and any amendments) with the Alberta Utilities Commission for information purposes and post the current Terms and Conditions on our website: www.npprea.ca

We invite you to contact us if you have any questions or concerns.

www.npprea.ca

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1 Becoming a member

You become a member when you make arrangements with us for electric distribution service, either for installation of a new service or when moving into a property North Parkland Power currently serves. You may be asked to sign an Electric Service Agreement and sign a utility right-of-way. When a Member is connected for the first time at a service location, whether it is a new or existing service location, the Member will pay a membership fee as defined in Appendix A. By receiving service from North Parkland Power, you agree to be bound by these Terms and Conditions and it is your agreement with North Parkland Power for the delivery, acceptance, and payment for electric service under our Rate Schedule and these Terms and Conditions. You also agree that if required by law, North Parkland Power may disclose to FortisAlberta the fact of your membership in North Parkland Power.

North Parkland Power is and remains the owner of all facilities necessary to provide distribution services to its members. Payment by you for the installation of these facilities or use of an existing service does not entitle you to any individual ownership of these facilities.

If more than one person owns the property, these Terms and Conditions will apply to each of you individually, as well as to all of you jointly.

North Parkland Power may be unable or unwilling to commence or continue to provide you with distribution service, specifically if you do not have the proper permits in place or other requirements have not been met.

Information we require from you

To ensure that you receive superior distribution service, North Parkland Power will require information from you including, but not limited to, your service requirements, and some personal information. It is important to provide accurate information and to advise us immediately of any changes. Personal information provided by you may be used for a number of purposes, including:

- *confirming your identity,*
- *administering your account which includes billing, sending you notices or contacting you,*
- *improving our member service, including monitoring and following up inquiries and complaints.*

North Parkland Power will protect your personal information and will fully comply with Alberta's Personal Information Protection Act. This means that North Parkland Power will not disclose your personal information to anyone unless:

- *you authorize us to do so; for example, by naming somebody as an authorized person on the account,*
- *it is required by a government agency or by law.*

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If your account with North Parkland Power is in your name alone, we will not share any information about that account with anyone other than you unless you authorize us to do so. If you want to appoint an 'authorized person' to act on your behalf, you will be required to complete a 'Consent to Release Information' form prior to North Parkland Power releasing any information about you or your account.

Meters, reading your meter and meter testing

The metering equipment on your property is owned and maintained by North Parkland Power.

We will arrange to have the meter on your property tested if you think that it is faulty. If the meter is not operating within accepted industry standards, and the fault was not caused by you, we will pay all costs of replacing or repairing the meter including the testing.

Tampering with a meter is dangerous and is a criminal offence. You must take all reasonable steps to ensure no one tampers or interferes with your metering equipment, and you must tell us immediately if you become aware there may be a problem with your metering equipment; for example, if your bill is unusually low or the meter has stopped. You will be billed for the energy we estimate you would have used while your metering equipment was not reading correctly if:

- *your metering equipment is tampered or interfered with or bypassed,*
- *you take advantage of metering equipment that is inaccurate or not operating correctly, or*
- *you cause, or allow someone else to cause, any other loss or damage to North Parkland Power' equipment.*

Other charges may apply, such as costs or losses we incur in investigating the interference and in replacing or repairing any damage to the metering equipment. North Parkland Power may also cease or restrict the supply of energy and take legal action against you.

Accessing your property

North Parkland Power requires safe, unobstructed and easy access to your property and will require a utility right of way from you. 'Utility right of way' means we have the right to access and the right to go on, over or under your land for the purpose of construction, rebuilding, and upgrading, as well as maintaining and operating North Parkland Power' utility services.

North Parkland Power employees, agents and other representatives shall have the right to enter a Member's property at all reasonable times for the purpose of installing, maintaining, replacing, testing, monitoring, reading or removing the Association's Facilities and for any other purpose incidental to the provision of a

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Service Connection or Distribution Access Service and the Member shall not prevent or hinder the North Parkland Powers' entry.

Vegetation management

North Parkland Power manages vegetation growth near its facilities, including the removal of trees and brush. North Parkland Power is responsible for managing vegetation that encroaches upon all high-voltage lines up to and including the transformer pole. You are responsible for vegetation management on your secondary power lines that are low voltage. You must ensure that any trees or shrubs planted by you do not affect the right of way or they may be removed at your expense.

