

SUMMARY

The purpose of the City of Nelson Hydro Services Bylaw is to regulate and control the Electrical Utility of The Corporation of the City of Nelson and to impose the rates, terms, conditions and standards under or upon which electric light, heat, and power services may be delivered, created, used, or improved.

Explanation of Symbols Appearing on Bylaw Pages

A – Signifies Addition (Increase)

C – Signifies Change

D – Signifies Decrease

N – Signifies New

O – Signifies Omission (Deletion)

Order No. G-259-24

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THE CORPORATION OF THE CITY OF NELSON
NELSON HYDRO SERVICES BYLAW NO. 3608

Being a bylaw to establish and regulate Nelson Hydro and to impose rates, terms, conditions, and standards for the supply and creation of Electrical Services. Schedules “A” through “E” are attached to and form part of this bylaw.


Any reference in this bylaw to an appendix, schedule, statute, regulation, bylaw, or other legislative instrument shall be deemed to mean a reference to that appendix, schedule, statute, regulation, bylaw, or legislative instrument in force at the effective date of this bylaw, and as amended, superseded or replaced from time to time thereafter.

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WHEREAS the Council of the Corporation of the City of Nelson considers it desirable and expedient to maintain an electrical Utility Department (hereinafter referred to as "Nelson Hydro") for the Nelson community and outlying areas and to make regulations for the supply of this service;

NOW THEREFORE, in open meeting assembled, be it resolved that the Council of the Corporation of the City of Nelson enacts as follows:

PART 1 - DEFINITIONS

"Administrative Fairness Policy" means the policy that is followed when decisions made by City employees are subject to a fair and efficient review. It applies to all decisions made by staff and non-Council committees. Excluded from this policy are those decisions subject to a statutorily prescribed appeal process or those that are not eligible for review per applicable legislation or regulation.

"Agricultural Land Commission Act" means the statute that sets out the framework and principles for the protection and administration of agricultural land in British Columbia.

"Agricultural Land Reserve" means a provincial land-use zone where agriculture is the priority.

"Ampere" (A) means the unit of measurement for the flow of electricity or electric current.

"Apparent Power" means the total power measured in kilovolt Amperes (kVA).

"Applicant" means the person that has applied to the City for service whether new, existing, or an upgrade or a Service Extension.

"Bank of Canada" means a chartered bank under the *Bank of Canada Act (R.S.C., 1985, c. B-2)* and is responsible for formulating Canada's monetary policy.

"Bill" means the invoice produced by the City for the supply of any service to the Customer.

"Billing Date" means the date a Customer's Bill was prepared by the City and is as indicated on the Bill.

“Billing Period” means as follows:

- Monthly: the time between Meter readings that is as close to thirty (30) days as practical.
- Bi-Monthly: the time between Meter readings that occurs every second month and that is as close to sixty (60) days as practical.

“British Columbia Utilities Commission” (BCUC) means an independent agency of the Government of British Columbia responsible for regulating energy utilities within the province.

“BC Land Surveyor” means someone who is professionally designated under the *Land Surveyors Act* and is registered to survey land within the province of British Columbia.

“Canadian Electrical Code” means a safety standard published by the Canadian Standards Association (CSA) for all electrical work and electrical equipment operating at all voltages in electrical installations for buildings, structures, and premises in Canada. It is also known as the CE Code or CSA C22.1.

“Charging Station” means a location that contains an electrical power supply device for recharging typically plug-in electric or hybrid vehicles, trucks, buses, etc. owned by the City of Nelson.

“Chief Financial Officer” means the person appointed by the Council as the Chief Financial Officer as defined in the Community Charter and the City’s Officers Bylaw.

“City” means the Corporation of the City of Nelson.

“City Manager” means the person appointed by Council to the Chief Administrative Officer’s position for the city and as defined in the Community Charter and the City’s Officer’s Bylaw.

“Connected Load” means the sum of all electrical loads in the Customer’s premises.

“Consumption” means the amount of electrical energy in kilowatt-hours (kWh) as measured or estimated by the City over a given period of time.

“Council” means the duly elected Council for the City.

“Corporate Officer” means the person appointed by the City Manager to carry out the duties of the Corporate Officer as defined in the Community Charter and the City’s Officers Bylaw.

“Customer” means any natural person or person who has a Nelson Hydro account.

“Customer-Owned Generation” means a generation facility which is connected on the customer side of the Point of Delivery in the Distribution System.

“Criminal Code” is a law that codifies criminal offences and procedures in Canada under *An Act Respecting Criminal Law (RSC 1985, cC-46)*.

“Demand” means the rate of delivery of electrical energy measured in kilowatts (kW) or kilovolt-amperes (kVA) over a given period of time.

“Distributed Generator or Generation” (DG) means customer-owned electrical power generation Facilities sourced from clean and renewable resources as defined in the BC Energy Plan, with a design capacity of not more than 25 kW.

“Distribution System” means any network of Electricity that operates at a nominal Voltage of 60,000V or less and distributes electric power between substations and the Point of Delivery.

“Duplex” means a residential building constructed with a common central wall and consists of two living units.

“Electrical Declaration” means a legal statement from a registered and certified electrical contractor where they declare that the electrical work has been completed and the work meets the *Safety Standards Act (SBC 2003, C.39)*, Canadian Electrical Code, and the Electrical Safety Regulation. See the definition for “Technical Safety BC Declaration of Compliance”.

“Electrical Safety Standards” means the *Safety Standards Act (SBC 2003, C.39)*, *Electrical Safety Regulation (B.C. Reg. 183/2019)*, and all electrical safety regulations implemented by Technical Safety BC including the current edition of the *C22.1 Canadian Electrical Code and BC amendments*.

“Electrical Service(s)” means the materials and equipment that transfer power from the Nelson Hydro utility system to the Point of Delivery.

“Facilities” means equipment or apparatus that has been designed, manufactured, built, constructed or installed to provide Electrical Service.

“Ganged Meter Base” means a configuration where multiple Meter Sockets are grouped together into a single unit. They are typically used in multi-unit residential and commercial applications.

“Generation Facility” means a facility for generating electricity or providing ancillary services by Nelson Hydro through the operation of a Distribution system, including all equipment and structures used for that purpose.



“Hertz” means a unit of electrical frequency equal to one cycle per second.

“Illegal Activity” means a violation of federal and/or provincial law, whether or not it is an offence under the Criminal Code, and may include an act prohibited by any statute which is serious enough to have a harmful impact on the property, the property Owner, Occupants and/or the general public.

“Independent Power Producer” (IPP) means Customers with Distributed Generation (DG).

“Interconnection Requirements for Small Net-Metering Distributed Generators” means a document located on the Nelson Hydro website that describes the requirements for connecting customer generation equipment to Nelson Hydro equipment or facilities.

“Landlord” means an Owner and a person as referred to and defined in the *Residential Tenancy Act* (SBC 2002, c. 78).

“Manufactured Home” means any structure, whether ordinarily equipped with wheels or not, that is designed, constructed or manufactured to provide residential accommodation and to be moved from one place to another by being towed or carried and complies with the Manufactured Home Standards Regulations of the *Manufactured Home Act* (SBC 2003, c.75), and specifically excludes recreational vehicles.

“Measurement Canada” is an operating agency of the Government of Canada that is responsible for ensuring accuracy in the selling of measured goods, developing and enforcing the laws related to measurement accuracy, approving and inspecting measuring devices and investigating complaints of suspected inaccurate measurement.

“Meter(s)” means any device used for measuring the Demand or Consumption of electricity.

“Meter Socket” means a device that connects the building's electrical service to the power grid. It is typically located on the exterior of the building in a square or rectangular metal unit that contains the meter.

“Multi-unit Residential” means any detached building or Manufactured Home divided into three (3) or more dwelling units and may include shared entrances, exits and other essential facilities and services and/or dwelling units separated by common party walls, each with its own separate entrance or exit. Including triplexes, fourplexes, townhouses and multi-story apartment buildings.

