



Formerly Brantford Power Inc. and Energy+ Inc.

March 21, 2023

GrandBridge Energy Inc.
39 Glebe St.
Cambridge, ON.
N1S 2P1

Dear Valued Customers:

GrandBridge Energy Inc. is pleased to share the draft Conditions of Service document for your comments. This document establishes rules, requirements, and responsibilities of GrandBridge Energy Inc. and the customers we serve. GrandBridge Energy Inc. will take all customer input into account before publishing the final document.

The summary of changes to the Conditions of Service of the former Energy+ Inc. and the former Brantford Power Inc. are included in Table 1.0 on the next page.

Please send any comments you would like to make on this document by the following methods by May 21, 2023:

Email: customercare@grandbridgeenergy.com

Mail: Corporate Office
GrandBridge Energy
Engineering Department
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Table 1.0 - GBE Conditions of Service Revision Notes

#	Section	Revision Notes
1.1	Identification of Distributor Service Area	Distributor information update to reflect the merger of former Energy+ Inc. and former Brantford Power Inc.
1.4	Amendments and Changes	Office location and website update.
1.5	Contact Information	Contact information update, After-hours outage reporting, Ontario One Call
1.7.2	Liability of Damage	Added information about GBE requirement to approve a contractor in situations where the customer is constructing plant that will become part of GBE's system.
1.7.4-1.7.7	Repairs of Defective Equipment, Physical Structures, Testing of Customer Loads, Automatic Reclosing Facilities	Additional information included relating to the repair of electrical equipment, physical structures, testing of loads, and automatic reclosing facilities.
1.8	Disputes	Dispute process updated and explained.
2.1	Connections	Reference made to the use of GBE's Economic Evaluation Policy (EEP) in the event assets need to be replaced before they have reached the end of their useful life.
2.1.2	Expansions / Offer to Connect	Requirements to contact GBE 12 months in advance prior to the required in-service date, obtaining a service layout, and the requirements of an expansion deposit prior to the commence of any expansion work or the installation of any connection assets.
2.1.2.1	Alternative Bids	Alternative bid option explained where a capital contribution is required for a customer where the work does not involve existing circuits.
2.2	Disconnection	More detailed information included on GBE's right and/or obligation to disconnect or to limit the supply of electrical energy.
2.3.2.8-2.3.2.9	Emergency Service and Outage Reporting	Information on how trouble calls are handled, obligations of the customer, and contact information updated. Outage map link provided with a note that the current outage map does not include customers in the Brantford area. This capability will be available in the near future.
2.3.7	Metering	Customers required to follow GBE's Metering Specifications. Outdoor 600V metering permitted. Specific detailed information provided on metering installation requirements.
2.3.8	Transformer Capacity	Information on transformer capacities available for overhead and those installed on transformer foundations. Transformers rooms where transformers are located inside buildings is no longer permitted by GBE.
2.4.1	Service Connections	Information included on standard service charges by rate zones and other services which are billed based on time-of-material basis.

#	Section	Revision Notes
2.4.3	Deposits	Residential customers not required to provide a security deposit. Section provides more detailed information on security deposit requirements for general service customers. Cash as a form of payment added.
2.4.8	Bypass Compensation	Section explains GBE's obligations under the Distribution System Code as it relates to Bypass Compensation.
3.1 .1	Residential – General	Information included about GBE's EEP Model and the cost responsibility of overhead to underground service conversion.
3.1.8	Residential Subdivisions	Section updated to reflect new areas, agreement requirements, material and construction specifications, and EEP. Removed reference to GBE willing to take on ownership of customer owned assets in the Brantford area and their future maintenance.
3.2	General Service	Additional information included about requirements for early consultations, points of demarcation, access, service identification, metering, and inspections.
3.1.10	Core Areas	Updated information on core areas in the City of Cambridge and the City of Brantford.
3.1.11	Private Pole Lines	Additional details provided to customers relating to privately owned pole lines.
3.2.8.1	GBE Owned Padmount Transformers	Updated to reflect the current practice of leaving 8m of secondary tails measured from where the secondary cables enter the transformer vault.
3.3	General Service Above 50kW	Additional information included about requirements for transformation, location of equipment, access, and inspections.
3.8	Unmetered Connections	Clarification provided on applications that will remain un-metered vs. those that need to be metered.