Billing you

Billing for distribution services will be issued to you by directly by North Parkland Power. North Parkland Power may also invoice you directly for other services such as member contributions, investment riders, or other services covered in these Terms and Conditions.

For additional services, each service will be charged separately, however you have an option to reduce the administration cost to you by having the services billed all together with consolidated billing.

- *Payment is required in full by the due date on the bill.*
- *In the event, you have accrued overdue charges, any payments will be applied first to overdue charges and then to your current bill.*
- *Payments received by North Parkland Power after the due date will have a late payment charge applied.*
- *If you think there are any discrepancies with your bill, please contact us immediately. Please note that in the event of any disputes, you are still required to pay the current bill.*
- *If any payment you make is dishonored by your bank, we will charge a service fee in addition to recovering all other amounts owed to us.*

Your responsibilities to protect North Parkland Power' equipment and facilities

It is your responsibility to protect North Parkland Power' equipment and facilities that are located on your property. You cannot install any structure that could interfere with the proper and safe operation of our facilities or that does not comply with legislation. You may not modify, change or extend our facilities in any way.

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You are also responsible for the maintenance, repair, replacement, enhancement, and safety of all your secondary facilities. You must ensure that your secondary facilities comply with the Canadian Electrical Code and with North Parkland Power standards. You may not use the service if it causes interference with anyone else's service. At our request, you agree to take whatever action North Parkland Power requires to correct the interference or disturbance; otherwise North Parkland Power is entitled to disconnect your service.

The equipment used to deliver energy to you has a limited capacity. You need to inform us if you expect to substantially increase the amount of electricity you use so that we can determine if your current service is capable of meeting this increased load.

2 Disconnection

Disconnection of your energy supply (going Idle with meter removal)

You need to provide us with five business days' notice if you want your service temporarily disconnected. Upon receipt of the written request (completed "Idle Agreement") from you, North Parkland Power shall temporarily disconnect any service being provided, otherwise, you will continue to be responsible for payment of distribution services. Once the service is temporarily disconnected, you agree to pay a monthly idle service charge. You can also request to have your service permanently disconnected. Once appropriate arrangements have been made for the disconnection, your final billing will be processed and sent for payment. You will need to provide us access to your property so that we may remove our facilities.

Disconnection by us for non-payment

We may disconnect your service if you fail to pay your bill(s) by the due date. We may disconnect the service to the property to which the unpaid bill relates and other property to which we supply you with services. During the period of October 15 to April 15, or at any other time that the temperature is forecasted to be below 0 degrees Celsius, North Parkland Power will not completely disconnect your service for non-payment but will instead install a load limiting device which limits the amount of electricity you can use.

The Association may require a Member to post a pre-payment if the Member becomes delinquent in the payment of 3 or more bills within a twelve (12) consecutive month period or has been disconnected from service during the last twelve (12) months.

Charge on Lands

Any service where the account has been found to be in arrears greater than ninety

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(90) days may have a caveat placed on the title. The caveat may remain on the title until such time that the account is held current for twenty-four (24) consecutive months.

Disconnection for other reasons

Your service may be disconnected without notice for safety reasons or where we need to protect people or property. We may also disconnect your service if:

- *there is reasonable evidence that you have tampered or damaged any of North Parkland Power' facilities,*
- *there is evidence of theft or other illegal activity,*
- *any equipment at your property does not comply with the requirements of North Parkland Power' standards,*
- *you deny us reasonable access, or access is not safe, unobstructed and easy,*
- *you threaten, assault or harass any of our staff, agents, or contractors,*
- *you have unpaid bills on accounts you hold with us at any other property, or*
- *you fail to meet any of these Terms and Conditions.*

If your service is disconnected, you must still pay the full amount outstanding on your account, including any disconnection fees and other charges.

Disconnection notice

Except in the case of requested, agreed to, or emergency disconnections, accounts that remain in arrears 60 days past due will receive a Final Notice letter. If payment is not received or payment arrangements made, North Parkland Power will make a final attempt to contact you through direct communication; either in person or in writing at your property 48 hours prior to disconnection (i.e. tagging).