“Nelson Hydro” means a department within the City that is the City’s electric supply authority licensed and registered with the BC Utilities Commission that has the

exclusive right to sell power to Customers within a defined boundary, known as the Service Area, as filed with BC Utilities Commission.

“Nelson Hydro General Manager” means the person appointed by the City Manager as the General Manager of Nelson Hydro for the City.

“Net Meter or Net Metering” means a Meter that allows for the flow of electricity both to and from the Customer through a single, bi-directional Meter.

“Occupant” and **“Occupier”** means a person who is qualified to maintain an action for trespass; who is in possession of Crown land under a homestead entry or pre-emption record; who is in possession of Crown land or land owned by a municipality or regional district under a lease, license, agreement for sale, accepted application to purchase, easement or other record from the Crown, municipality or regional district, or who simply occupies the land.

“Outstanding Balance” means any monies owing to the City for fees, rates, charges, retrofit loans or security deposits.

“Overhead Service” means an Electrical Service to a Customer from a pole, via overhead conductor. The overhead conductor connects to the Customer’s Premises at a mast point.

“Owner or Ownership” means in respect of the real property, the registered Owner of an estate in fee simple; the Tenant for Life under a registered life estate; the registered holder of the last registered agreement for sale; and the holder or Occupier of land held in the same manner referred to in the Community Charter.

“Point of Connection” means the part of the City’s electrical distribution Facilities that physically connects to the Customer’s supplied electrical Facilities. Serves as the demarcation line between the City’s and Customer’s electrical Facilities. In an overhead electrical service, this is where the utility’s wires and the Customer’s wires connect at the mast. In an underground service, this is the bottom of the Meter where the wires connect to the Meter base.

“Point of Delivery” means the first Point of Connection of the City’s electrical distribution Facilities to the Customer’s supplied electrical Facilities. This is typically the Meter.

“Power Factor” means the ratio between real power and Apparent Power in a circuit.

“Power Purchase Agreement” means a contract between an electricity generating customer and Nelson Hydro where the terms and conditions of Nelson Hydro purchasing power from the generator are outlined and agreed to by both parties.

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“Premises” means land, a building or a structure.

“Primary Voltage” means a distribution Voltage used by Nelson Hydro and is the Voltage at the primary or high side of a Service Transformer.

“Producer” over 25kW installed capacity, designed for the primary purpose of selling power to Nelson Hydro, and Net Metering Facilities designed to generate more than their Consumption annually.

“Real Power” means the power actually consumed due to the resistive load expressed in Watts.

“Rural” means a Customer outside of the City’s municipal boundaries.

“Single Line Diagram” or One Line Diagram means a simple symbolic representation of an electrical power system using standard schematic symbols.

“Service Area” means the lands that are or may be provided with Electrical Service as shown on Schedule “A”.

“Service Extension” means an addition to or extension of Nelson Hydro Facilities including an addition or extension on public or private property that is required to service a new development or Subdivision and is capable of servicing land other than the land of the new development or Subdivision.

“Service Transformer” means the transformer that provides the final Voltage transformation in the electric power Distribution System, stepping down the Voltage used in the distribution lines to the level used by the Customer.

“Solar Garden Program” means the collection of individual agreements between the City of Nelson and the Nelson Hydro customers who are participants in the Nelson Community Solar Garden.

“Standby Generator or Generation” means a customer owned, non-parallel generation used for backup power that is isolated from the Distribution System.

“Standby Transfer Switch” means a switch that transfers the load to a secondary power source when the power is stable and within the prescribed voltage and frequency tolerances.

“Subdivision” is as defined in the Subdivision and Development Servicing Bylaw 3170, 2011, including all amendments and replacements thereto.

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“System Improvement” means an improvement to the Electrical Service that requires facilities and/or equipment to be upgraded to significantly meet the increase in the Customers’ Connected Load.

“Taxing Authority” means an organization with official responsibility for collecting taxes.

“Technical Safety BC” means the body established under the *Safety Authority Act*, (SBC 2003, c.38) that has been delegated the responsibility for administering the *Safety Standards Act* (SBC 2003, c.39) of British Columbia.

“Technical Safety BC Declaration of Compliance” means a declaration or notice that, or another form of statement indicating that, regulated work complies with the Act and the regulations. See Electrical Declaration.

“Technical Safety BC Certificate of Inspection” means the certificate that is issued by the safety officer once electrical installation has been inspected if it is deemed inspection is necessary through a risk assessment. If an inspection is not performed, as it is deemed low risk, then the Declaration of Compliance serves as the final document verifying that the work has been completed to code.

“Temporary Service” means Electrical Service that is less than thirty (30) metres over private property, is for construction purposes only, and is commenced and terminated within one (1) year.

“Tenant” means a person as referred to and defined in the *Residential Tenancy Act* (SBC 2002, c. 78).

“Unauthorized Alteration” means any change that the Customer has completed to the Electrical Service without an Electrical Declaration from a certified electrical contractor.

“Underground Service” means an Electrical Service to a Customer, via a pole or a pad-mounted transformer. The underground conductor connects to the Customer’s premise at the Meter base from an underground conduit system.

“Urban” means a Customer within the City’s municipal boundaries.

“Variable Frequency Drive” (VFD) means a type of motor that controls the speed and torque by varying the frequency of the input electricity.

“Voltage” (V) means the difference in electrical potential between two points of an electrical system measured in volts.

“Voltage Regulation” means the process of controlling and adjusting the output Voltage of an electrical system to keep it within a specified range to ensure stable and consistent Voltage.

“Watt” (W) is the unit of measurement for the power required to perform work at the rate of one joule per second.

PART 2 - ELECTRICAL SERVICE RESPONSIBILITIES

2.1. Establishment

Nelson Hydro is hereby established to provide the generation, transmission, distribution and supply of electricity to the Customers of the Service Area.

2.2. Service Area

This bylaw applies to all lands within the Nelson Hydro electrical Service Area as shown on Schedule “A”.

2.3. Customer Responsibilities

2.3.1. The Customer is responsible for damage to Nelson Hydro’s Facilities, equipment and for any other loss to Nelson Hydro arising from any of the following:

- a) Unauthorized Alterations or additions which result in the Customer’s load being above that approved by Nelson Hydro;
- b) Theft of electricity or Electrical Service;
- c) Malfunction of the Customer’s Electrical Service protection equipment;
- d) Trees, other vegetation or any other object on private property that falls on Nelson Hydro’s Facilities;
- e) Customer’s or user’s acts, omissions or negligence;
- f) Non-compliance with any provisions of this bylaw; or
- g) Failure or refusal of the Customer to exercise reasonable care and diligence to protect Nelson Hydro’s Facilities or equipment located on the Customer’s Premises from damage or defacement.

2.3.2. The Owner or Occupant of a building is responsible for the cost of the decontamination and for replacement or repair of any and all service and related equipment, provided by Nelson Hydro if, as a result of an incident at or near their building, such equipment has been damaged or contaminated by a hazardous substance or dangerous good.

2.3.3. The Customer or otherwise the Owner must ensure that encroaching vegetation is kept clear of secondary Voltage lines within private property.

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Maintaining one Meter of clearance and utilizing the electrical services of a professional arborist qualified to work around secondary level voltages is recommended.

2.4. City Responsibilities

2.4.1. The City Manager is the head of the management division of the City and shall be responsible for the overall management of Nelson Hydro, including, but not limited to, such matters as labour relations, supervision of senior personnel and further to act as liaison between City Council and other divisions of the City.

2.4.2. The Chief Financial Officer is the head of the administration division of the City and shall be responsible for the:

- a) preparation, control and management of the administrative and financial records of Nelson Hydro;
- b) classification of electrical rates;
- c) collection of charges in accordance with the provisions contained herein;
- d) filing and amending rate bylaws.

2.4.3. The Corporate Officer prepares and files statutory rights of way, and other agreements in relation to the Electrical Service.

2.5. Nelson Hydro Responsibilities

2.5.1. The Nelson Hydro General Manager shall be responsible for:

- a) operation, maintenance, repair and upgrading of Nelson Hydro;
- b) the management of all employees of Nelson Hydro;
- c) ensuring that all records and information with respect to all new and existing Electrical Service connections and disconnections are accurately kept and reported to the City to facilitate proper charges and accounts for Electrical Services;
- d) making applications and submissions to the British Columbia Utilities Commission.

