

<p>Newmarket-Tay Power Distribution Ltd.</p> <p>Conditions of Service</p>	<p>Number: NT POWER COS-250-00</p> <p>Issue Date: July, 2007</p> <p>Next Review Date: February, 2020</p>
<p>Consumer Information</p>	

1. Preamble

Consumers and *retailers* have certain rights regarding access to current and historical usage information and related data. The *Ontario Energy Board's (OEB) Retail Settlement Code*, Chapter 11, outlines the obligations of *distributors* in providing access to such information. A processing fee in accordance with the *OEB's Electricity Distribution Rate Handbook*, Chapter 11, Section 11.2.5, will apply.

This section of Newmarket-Tay Power Distribution Ltd.'s (NT POWER's) *Conditions of Service* describes the provision of any other information.

The *Conditions of Service* includes reference to information subject to privacy regulations and load profile information. Any processes for handling requests for information, outside of the requirements of the *Retail Settlement Code*, are detailed in this section.

2. Third Party Request

A third party, who is not a *retailer*, may request historical usage information with the written authorization of the *Consumer*. The information to be provided will be what is readily available to a maximum of 24 months. NT POWER will charge a fee for this service.

3. Aggregated Information

NT POWER will provide information appropriate for operational purposes that has been aggregated sufficiently, such that an individual's *Consumer* information cannot reasonably be identified, at no charge to another *distributor*, a *transmitter*, the *IESO* or the *OEB*. NT POWER will charge a fee that has been approved by the *OEB* for all other requests for aggregated information.

4. List of Retailers

At the request of a *Consumer*, NT POWER will provide a list of *retailers* who have *Service Agreements* in effect within its *service area*. The list will inform the *Consumer* that an alternative *retailer* does not have to be chosen in order to ensure that the *Consumer* receives *energy* and the terms of service that are available under *Standard Supply Service*.

5. Request Response or Referral

Upon receiving an inquiry from a *Consumer* connected to its *distribution system*, NT POWER will either respond to the inquiry if it deals with its own *distribution services*, or provide the *Consumer* with contact information for the entity responsible for the item of inquiry, in accordance with Chapter 7 of the *Retail Settlement Code*. The information to be provided will be what is readily available to a maximum of 24 months. NT POWER will charge a fee for this service.

6. Embedded Distributor

An *embedded distributor* that receives *energy* from NT POWER shall provide load forecasts or any other information related to the *embedded distributor's* system load to NT POWER, as determined and required by NT POWER. NT POWER shall not require any information from another *distributor* unless it is required for the safe and reliable operation of either's *distribution system* or to meet a *distributor's* licence obligations.

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