3 Construction

Building your new service or changing your existing service

North Parkland Power invests in new construction of power lines for our members. For new services or changes to your existing service, we will complete the design of your service requirements and our construction division will provide you with a quotation for construction. Your quote for construction will include:

- *the cost to either build the line extension for you or modify your existing service,*
- *the cost to upgrade North Parkland Power' facilities if required, and*
- *any construction costs required by another utility to facilitate your new service.*

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North Parkland Power will construct facilities on your property that serve more than one member only upon consultation with you, and only if it is determined by North Parkland Power to be the most economically viable option.

Some credits may apply which would reduce your costs such as:

- *a rebuild credit for existing equipment, or*
- *Capital Contribution made by North Parkland Power to the cost of your service*

Paperwork and payment

Once you have decided to proceed with construction, you will need to come into the Area Office to sign all of the necessary documentation. Once the paperwork is completed and you have made payment, we will schedule a date for your construction. Construction typically occurs within six (6) to eight (8) weeks from payment date.

If after the original scope of work is determined, you decide that the original plans do not best meet your needs, a new estimate will be provided given the new parameters. All North Parkland Power New Service Estimates are valid for 30 days.

Rebuild benefit

If you make changes to your existing power service that results in new equipment being installed, you may be eligible to receive a discount on the cost of your requested changes. Potential credits are based on the age of the service and are applied to your construction costs.

Capital Contribution

New service construction for new or existing members may be eligible to receive a construction contribution grant on the total servicing cost up to a maximum of \$5,500 per site. Quotes for new construction will include the grant if eligible.

Rental Yard lights

If you would like a rental yard light installed at your property, we will install and maintain a yard light for a nominal monthly fee. Rental yard light may be installed on secondary or transformer poles. Only North Parkland Power rental yard light may be installed on transformer poles.

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4 General

Continuous supply and interruption

North Parkland Power may not be able to provide a continuous and uninterrupted supply of energy to your property due to circumstances or events beyond our control. We are unable to give advance notice of sudden, unplanned interruptions but we will use our best efforts to notify you at least two days in advance of any planned interruptions. Some examples of planned interruptions include the facilitation of construction, the installation, maintenance, repair, replacement or inspection of any of North Parkland Power's facilities or activities to maintain the safety and reliability of the distribution system.

Where nature, acts of God, or other extraordinary forces (such as war or labour disputes), outside North Parkland Power's control, prevent us from providing a continuous supply of energy, our responsibilities will be relieved and suspended during the duration of the circumstance(s). North Parkland Power will not be liable for any failure to perform its obligations under these Terms and Conditions. We will give you as much notice as reasonably possible in the event of such occurrences.

Following an interruption, we will resume the supply of your energy as soon as we reasonably can.

Service Calls

The Association may require a Member to pay the actual costs of a Member requested service call if the source of the problem is the Member's facilities.

Liability of North Parkland Power

North Parkland Power is not liable for any loss, injury, damage, expense, charge, cost or liability of any kind, whether from direct, indirect, special or consequential nature; except for direct physical loss, injury or damage to you or your property resulting from the negligent acts or omissions of North Parkland Power, its employees or agents arising out of or in any way connected with any failure, defect, fluctuation, reduction or interruption in the provision of service by North Parkland Power to you. Indirect, special or consequential loss, injury or damage includes loss of revenue, loss of profits, loss of earnings, loss of production, loss of contract, cost of purchased or replacement capacity and energy, cost of capital, loss of use of any facilities or property, or any other similar damage or loss whatsoever, arising out of or in any way connected with the failure, defect, fluctuation, reduction or interruption in the provision of service to you.

Protective Devices

The Member shall be responsible for determining whether the Member needs any devices to protect the Member's facilities from damage that may result from the use of a Service Connection. The Member shall provide and install any such devices.

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Insurance

The Member shall be responsible for determining whether the Member needs any insurance in the event of an outage or reduction in electrical service.

Contacting you

- Any notice, bill or other communication we send to you will be either:
- delivered to your service site,
- mailed to the last postal address you have provided to us,
- sent to the latest fax number you have given us, or
- emailed to you at the latest email address you supplied to us.