PART 3 - CONDITIONS OF ELECTRICAL SERVICE

3.1. Regulations

Any person installing, constructing, altering, repairing, upgrading or maintaining any electrical Facilities in the Service Area shall do so according to this bylaw

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and subject to any requirements of *the Safety Standards Act of British Columbia (SBC 2003, c.39)*.

3.2. Access to Property

3.2.1. The Customer shall grant to Nelson Hydro any rights-of-way over or under the Customer's property as may be required for the installation, maintenance, repair, inspection or removal of electrical equipment for Electrical Service to the Customer. The specifications and requirements for such right of ways are as outlined in Section 3.3. Any work done by Nelson Hydro to facilitate the registration of the right of ways documentation shall be the responsibility of the Customer and the fees for such Electrical Service shall be as outlined in Schedule "D" and "E".

3.2.2. The Customer shall grant Nelson Hydro's employees or agents full access to its electrical Facilities for Meter reading and testing, removal, installation, Electrical Service inspections, maintenance, or repair.

3.2.3. If ready access to Nelson Hydro's Facilities is denied or obstructed in any manner, including without limitation the presence of animals, and the Customer takes no action to remedy the obstruction upon being advised by Nelson Hydro's employees or agents, Electrical Service to the Customer may be suspended by Nelson Hydro and not reconnected until the obstruction is corrected and in these circumstances, Part 5 of this bylaw applies.

3.2.4. In circumstances where the Customer has opted for manual meter reads and does not provide Nelson Hydro's employees or agents with ready access to the Premises, Nelson Hydro may, at its sole discretion and at the Customer's expense, activate the automated meter reading function or install a remote meter-reading device in a location deemed suitable by Nelson Hydro's employees or agents.

3.2.5. Where Meters or any of Nelson Hydro's electrical Facilities are located in Premises that are secured or locked, the following shall apply:

- a) if Nelson Hydro's employee or agent deems it necessary, the Customer shall supply Nelson Hydro's employee or agent with keys, security codes or other means to access the area;
- b) Nelson Hydro shall accept keys only in circumstances where Nelson Hydro's employee or agent considers it convenient and necessary to have its Meters or Facilities in a common area;



- c) Nelson Hydro's employees or agents are not obligated to accept custody of keys and Nelson Hydro retains the right, at its sole discretion, to require that its Meters or Facilities be located or relocated to an area Nelson Hydro considers appropriate and where locks are not required;
- d) In circumstances where the Nelson Hydro accepts keys or security codes, the Customer shall be required to complete and sign a waiver of liability to save Nelson Hydro harmless against any damage to persons or property arising, accruing or resulting from the Nelson Hydro having custody of the Customer's keys or security codes.
- e) Nelson Hydro holds the right to install lock boxes on the facility to hold keys and any other means of access if deemed necessary.

3.2.6. No person shall prevent or obstruct, or attempt to prevent or obstruct, the entry of an authorized Nelson Hydro employee in the performance of his or her duties under this bylaw.

3.3. Statutory Right of Way

By applying for Electrical Service, the Customer grants Nelson Hydro a statutory right of way on, over and under the property of the Customer as may be necessary for the construction, installation, maintenance or removal of Facilities for the supply of Electrical Service to the Customer. The following conditions apply to the statutory right of way:

3.3.1. On request, the Customer shall deliver to Nelson Hydro documents, executed by the registered property owners and applicable charge holders, in a form satisfactory to Nelson Hydro in the required manner, granting any required statutory right of way to the City.

3.3.2. A statutory right of way may be either in the form of a blanket statutory right of way or a surveyed statutory right of way as so determined by Nelson Hydro. The statutory right of way may contain a sketch plan (in the case of a blanket statutory right of way) or a legally surveyed statutory right of way. If Nelson Hydro prepares the blanket statutory right of way, document costs will be in accordance with Schedule "D" or "E". If Nelson Hydro prepares the surveyed statutory right of way, document, costs will be in accordance with Schedule "D" or "E" with the Customer also being responsible to pay for the preparation of and delivering to Nelson Hydro the legally surveyed statutory right of way plan.

3.3.3. A surveyed statutory right of way must cover a minimum width of three (3) meters on either side of Nelson Hydro's Facilities or works (or a greater



width as so determined in the sole discretion of Nelson Hydro) and provide ancillary access to the right of way.

3.3.4. The Customer shall be responsible for obtaining a statutory right of way, where required by Nelson Hydro, over other properties that may be necessary for Nelson Hydro to provide Electrical Service to the Customer. The Customer shall also be responsible for paying for the cost of the preparation of the legally surveyed statutory right of way plan by a professional BC Land Surveyor at the sole expense of the Customer.

3.3.5. Rural Customers and Nelson Hydro are both responsible for adhering to the rules and regulations of the *Agricultural Land Commission Act (SBC 2022 Ch 36)* as it pertains to preserving agricultural land within the Service Area.

3.3.6. This section applies to new service applications requiring statutory rights of way and does not retroactively apply to existing services where historical trespass may exist.

3.4. Customer Communications

Any notices, directions or other instruments required to be given by Nelson Hydro or the Customer under this bylaw shall be deemed to have been received on the following dates:

- a) If sent by electronic mail or facsimile – on the next business day following the date of transmission;
- b) If delivered by hand – on the next business day following the date of delivery.
- c) If delivered by mail – on the third business day following the date of posting.

3.5. Electrical Service for Customer's Use

Electrical Service supplied to a Customer shall be for the use of that Customer only and for the purpose applied for. Any other change in use must be approved by Nelson Hydro.

3.6. Penalties

Any person who violates a provision of this bylaw, commits an offence, or fails or neglects to do something required under this bylaw is liable, on conviction, to a penalty not exceeding ten thousand (\$10,000) dollars and costs of prosecution. The penalties imposed under this sub-section are in addition to and are not a substitute for any other remedy to a violation of this bylaw.



3.6.1. Each day a violation of the provisions of this bylaw occurs or is permitted to exist shall constitute a separate offence.

3.7. Customer Owned Generation

Nelson Hydro may permit Customer-Owned Generator Facilities in its Service Area, subject to current standards.

3.7.1. Standby (non-parallel) Generator Facilities are permitted in the Service Area under the following conditions and the current version of the Canadian Electrical Code regulating the use of Standby Transfer Switches.

- a) The Customer may, at their own expense, install standby generation Facilities to provide Electrical Service in the event of a disruption of Electrical Service from Nelson Hydro.
- b) Standby Generator Facilities shall be installed so that they remain at all times electrically isolated from Nelson Hydro's electrical system and shall be installed in such a way that it is not possible for the generating Facilities to operate in parallel with Nelson Hydro's electrical system.
- c) The Customer's Standby Generator Facilities shall not be operated without the prior inspection of Technical Safety BC and submission of the Certificate of Inspection or Declaration of Compliance to Nelson Hydro for approval. For services over 400A or 750V Nelson Hydro may perform an inspection and provide written approval to operate. The Facilities shall not be modified thereafter without the prior written approval of Nelson Hydro.
- d) The Customer shall indemnify Nelson Hydro and save it harmless from all injury, damage and loss and all actions, suits, claims, demands and expenses caused by or in any manner arising out of the operation of the Customer's Standby Generator Facilities.

3.8. Customer Maintenance of Primary Voltage Equipment

3.8.1. Primary Voltage customers must have a customer owned and operated switch as their first piece of equipment before their transformation so they can isolate their own system from Nelson Hydro.

3.8.2. Where the Point of Delivery is at Primary Voltage, the Customer may request to have Nelson Hydro disconnect the service for the purpose of maintaining privately owned equipment.

3.8.3. The request for disconnection must be made at least five (5) days in advance of the maintenance work taking place.



3.8.4. Nelson Hydro will disconnect and reconnect the Customer during regular business hours free of charge up to once per calendar year. Costs associated with additional services or services provided outside of regular business hours will be paid by the Customer as per Schedules "D" and "E".

