

NT Power
Summary of Draft Updates from May 27, 2024 Conditions of Service
July 2025

Section	Title of Section	Summary of Change
1.1	Identification of Distributor and Service Area	Removed information duplicated in section 1.2
1.5	Contact Information	Updated office hours for Midland and Tay service areas
1.6	Customer Rights	Removed implicit rights
1.7	Distributor Rights	Added details regarding access to private property, safety of equipment and operating control of high voltage equipment at the customer's premise
1.8	Disputes	Summarized process for complaints submitted to OEB
2.1 2.1.1 2.1.2	Connections Buildings that Lie Along Expansions/Offer to Connect	Updated to align with current processes for capital contributions and summarized/removed language from DSC
2.1.7	Contracts	Added additional examples of special contracts
2.2	Disconnection and Reconnection	Added examples of circumstances in which NT Power may disconnect power
2.2.1	Disconnection – Not Payment and Other Reasons	Clarified that NT Power will restore power if payment is received or account holder enters into arrears payment agreement
2.2.2	Customer Maintenance	Clarified the type of customer's cost responsibility for isolation/re-energization services
2.3.2	Power Quality	Added examples of when power supply may become unreliable, intermittent or interrupted Removed duplicative language
2.3.4	Standard Voltage Offerings	Added technical details to electrical services.
2.3.7	Metering	Added details to NT Power and the customer's responsibilities relating to meters Added expectations regarding instrument transformers Expanded on remote meter readings.

2.4	Tariffs and Charges	Referenced NT Power's Tariff of Rates and Charges and charges for connections outlined in the Appendix. Removed discussion on components of distribution rates.
2.4.5	Payments and Late Payment Charges	Expanded on process for equal payment plans and the use of collection agency. Removed duplicative language. Referenced NT Power's Tariff of Rates and Charges and removed listing of charges from the tariff.
3	Customer Class Specific	Revised references from kVa to kW
3.4.4	Electrical Requirements	Clarified NT Power's operational demarcation point, responsibilities for operating customer-owned equipment, and requirement for customer to install terminal pole and transformer.
3.4.5	General Service > 500kW Temporary Services	Revised time period in which temporary services must not exceed from 12 to 6 months.
3.5	Embedded Generation and Energy Storage	Added reference to the DSC and Distributed Energy Resources Connection Procedure (DERCP) that came into force June 2, 2025
3.5.10	Disconnection of Embedded Generation Facility	Expanded on circumstances where the Generator shall disconnect the embedded generation facility from NT Power's distribution system.
3.8	Unmetered Connections	Clarified that billing for unmetered loads is determined through estimated usage or demand.
Appendix B	Basic and Reconnection Fees	Updated charges to reference NT Power's most recent Schedule of Tariff and Charges
Appendix C	Security Deposit	Updated to align with current processes and summarized/removed language from DSC
Appendix D	Disconnection and Reconnection	Updated to align with current processes and summarized/removed language from DSC or duplicative language
Appendix G	NT Power's Standing Instructions	Updated listing of relevant standing instructions