We are entitled to assume that our notices or bills have been received by you:

- *on the day of delivery if delivered to your service site,*
- *three days after being posted to you, or on the day of transmission if we faxed or emailed them.*

5 Generating Members

North Parkland Power shall make all reasonable efforts to enable a Generating Member to interconnect to North Parkland Powers Facilities subject to meeting the Transmission Administrators Technical Requirements for the Interconnection of Generators. The Generating Member must demonstrate that the generator will automatically disconnect in the event that the Associations distribution system becomes disconnected from the Alberta Interconnected Electrical system.

The Generating Member is responsible to pay for Distribution Access Service according to the Distribution Tariff approved by the Board of Directors and updated from time to time.

A Generating Member is required to enter into a DG Operating Agreement and a DG Commercial Agreement with North Parkland Power and is bound by the Terms and Conditions of Service – Distribution Connected Generators (DG).

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APPENDIX A: Service Fees

North Parkland Power invoices for services in addition to our monthly Distribution Tariff, as follows (GST will be added to all amounts):

Membership Fee (refundable)	\$1.00
Reconnection/disconnection of service (Per visit)	
<i>During regular business hours, call received by 4 p.m.</i>	\$171.00/hour
<i>Weekends, holidays and after hours (4 p.m. to 8 a.m.)</i>	\$254.00/hour
Metering	
<i>Meter re-installation to reinstate service from idle (based on member request to remove meter)</i>	\$171.00
Fault visit (if fault proves NOT to be supply or metering problem)	
<i>During regular business hours, call received by 4 p.m.</i>	\$171.00/hour
<i>Weekends, holidays and after hours (4 p.m. to 8 a.m.)</i>	\$254.00/hour
Administration	
<i>Dishonored payment</i>	\$ 40.00
<i>Late payment</i>	2.0% per month (26.82% per year)
<i>On-site debt notification fee (Tagging)</i>	\$171.00/hour
<i>Copy of invoice or transactions/consumption</i>	\$25.00

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APPENDIX B: Schedule of rates

Distribution Rates (June 1, 2017)

Rate 100 Joint Rural Service - Shared transformer <15 Acres					
Monthly Operating	\$ 24.00				
All kWh Delivered	\$0.0200				
Rate 150 Acreage Service <15 Acres					
Monthly Operating	\$ 36.00				
All kWh Delivered	\$0.0300				
Rate 200 Small Rural >15 Acres					
Monthly Operating	\$ 48.00				
All kWh Delivered	\$0.0400				
Rate 250 Large Rural Service (Idle Charge \$48/mo)					
		15 kVA	25 kVA	37.5 kVA	50 kVA
Monthly Operating	\$ 103.70	\$ 164.70	\$ 240.95	\$ 317.20	
Rate 300 Rural Demand Service					
Monthly Operating		\$ 37.70	(*includes 3 kVa)		
Additional /kVa Capacity/day		\$0.2000			
Total billed /kVa/day		\$0.02623			
*minimum: the > of current read, 65% of highest previous 12 month historical demand, or 3 kVa					
Rate 325 Grain/Irrigation Service (Idle Charge \$37.70/mo)					
		15 kVA	25 kVA	37.5 kVA	50 kVA
Monthly Operating	\$ 132.74	\$ 210.82	\$ 308.42	\$ 406.02	
Rate 350 Grain/Irrigation Service Demand					
Monthly Operating		\$ 37.70	(*includes 3 kVa)		
Additional /kVa Capacity/day		\$0.2951			
Total billed /kVa/day		\$0.02623			
*minimum is 3kVa					
Rate 400 General Service (Idle Charge minimum \$72/mo)					
			<10 kVA	>15 kVA	
Monthly Operating			\$ 72.00	\$ 53.38	
All kWh Delivered for <10 kVA			\$0.0500		
Additional /kVa Capacity/day				\$0.2951	
Rate 500 Streetlight Service					
Monthly Operating	\$ 0.40/fixture/day plus variable \$0.0004/watt				
Rate 550 Yardlight Service					
Monthly Operating	\$ 10.50				