3.9. Distributed Generation and Net Metering

3.9.1. Customers may install Distributed Generation (DG) Facilities, such as small inverter-based residential solar or wind, projects. The Owner is responsible for all the cost associated with the DG Facility.

3.9.2. The generating capacity of the DG system shall be designed to only offset some or all of a Net Metering Customer's Consumption. The maximum allowable generating capacity is 25 kW. DG systems are limited to single phase 120/240 volt installations.

3.9.3. Generation credits cannot be transferred to another location or account and shall apply to the metered location only.

3.9.4. The Interconnection Requirements for Small Net-Metering Distributed Generators standards shall apply to these projects as per the document located on the website or provided by Nelson Hydro when applying for Net Metering.

3.9.5. Rates paid to customers for their own generated electricity will be equal to the rate schedule applicable to which it is connected as per Schedule "D" and "E". These rates are subject to the review and approval of the City Council or the BCUC as applicable.

3.9.6. Excess generation is credited on the Customer's next bill. If a Customer has generation credits as of December 31 each year, Nelson Hydro will pay for the excess electricity at the FortisBC wholesale purchase rate paid by Nelson Hydro in effect on that date.

3.9.7. The requirements will apply to all existing and new Distributed Generators and Net Metering Customers.

3.10. Independent Power Producer (IPP)

3.10.1. Customers and renewable energy developers may install Distributed Generator (DG) Facilities, such as hydro, solar, wind or geothermal power projects larger than 25kW, and/or those that are designed to produce energy in excess of the Customer's expected load with special consideration from Nelson Hydro.

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- 3.10.2. Nelson Hydro will consider applications for single and three-phase projects larger than 25kW on a case-by-case basis with evaluation subject to pre-design fees as per Service Extensions outlined in Schedule "D" or "E".
- 3.10.3. Interconnection to Nelson Hydro will be at the sole discretion of Nelson Hydro and will be determined based on economic benefit to Nelson Hydro.
- 3.10.4. A Power Purchase Agreement shall be in place prior to interconnection of an IPP.

PART 4 - PROVISION OF ELECTRICAL SERVICE

4.1. General Conditions

- 4.1.1. The supply of Electrical Services shall be in accordance with this bylaw.
- 4.1.2. The supply of Electrical Services shall be subject to the Customer's compliance with, Nelson Hydro Standards, the Canadian Electrical Code and the requirements of Technical Safety BC.
- 4.1.3. Nelson Hydro will supply a nominal 60 Hertz alternating electric current to the point of delivery at the available phase and voltage. Nelson Hydro reserves the right to determine the Voltage of the Electrical Service connection in accordance with Section 4.4.12.
- 4.1.4. Nelson Hydro does not guarantee the continued supply of its Voltage or frequency and is not responsible for damage caused by any variation from the standard nominal Voltage and frequency stated above in 4.1.3.
- 4.1.5. A person who desires an Electrical Service is required to apply for Electrical Service under this bylaw and must complete an application on the form provided by Nelson Hydro and submit it, along with the applicable fees.
- 4.1.6. The City shall not be responsible for or bound by any promises, agreements or representations made by any servant, agent, representative or employee of the City that contravenes any provisions of this bylaw.
- 4.1.7. The terms and conditions contained herein constitute the entire agreement for Electrical Service between the City and the Customer.



4.2. Electrical Service Classifications

All Electrical Services are classified according to the use of the property and electrical service descriptions and rates are described in Schedules "B" and "C".

4.3. Application for Electrical Service

An application that has been accepted by Nelson Hydro shall form an agreement. In accordance with this bylaw, Electrical Service is delivered to the Customer.

4.3.1. Applications for Electrical Service are required for any of the following:

- a) connection of a new Electrical Service or Electrical Service location change;
- b) a new Customer located at an existing Electrical Service;
- c) transfer of a Customer's account to another location;
- d) an increase in the Customer's electrical load requirements; or
- e) an Electrical Service Extension.

4.3.2. As a condition of supplying or continuing to supply Electrical Service, the Applicant or Customer must pay the required connection fees and other charges established in Schedule "D" or "E" when the application for service falls within typical and standard circumstances. Customers requiring extensive infrastructure beyond typical circumstances will be subject to additional fees at the sole discretion of Nelson Hydro.

4.3.3. The Customer must supply the City with accurate information on their electrical load requirements. The City shall not be responsible for any loss, cost or damages suffered by any Customer as a result of service being provided based on inaccurate information.

4.3.4. As a condition of connecting Electrical Service, an Applicant must provide a security deposit as specified in Schedule "D" or "E" unless the Applicant provides proof of Ownership of the Premises to which the Electrical Service is to be supplied.

4.3.5. In the absence of an application for Electrical Service, the supply of electricity by the City and its use by the Customer shall be deemed to constitute an agreement by the Customer to accept Electrical Service under the terms and conditions contained herein.

4.3.6. Nelson Hydro may refuse an application for Electrical Service when any of the following conditions apply:



- a) City Facilities are not available to supply an adequate Electrical Service;
- b) the Applicant's Facilities are not satisfactory to Nelson Hydro or do not meet the minimum requirements of Technical Safety BC;
- c) the Applicant fails to meet the security deposit requirements of this bylaw (Section 7.7); or
- d) the application for Electrical Service is for Premises that the Applicant occupies with another Occupant who has had the Electrical Service disconnected for non-payment of fees, rates or security deposit.

4.3.7. A Customer must not substantially increase their Connected Load without first obtaining approval from Nelson Hydro under a separate application.

4.3.8. A Customer must not use the Electrical Service or any part of its electricity for any purpose other than that for which the application is made.

4.3.9. When there is a change in Ownership or tenancy on any existing Electrical Service connection, the new Owner or Occupant who wishes to have the service continued must submit an application for Electrical Service together with the applicable fees in accordance with this bylaw.

4.3.10. When there is a change in tenancy or vacancy on any existing Electrical Service connection the account may, at Nelson Hydro's discretion, revert to the Owner's account until a new application for Electrical Service is submitted together with the applicable fees in accordance with this bylaw.

4.3.11. If the Outstanding Balance for any amount owing for a service at a Premises remains unpaid by December 31, the Outstanding Balance is a debt owing to the City, and among other remedies, may be collected in the same manner as for property taxes in arrears.

4.3.12. Commercial Customers must post a schematic of their electrical system beside or near their Electrical Service entry point to assist with emergency response. This schematic or diagram shall contain information that is typically found in a Single Line Diagram.

4.4. New and Upgraded Electrical Services

4.4.1. Subject to Part 3 - Conditions of Electrical Service, Nelson Hydro will connect a new or upgraded Electrical Service to the Owner's Premises, after receipt of the following:

- a) a regional district or municipal address;
- b) a completed service application;



- c) payment of all connection and installation fees and charges;
- d) payment of any required security deposit;
- e) Technical Safety BC Declaration of Compliance and/or a Certificate of Inspection;
- f) any other permits or approvals that may be required from Nelson Hydro or other levels of government;
- g) be within 30m of an existing Nelson Hydro electrical service, and
- h) if required, a signed and registered statutory right of way from all properties affected by the service in favour of Nelson Hydro.

4.4.2. Upon receipt and acceptance of a completed application for a new Service or upgrade to an existing Service, Nelson Hydro's target service standards to complete the request are:

- a) Residential Electrical Service – thirty (30) days.
- b) Multi-unit residential; business and commercial Electrical Services – six (6) months.
- c) Large commercial Electrical Service – twelve (12) months.
- d) Availability of materials may prevent Nelson Hydro from meeting these targets.

4.4.3. All Temporary Services and new single-phase residential Electrical Services shall be 120/240 volt 3-wire.

4.4.4. Unless otherwise approved by Nelson Hydro, any new and upgraded non-residential Electrical Services shall be provided as an Underground Service, with the installation of ducts, foundations and pads built to the standards and specifications of this bylaw. Unless otherwise approved by Nelson Hydro, any Electrical Service greater than 200 Amperes must be an Underground Service.

