



FortisAlberta Inc.
 Customer Terms and Conditions
 of Electric Distribution Service

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Effective April 1, 2018

APPENDIX “A” – FEE SCHEDULE

The fees and charges indicated by this schedule are non-refundable and are charged to the Retailer, unless otherwise specified or as otherwise determined by FortisAlberta.

<p>1. Reconnection</p>	<p>This fee is applicable to a reconnection request that is to be completed during the normal business hours of FortisAlberta (which are currently 8:00 AM – 4:00 PM, Monday through Friday, excluding holidays), including a reconnection after a disconnection as a result of:</p> <ul style="list-style-type: none"> • non-compliance with applicable laws, codes, rules or FortisAlberta requirements; • non-payment; • Customer initiated alterations to the electrical system; or • a Customer-requested disconnection. 	<p>\$117.00 reconnection fee, plus an additional \$81.00 fee if the following criteria are met:</p> <p>(1) the Customer is reconnected less than 12 months after the Customer requested a disconnection; and</p> <p>(2) the Customer did not pay appropriate Idle Service Charges during the period of disconnection.</p>
<p>2. Rush Connection</p>	<p>This fee is applicable to an immediate or urgent reconnection request. This reconnection request is only available in emergency situations (such as where weather, personal welfare or safety may be an issue) and where an error on the part of a Retailer or FortisAlberta resulted in the disconnection. A Rush Connection is not available for the purposes of obtaining priority service.</p>	<p>\$117.00</p>



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<p>3. After Hours Reconnection</p>	<p>This fee is applicable to a reconnection request that is to be completed outside of the normal business hours of FortisAlberta (which are currently 8:00 AM – 4:00 PM, Monday through Friday, excluding holidays). An after-hours reconnection is only available if FortisAlberta can arrange to have the appropriate staff available outside of normal business hours, and in any event, only if the reconnection can be completed by FortisAlberta between 4:00 PM and 10:00 PM.</p>	<p>\$254.00</p>
<p>4. Service Trips</p>	<p>(a) This fee is applicable to a Customer when a trip to a Customer's Point of Service is required as a result of any of the following:</p> <ul style="list-style-type: none"> • non-compliance with applicable laws, codes, rules, the Terms and Conditions or other requirements of FortisAlberta; • unsafe conditions; • deficiencies related to Customer facilities; • the request for service is cancelled or deferred after FortisAlberta field staff have been mobilized; or • a request to install, remove, maintain, test, or operate non-standard metering equipment as approved by FortisAlberta <p>(b) A Customer will be required to pay the actual costs of a Customer requested service call if it is determined by FortisAlberta that the source of the Customer's problem is the Customer facilities and not FortisAlberta's Facilities.</p>	<p>\$117.00</p>
<p>5. No Access</p>	<p>This fee is applicable when access to a site is considered by FortisAlberta's employees, agents or other representatives as unsafe or is otherwise prevented, hindered or refused.</p>	<p>\$117.00</p>



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<p>6.</p>	<p>6(a) Off-Cycle Meter Reading</p> <p>This fee is applicable when an off-cycle meter read is requested for a standard (AMR) meter.</p>	<p>\$36.00</p>
	<p>6(b) Non-AMR Reading</p> <p>This fee is applicable when electronic polling of the meter is not possible due to the customer’s request for a non-standard (AMR) meter and manual meter reads, and other non-standard operational support activities are therefore required</p>	<p>\$117.00 per read</p>
<p>7.</p>	<p>Interval Meter Installation</p> <p>For Interval Meter installation at Points of Service with a Contract Minimum Demand of less than 333 kW (which coincides with an Operating Demand of less than 500 kW) (does not apply to DG Customers who own and poll the meters). This will be charged directly to the Customer.</p>	<p>Incremental cost on a per site basis (including time and materials but excluding additional cost of meter itself)</p>
<p>8.</p>	<p>Meter Testing</p> <p>This fee is applicable when a request to test a meter is received. The fee is will be refunded by FortisAlberta if the meter is determined by FortisAlberta to be faulty through no fault of the Customer. This fee may be charged directly to the Customer.</p>	<p>\$112.00 for Residential and Farm Customers and \$132.00 for all other Customers</p>
<p>9.</p>	<p>Meter Signal</p> <p>This fee is applicable to cover the time and material associated with meter signal requests. Costs can vary a great deal by service and must be determined on a site-by-site basis. This will be charged directly to the Customer.</p>	<p>Material cost to be determined on an individual site basis.</p> <p>Time cost is \$25.00/hr for a regular meter and \$51.00/hr for an interval meter, subject to a 1 hour minimum charge</p>



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10.	<p>Meter Tampering</p> <p>FortisAlberta shall be entitled to recover its direct and indirect costs and damages suffered as a result of any unauthorized use of Electricity Services, including, but not limited to, a broken seal, unauthorized connection or reconnection, energy theft, fraud or any other unauthorized use that requires FortisAlberta to take corrective action. This is exclusive of any costs or damages that may be imposed or suffered as a result of consumption and demand adjustments.</p>	<p>Costs incurred and damages suffered (in each case, both direct and indirect) by FortisAlberta</p>
11.	<p>Customer Usage Information Request</p> <p>This fee is applicable when a request is made for specific Customer Usage Information for a period more than 425 calendar days from the request date. This will be charged directly to the requesting party.</p>	<p>\$25.00/hr for a regular meter and \$51.00/hr for an interval meter</p> <p>With a 1 hour minimum charge</p>
12.	<p>Settlement History or Confirmation of Settlement Data</p> <p>This fee is applicable when a request is made for historical Load Settlement data and an investigation is required to be performed by FortisAlberta in respect of suspect data or suspected undelivered data. In the event that the data is, in the opinion of FortisAlberta, substantively incorrect or undelivered, the fee will be waived. This will be charged directly to the requesting party.</p>	<p>\$51.00/hr</p> <p>With a 1 hour minimum charge</p>
13.	<p>Site ID Search</p> <p>This fee is applicable when a request is made for a site ID that is in the wire service provider site ID catalogue.</p>	<p>\$15.00</p>
14.	<p>Dishonoured Payments</p> <p>This fee is applicable for all dishonoured cheques or other payment dishonoured, rejected or reversed by any financial institution for any reason. This will be charged directly to the defaulting party.</p>	<p>\$20.00</p>



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<p>15. Excess Wattage</p> <p>Festive lighting service is available to municipalities who require decorative lighting for the Christmas season or other festive occasions during the months of December through February. A municipality may install festive lighting with a total wattage of up to 15% of their total street lighting wattage for a six week period at no charge. Any wattage in excess of 15% is charged the Excess Wattage charge. This will be charged directly to the municipality.</p>	<p>\$1.00 per kW per day</p>
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