4.4.5. The electrical components, excluding conduit, of an Underground Service or overhead service up to and including 200 Amperes shall be owned, operated and maintained by Nelson Hydro to the Point of Connection. The electrical components of Electrical Services greater than 200 Amperes shall be owned, operated and maintained by the Customer. Maintenance must be completed in co-ordination with the Nelson Hydro.

4.4.6. All Multi-unit Residential Premises must be serviced by one Point of Delivery, which shall be placed in a location approved by Nelson Hydro and as close to the point of supply as possible and not in an area where the equipment could be exposed to dangerous or hazardous conditions.



- 4.4.7. Nelson Hydro shall retain full ownership of all equipment and Facilities installed and maintained by Nelson Hydro.
- 4.4.8. Any Facilities and equipment owned by the Customer and used to connect to Nelson Hydro's system shall be approved by Nelson Hydro and installed in a manner acceptable to Nelson Hydro.
- 4.4.9. The Customer must pay in advance the estimated costs for fees and charges established in Schedule "D" or "E". The Customer will be invoiced for any additional costs and expenses incurred by Nelson Hydro and must pay for those costs and expenses in addition to paying the fees and charges established in Schedule "D" or "E" if, upon completion of the project:
- a) the extension of the Electrical Service is in excess of an overhead or Underground Service;
 - b) the space for an overhead or Underground Service to the Customer's Premises most convenient to Nelson Hydro is obstructed by the Customer's property; or
 - c) facilities must be significantly upgraded to meet an increase in the Customer's load.
- 4.4.10. Nelson Hydro will not supply transformation from one secondary Voltage to another secondary Voltage.
- 4.4.11. Nelson Hydro reserves the right to determine the type of service, transformation capacity and supply Voltage of all Electrical Service connections.
- 4.4.12. Nominal Secondary Supply Voltages are:
- a) From pole mounted transformers:
 - i. Single Phase – 120/240 volts, 3 wire, maximum 600 Amperes Underground and 400 Amperes Overhead
 - ii. Three Phase - 120/208 volts, 4 wire, maximum 300 kVA (3 x 100kVA) transformation capacity
 - iii. Three Phase - 347/600 volts, 4 wire, maximum 300kVA (3 x 100kVA) transformation capacity
 - b) From pad mounted transformers:
 - i. Single Phase – 120/240 volts, 3 wire, maximum 600 Amperes
 - ii. Three Phase – 120/208 volts, 4 wire, maximum 750 kVA transformation capacity
 - iii. Three Phase – 347/600 volts, 4 wire, maximum 2,500 kVA transformation capacity

- c) Delta services are not permitted without prior approval. Customers who have existing delta services are encouraged to consider alternate designs and to remove these types of services completely. Nelson Hydro may consider delta services for specific electrical configurations, for large industrial applications, at their sole discretion.
- d) For loads or supply voltages different from those listed in this section (e.g. 277-480 volts), Nelson Hydro will require that a Customer supply their own transformation Facilities and take service at the available Primary Voltage; or supply their own secondary Voltage conversion transformation.
- e) All Facilities and equipment to be connected to Nelson Hydro's Facilities must be in a condition that is approved by Nelson Hydro. Installation must be carried out in a manner to ensure proper balancing of phases and circuits, and to ensure that Nelson Hydro's equipment is not endangered or that no abnormal Voltage fluctuations are caused.
- f) All three-phase Customer loads must be designed to prevent the load on the phase with the highest load exceeding that on the phase with the lowest load by more than five (5%) percent.

4.4.13. Customer owned electrical Facilities must not be extended across, under or over a street, lane, alley or other public or private space not owned by the Customer for the purpose of servicing more than one Premises through one Meter.

4.4.14. It is the Customer's sole responsibility to obtain any easements or statutory rights of way required by Nelson Hydro or others, to permit the installation of an Electrical Service.

4.5. Pre-Payment for New or Upgraded Electrical Services, or Service Extensions

Pre-payment shall be required for any work performed by Nelson Hydro for a new or upgraded Electrical Service application, as established in Schedule "D" or "E", and the following conditions shall apply:

4.5.1. For Jobs Requiring Payment of Flat Fee

If the applicable flat fee is not received by Nelson Hydro in advance of the work being done, the work will not proceed. Nelson Hydro reserves the right to add any outstanding balance owing to the Customer's Billing account.

4.5.2. For Jobs Requiring Payment on Labour and Materials

- a) The cost amount calculated for pre-payment shall be based on Nelson Hydro's estimated cost of materials, labour and equipment to be supplied by Nelson Hydro to upgrade or provide the Electrical Service.
- b) The Customer shall pay in a format deemed acceptable by the Chief Financial Officer and payment must be received in advance of the work being done.
- c) Pre-payments shall be held until the work has been completed by Nelson Hydro and all costs of materials, labour and equipment have been received and recorded by Nelson Hydro. Once the project is complete, the costs will be reconciled against the pre-payment and any difference from the estimate will be refunded or invoiced to the Customer.

4.6. Service Extensions

Service Extensions and upgrades shall be made on the principle that the party causing the need for the extension or upgrade will pay for the cost of the extension or upgrade. For clarity this means that a Customer or developer needing an extension or upgrade to an Electrical Service on their property or on a development will pay the cost of the distribution upgrades to provide the Electrical Service to that property or development. Service Extensions shall be provided by Nelson Hydro, its agents, or by the Customer's qualified contractor, built to the standards of Nelson Hydro, and shall be subject to the following conditions:

4.6.1. The Owner must pay for the costs of a Service Extension.

4.6.2. The Applicant must complete Nelson Hydro's Service Extension Application form and supply Nelson Hydro with all relevant information, including, but not limited to, all necessary easements, permits or licences of occupation.

4.6.3. The Customer shall pay all fees required for a Service Extension as outlined in Schedule "D" or "E".

4.6.4. Upon receipt of an application for a Service Extension, Nelson Hydro will engineer and design the extension or review a plan for approval by Nelson Hydro provided by a professional engineer retained by the Applicant (hereinafter referred to as "the Design") and provide a quote of the estimated costs (hereinafter referred to as "the Estimate"). Nelson Hydro, at its sole discretion, may require a legal survey, at the Applicant's expense, prior to commencing with any Design.



- 4.6.5. The cost of preparing the Design, including the costs of any revisions to the Design that are requested by the Applicant, shall be borne by the Applicant and shall be paid to Nelson Hydro upon receipt of the Design. Nelson Hydro may impose a one-time, non-refundable, Design deposit, as established in Schedule "D" or "E". This deposit, payable by the Customer to Nelson Hydro prior to any Design work, will be credited to the Service Extension if the project proceeds. If the project does not proceed within one year of application, the Customer's deposit shall be forfeited to Nelson Hydro.
- 4.6.6. Nelson Hydro may require that the Customer, at the Customer's sole expense, provide the Design. The Design must be completed by a professional engineer with experience in electrical design and submitted for review to Nelson Hydro in an electronic format approved by Nelson Hydro prior to issuance for construction. After any required revisions or corrections have been made by the Customer's designer, the Design may be approved for construction.
- 4.6.7. Service Extensions must be constructed in accordance with the Design and any additional electrical distribution construction standards and material specifications required by Nelson Hydro.
- 4.6.8. Prior to construction of the Service Extension, the Customer shall provide, to the satisfaction of Nelson Hydro, a minimum three (3) meter statutory right of way on either side of the power line, including access to the Service Extension by vehicles.
- 4.6.9. Nelson Hydro shall determine the route or location of a Service Extension having regard to Nelson Hydro's future line extension or System development needs.
- 4.6.10. The Applicant may select Nelson Hydro or a qualified contractor, approved by Nelson Hydro to construct the Service Extension within the properties owned by the Applicant to the design provided by Nelson Hydro and the standards of this bylaw. Standard design and administration cost apply.
- 4.6.11. Where Nelson Hydro is to complete construction of the Service Extension, prior to construction of a Service Extension, the Customer must pay in advance the estimated costs of the work. Upon completion of the project, the Customer will be invoiced for any outstanding amount owing or issued a refund for any amount paid in excess of the actual cost.



- 4.6.12. When the Applicant selects an authorized contractor to construct the Service Extension, the following conditions shall apply:
- a) Prior to connection of the Extension to the Nelson Hydro's Distribution System, the Applicant shall pay Nelson Hydro all costs of the extension, including, but not limited to the costs and fees for design, engineering, surveying, permits, connection and inspection of the Service Extension.
 - b) Nelson Hydro may require a legal survey, at the Applicant's expense, of such extensions prior to connecting the Service Extension to Nelson Hydro's Distribution System.
- 4.6.13. Nelson Hydro shall supply the transformer, if required, Electrical Service conductor and metering equipment for a new Electrical Service as part of the fixed fee connection charge as established in Schedule "D" or "E".
- 4.6.14. Service Extensions shall normally be constructed overhead, but may be constructed underground where such construction is in accordance with Nelson Hydro's Distribution System plans and subject to the following conditions:
- a) The Customer shall be responsible for all civil work including ducts, foundations and pads associated with an underground Facility; and
 - b) The Facility shall be owned and maintained by Nelson Hydro.
- 4.6.15. Nelson Hydro shall own and maintain the Service Extension Facilities whether on public or private property.
- 4.6.16. Nelson Hydro shall have the right to connect additional Customers to a Service Extension, known as Line Sharing, subject to the following conditions:
- a) Line sharing applies to individual single-service residential Rural Customers only under the jurisdiction of the BCUC. Line sharing excludes multi-unit, multi-parcel, subdivisions, and commercial properties or commercial Customers.
 - b) Additional Customers making applications for Electrical Service within five (5) years of the first Customer shall pay a share of the Extension Costs and any Administration Surcharge, without interest.
 - c) The new Customer's share of the cost of the Service Extension shall be determined by calculating the value of the initial Service Extension, and taking into account all other newly-attached Customers that have connected to the extension since the first Customer.



- d) All Service Extension reimbursements from new Customers shall be paid to Nelson Hydro prior to connection and shall be appropriately shared among all existing Customers on the Service Extension line that have contributed to the initial cost of the Service Extension.

4.7. System Improvement

- 4.7.1. Customers requiring an Electrical Service greater than 200A may be subject to System Improvement fees.
- 4.7.2. Customers requiring an Electrical Service 200A or less will not pay any System Improvement fees if they are within 30m to the Point of Connection.
- 4.7.3. Nelson Hydro will charge Customers for System Improvements at actual costs in addition to the fixed new electrical service connection fees as per Schedules "D" and "E".

4.8. Load Increase Notices

- 4.8.1. The Customer shall give Nelson Hydro reasonable written notice of any load increase.
- 4.8.2. Nelson Hydro is not required to supply to any Customer electricity in excess of that previously agreed to by Nelson Hydro.
- 4.8.3. The Customer may be required to pay the cost of any alterations or upgrades to Nelson Hydro's Facilities necessary to provide the Customer with increased load.

4.9. Power Factor

Every Customer must regulate their load to maintain an average Power Factor of not less than ninety (90%) percent. If the Power Factor of the Customer's load is less than ninety (90%) percent, the Customer's Bill may be increased by an adjustment for low Power Factor. Electrical Service shall not be provided to any Customer whose load Power Factor is less than fifty (50%) percent.

- 4.9.1. The following surcharges shall be added to the Customer's Bill after the rates or minimum charges have been calculated under the large commercial rates outlined in Schedules "B" and "C".



Power Factor	Surcharge
Between 90% and 100%	Nil
Between 88% and 90%	2%
Between 85% and 88%	4%
Between 80% and 85%	9%
Between 75% and 80%	16%
Between 70% and 75%	24%
Between 65% and 70%	34%
Between 60% and 65%	44%
Between 55% and 60%	57%
Between 50% and 55%	72%
Less than 50%	90% and Electrical Service may be disconnected

The above surcharges will remain in effect until Nelson Hydro is satisfied that the Power Factor has been corrected.

4.10. Load Fluctuations

Every Customer must install and operate its motors, apparatus and other electrical equipment in a manner that will not cause fluctuations to Nelson Hydro's line voltage, or introduce any element into Nelson Hydro's system which, in Nelson Hydro's opinion, disturbs or threatens to disturb its electrical system or the property or Electrical Service of any other Customer.

Nelson Hydro may require the Customer, at the sole expense of the Customer, to provide Voltage regulation equipment and controls if Voltage fluctuations are equal to or greater than five (5) percent. Motor loads greater than 5HP (1Ph) and 20HP (3ph) will require a soft starter or Variable Frequency Drive (VFD). Nelson Hydro may refuse to provide Electrical Service or may suspend Electrical Service to the Customer until such equipment is provided.

4.11. Maximum Number of Electrical Services

Unless otherwise authorized by Nelson Hydro, the maximum number of Electrical Services per legal property is one (1). Nelson Hydro, at its sole discretion, will assess each situation and make recommendations based on voltage, size of the



property, number of buildings, etc... Each Meter base is to be labelled in a permanent and legible manner to identify each service with a Ganged base.

4.11.1. Nelson Hydro has the right to aggregate multiple meters on a single legal property into a single Electrical Service, at its sole discretion, based on operational, maintenance, electrical reliability, and system stability factors.

4.12. Un-metered Porch Lighting

Where un-metered porch lighting is found to be present, the Owner or Occupant must arrange to transfer the porch light circuit to the load side of the Meter in accordance with current Canadian Electrical Code regulations.

4.13. Electrical Service Maintenance Requests

If a Customer experiences an Electrical Service outage they may request a service call by Nelson Hydro by phone.

4.13.1. Nelson Hydro will respond to Customer routine service requests during Nelson Hydro business hours, subject to resource availability and operational priorities. If the Nelson Hydro technician determines that the cause of the outage is on the Customer's side of the Point of Delivery, the Customer will reimburse Nelson Hydro for the actual cost of the service call.

4.13.2. If an emergency service call was completed outside of business hours of Monday to Friday 7:00am to 3:30pm, a minimum call-out time of 2 hours may apply if the Nelson Hydro technician determines that the cause of the outage is on the Customer's side of the Point of Delivery. If that is the case, the Customer will reimburse Nelson Hydro for the actual cost of the service call.

4.14. Solar Garden Program

For those Nelson Hydro Customers who “purchased” solar panels or have received solar credits as a gift from one of the Nelson Community Solar Garden participants as part of the Solar Garden Program, the following applies:

4.14.1. Nelson Hydro will, starting in January of the current year, take the total solar generation from the previous year and divide the credit to all active accounts using the current electrical rate for each rate class. Credits will be applied to each account by billing cycle within the first quarter of the calendar year.



- 4.14.2. Nelson Hydro will, by customer request only, transfer or gift solar credits to the account of the Customer's choice. An administrative fee will be applied to transferring credits as per Schedule "D" or "E".
- 4.14.3. It is the Customer's responsibility to notify Nelson Hydro upon moving out of their Premises how to treat or dispose of their solar garden credits. If no notification or instruction is provided, Nelson Hydro in its sole discretion will apply unclaimed, unwanted, or forgotten solar garden credits to the account(s) of their choosing.
- 4.14.4. Nelson Hydro owns and is responsible for maintaining the solar panels and the associated infrastructure as part of its asset management program.
- 4.14.5. The term of the Solar Garden Program is a period of 25 years from the start date of the system, June 24, 2017, when it was fully operational. The end date of the program will be June 24, 2042, or, at an earlier date at the sole discretion of Nelson Hydro where it becomes operationally uneconomic to maintain.
- 4.14.6. Nelson Hydro is not currently accepting applications for new, upgraded, or additional panels or membership within the Solar Garden program.

PART 5 - DISCONNECTION OF ELECTRICAL SERVICE

5.1. Breach of Conditions

If the Nelson Hydro General Manager considers that a Customer, Owner or Occupant of a Premises has contravened this bylaw, the Manager may, by written notice, inform the person of the contravention, identifying the relevant provisions of this bylaw and that unless the contravention is remedied and compliance achieved within twenty-one (21) days from the date of the notice, the City may discontinue the Electrical Service. A person subject to a notice under this section may dispute the notice through the City of Nelson Administrative Fairness process.

5.2. Termination of Electrical Service by the Customer

If the Customer is relocating, or for any reason, no longer requires the Electrical Service, the Customer shall notify the City at least three (3) business days prior to the date the Electrical Service is no longer required or as otherwise provided in this bylaw. Until the required notice of termination is received by the City, the Customer shall continue to be responsible for the costs of all Electrical Services



supplied to the Premises unless or until the City receives an application for Electrical Service from a new Customer for that Premises.

5.3. Reconnection of Electrical Service

Electrical Service Reconnect fees will be as established in Schedule “D” or “E”. Any Electrical Service disconnected under the provisions of this bylaw shall not be reconnected until the following conditions are met:

- 5.3.1. when the outstanding account has been paid in full, along with any applicable security deposits, fees and charges owing as a result of the disconnection and reconnection of the Electrical Service;
- 5.3.2. when the breach has been remedied to the satisfaction of the Nelson Hydro General Manager or Council, as applicable, and any security deposits, fees and charges for disconnection and reconnection of the Electrical Service have been paid in full;
- 5.3.3. If an Electrical Service has been disconnected for any reason, Nelson Hydro may require proof of Technical Safety BC approval prior to reconnection of the Electrical Service at Nelson Hydro's sole discretion.

5.4. Suspension of Supply

Despite any other provisions of this bylaw, Nelson Hydro may cause the supply of electricity to any Customer to be suspended, without notice, if it considers that any of the following conditions apply:

- 5.4.1. The Electrical Service at a Premises is hazardous or has the potential to create an imminent hazard to life or property;
- 5.4.2. Repairs on or improvements to Nelson Hydro's Facilities must be made;
- 5.4.3. There is a shortage of supply of electrical energy;
- 5.4.4. Suspension is necessary in the circumstances of a storm, fire, flood or other sudden emergency;
- 5.4.5. There appears to be fraudulent use of electricity and suspension is warranted to protect Nelson Hydro's property or to protect Electrical Services to other Customers; or
- 5.4.6. Nelson Hydro is ordered by another competent authority to suspend or terminate an Electrical Service.



5.5. Non-Payment of Fees, Charges or Security Deposit

Subject to Section 7.10, Nelson Hydro may discontinue the supply of electricity to a Customer for non-payment of any fee, charge or security deposit imposed under the provisions of this bylaw.

PART 6 - METERING AND METER READS

6.1. Installation

Nelson Hydro will provide all electrical Meters necessary for measuring the Customer's use of electricity provided by Nelson Hydro. The Meters shall remain the property of Nelson Hydro and shall be maintained in accordance with the requirements of Measurement Canada and Technical Safety BC. Nelson Hydro, at its sole discretion subject to service descriptions in Schedules "B" and "C", shall determine the type of Meter used.

6.1.1. Primary Metering: Electrical Services with primary Metering shall have a primary Metering installation installed by Nelson Hydro and the entire cost of such installation shall be paid by the Customer.

6.2. Meter Location

6.2.1. All Meters shall be installed by Nelson Hydro, in a location approved by Nelson Hydro. Meter location specifications shall be as follows:

- a) The Customer shall provide and maintain an Electrical Service entrance and Meter Socket location approved by Nelson Hydro.
- b) The Meter Socket and conduit shall be surface mounted, located on an outside wall and be within one meter of the corner nearest to the point of supply, except in the case of Metering over 300 volts.
- c) The Meter shall be installed on the supply side of the Customer disconnect except in circumstances approved by Nelson Hydro.
- d) All Meter locations shall be approved by Nelson Hydro.
- e) All Meter sockets shall be installed between 1.5 meters and 2 meters above final ground level to the center of the Meter.
- f) Meters shall not be installed in carports, breezeways, on decks or other similar areas that could potentially be enclosed, limit or restrict accessibility.
- g) Meters shall be installed in locations that permit safe and unfettered access by employees or agents of Nelson Hydro.
- h) Nelson Hydro, at its sole discretion, may make exceptions to the general specifications for Meter installations, where a standard location



will cause design and installation difficulties, subject to the Meter remaining accessible to Nelson Hydro at all times.

- i) Nelson Hydro may require, at the Customer's expense, that the Customer relocate any Meter that is located in an area that cannot be conveniently accessed by Nelson Hydro at all times, or is considered by Nelson Hydro to be unsafe.
- j) For all Electrical Services in excess of 200 Amperes, the Customer shall supply and install an enclosure (please refer to Nelson Hydro's Service and Metering Guide for specifications) for current and potential transformers and the design of the enclosure shall first be approved by Nelson Hydro.
- k) Primary Voltage Metering connections shall have Metering installations paid for by the Customer.
- l) Nelson Hydro may refuse connection of any Electrical Service built in a location not approved by Nelson Hydro, or not built to Nelson Hydro standards.

6.3. Customer Meters

All Meters after the Point of Delivery (known as sub-metering) are the Customer's responsibility. These meters must be compliant with Technical Safety BC and Measurement Canada requirements. A person must not re-meter or sub-meter for the purposes of selling electricity from a Nelson Hydro Electrical Service to others, unless:

6.3.1. The Customer is charging a Tenant for electricity provided on the Customer's Premises and is charging the same price for the Electrical Service as Nelson Hydro charges the Customer.

6.4. Protection of Metering Equipment

The Customer shall exercise all reasonable diligence to protect Nelson Hydro's Metering equipment from damage or defacement and shall be responsible for any costs of repair or cleaning resulting from defacement or damage of the equipment unless caused by Nelson Hydro's employees or agents.

6.5. Meter Connections

Nelson Hydro or its agents shall perform all connections and disconnections of Electrical Service and installation and repair of Nelson Hydro Metering equipment. All Meters installed by Nelson Hydro shall be sealed. No person shall break the seals or otherwise damage, tamper or interfere with the Meter, its wiring, or related equipment as property of Nelson Hydro.



6.6. Meter Testing

6.6.1. Nelson Hydro will test a Meter for accuracy in, the following circumstances:

- a) The Customer has made a request for a Meter test in writing; and
- b) The Customer has paid the required fee for a Meter test as established in Schedule "D" or "E".

6.6.2. Upon receipt of a request for a Meter test, Nelson Hydro will endeavour to:

- a) remove the Meter within ten business (10) days; and
- b) apply to an accredited Meter shop approved by Measurement Canada to have the Meter tested.

6.6.3. After obtaining the results of a Meter test, Nelson Hydro shall advise the Customer of the test results and:

- a) If the Meter fails to meet the current Metering standards the Meter test fee shall be refunded; and
- b) If the Meter fails to meet the allowable limits as set by the *Federal Weights and Measures Act*, Nelson Hydro shall adjust the Customer's previous bills in accordance with the *Federal Electricity and Gas Inspection Act*.

6.7. Demand Metering

Nelson Hydro may charge a Customer Demand as established in Schedules "B" and "C", and may install a Meter that measures Demand for any Electrical Service it deems necessary based on:

- a) the Customer's load requirements;
- b) Nelson Hydro's estimate of Consumption; or
- c) the previous Consumption used at the Premises.

6.8. Un-metered Electrical Service

Nelson Hydro may permit an un-metered Electrical Service if, to the satisfaction of Nelson Hydro, the energy used can be estimated based on the Connected Load and hours of use. Any Customer served under this provision must promptly advise Nelson Hydro of any changes in load or hours of use. Nelson Hydro reserves the right to change un-metered services to metered services at its sole discretion.

6.9. Meter Reading Schedules and Frequency



Meters will be read at the end of each Billing Period (Monthly or Bi-Monthly) as specified in Schedules "B" and "C". Nelson Hydro will read each Meter as close to the same day of the Billing Period as practicable.

6.10. Estimates of Meter Readings

If, for any reason, Nelson Hydro does not obtain a Meter reading, for billing purposes, it may estimate the Customer's Meter reading by using historical Consumption information from its records.

6.11. Record of Meter Readings

Nelson Hydro will keep a record of all Meter readings which shall form the basis for determination of all amounts charged to the Customer for Electrical Service.

6.12. Removal of Meter and Equipment

Nelson Hydro reserves the right to remove its property (meters, overhead lines, etc) from Premises that have an inactive account for more than 6 months.

PART 7 - BILLING AND COLLECTIONS

7.1. Rates for Electricity

7.1.1. The Customer shall pay for Electrical Service in accordance with the Customer's applicable rate as specified in Schedules "B" and "C" and other rates specified in this bylaw.

7.1.2. Nelson Hydro reserves the right to assign a Customer's rate class and change an existing Customer's rate class based on the Customer's Consumption.

7.2. Changes in Rates

If the rates charged to the Customer for Electrical Service change and the effective date of the change falls between two consecutive Meter readings, Nelson Hydro will calculate the Bill on a prorated basis.

7.3. Payments for Electrical Service

Nelson Hydro will prepare Bills and will mail, e-mail or otherwise deliver them to the Customer for Electrical Services supplied. Once Bills are issued, the following conditions apply to the Customer for payment:

7.3.1. All accounts are due and payable within thirty (30) days of the Billing Date indicated on the Bill.



7.3.2. Any balance due that remains outstanding on an account after thirty (30) days from the Billing Date shall be considered overdue and a late-payment penalty shall be added to the account. See Section 7.9.3.

7.3.3. A dispute over the accuracy of a Meter reading or an estimated Meter reading shall not permit or excuse a Customer from the requirements for payment of a Bill or any other requirements under this bylaw.

7.3.4. Any balance due that remains unpaid after thirty (30) days from the Billing Date shall be subject to the collection procedures established in Section 7.9.

7.4. Prorated Billings

Nelson Hydro will prorate the minimum charges as outlined in Schedules “B” and “C” as follows:

7.4.1. For a Billing Period Monthly, billings for fifteen (15) days or less shall be one-half the minimum charge; or

7.4.2. For a Billing Period Bi-Monthly, billings for thirty (30) days or less shall be one-half the minimum charge.

7.5. Sales Taxes or Other Assessments

The Customer, in addition to any payments for Electrical Service, shall pay to Nelson Hydro the amount of any sales taxes, other taxes, assessments or levies required by a Taxing Authority on any Electrical Service delivered to the Customer by Nelson Hydro.

7.6. Unpaid Balances, Fees or Charges

7.6.1. Where there is an unpaid balance past due on a property owner’s closed account and an active account exists under the same name, Nelson Hydro will transfer the outstanding amount to the active account.

7.6.2. Where any unpaid balances, fees or charges are added to the property taxes they shall thereafter accrue interest and be recoverable in the same manner as outstanding property taxes.

7.7. Security Deposits

7.7.1. Security deposits will be required for new Electrical Services at time of move in when the Customer does not own the property for which Electrical Service is requested.



7.7.2. The security deposit requirement is waived if the Owner of the property provides a signed letter of consent that guarantees the expenses on their Tenant's Nelson Hydro account.

7.7.3. The minimum security deposit where such deposit is required shall be:

- a) Three (3) times the average Monthly Billing that occurred over the past year for the Premises, or
- b) When a Premise does not have electrical consumption history, the fee indicated in Schedule "D" or "E" shall apply.

7.7.4. For a new Electrical Service, Nelson Hydro will estimate the security deposit based on the average Monthly Billing for similar Premises with the same electrical load.

7.7.5. The Customer shall have the option of paying the security deposit via cash or credit card. Any other payment options presented by the Customer must have prior approval from Nelson Hydro.

7.7.6. Security deposits shall be held while the account is active and shall be refunded upon discontinuance of Electrical Service, in which case the security deposit will be applied to the final Billing, and any credit remaining will be refunded to the Customer.

7.7.7. Part or all of a Customer's security deposit will be applied towards an unpaid balance at the time of move out or when the account is closed.

7.8. Interest on Security Deposits

7.8.1. Simple interest shall be paid to the Customer on all security deposits collected at a rate of 2% below the prime rate established by the Bank of Canada as on the day the interest is being paid. The interest, so calculated shall be credited to the Customer's Billing account.

7.8.2. Interest is posted monthly to the Customer's account as a credit against their current balance.

7.9. Collection Procedures for Non-Payment

7.9.1. All Bills are due thirty (30) days after the Billing Date indicated on the Bill (hereinafter referred to as "the Due Date").

7.9.2. The Customer is responsible for ensuring that Bill payments are received by Nelson Hydro by the Due Date specified on the Billing.



- 7.9.3. Accounts unpaid after the due date shall be subject to a penalty of 5% of the current balance, which shall become part of the unpaid balance due.
- 7.9.4. For active Electrical Services, Nelson Hydro may commence disconnection procedures for any account that remains unpaid for more than seven (7) days after the Due Date.
- 7.9.5. For terminated Electrical Services, if the final Billing remains unpaid after the Due Date, the Chief Financial Officer may collect any unpaid amount by:
- a) Arranging for a collection agency to recover the amount owing;
 - b) Adding the unpaid balance to the property taxes, as arrears, if unpaid on December 31; and
 - c) Take any other legal action the Chief Financial Officer deems reasonable or necessary in the circumstances.

7.10. Vacant Tenant Account Transfers

Where an account held by a tenant is vacant for more than 30 days, it will be transferred into the Owner's name.

7.11. Disconnection Procedures for Non-Payment

- 7.11.1. It is the responsibility of the Customer to ensure that their contact information with Nelson Hydro is current. Nelson Hydro will use the most recent contact information on file to inform the Customer of any disconnect procedures. Any notices provided to the contact points on file will be deemed as notice delivered to the Customer.
- 7.11.2. Upon disconnecting an Electrical Service, Nelson Hydro will leave a notice on the Premises advising that the Electrical Service has been disconnected and providing contact information for communicating with Nelson Hydro regarding the Electrical Service.
- 7.11.3. Nelson Hydro shall notify the Customer in writing and by phone (if the contact information is current) that the bill is past due and that they are subject to disconnection.
- 7.11.4. Should the Customer not respond with acceptable payment arrangements, Nelson Hydro may commence disconnect or may install a load limiting device to restrict the amount of electricity available to the Premises.



7.11.5. Any Electrical Service, once disconnected, shall not be reconnected until the outstanding charges, the connection charge and other fees are paid.

7.12. EcoSave Energy Retrofit Program

7.12.1. The City of Nelson supports strategies to reduce energy use and carbon emissions, including the establishment of an energy retrofitting program known as the EcoSave Energy Retrofits Program.

7.12.2. The program is available to Customers within the service area of Nelson Hydro. The on-bill financing component of the program services is only available to those Customers who are also Owners.

7.12.3. Details of the program are contained in the City of Nelson Bylaw 3235, 2012.

PART 8 - INDEMNIFICATION AND LIABILITIES

- 8.1. The Customer shall indemnify Nelson Hydro for all costs, damages, or losses arising from the Customer exceeding its Demand limit, including without limitation, direct or consequential costs, damages or losses arising from any penalty incurred by Nelson Hydro for exceeding its Demand limit with Nelson Hydro's suppliers of electricity.
- 8.2. Nelson Hydro will endeavour to provide a regular and uninterrupted supply of electricity but it does not guarantee a constant supply of electricity or the maintenance of unvaried frequency or Voltage and is not responsible for any loss of profit, loss of revenues or other economic loss, injury, damage or expense caused by or resulting from any interruption, termination, failure or defect in the supply of electricity, whether caused by Nelson Hydro, its servants or agents, or otherwise.
- 8.3. Electrical Services under this bylaw may sometimes be provided by Nelson Hydro via property and Electrical Services provided by or shared with other communication and electric utility providers. It is a condition of service that any loss or damages, direct or indirect, which may be due to any interruption in or failure to provide Electrical Service are not recoverable from Nelson Hydro.
- 8.4. The Customer shall indemnify Nelson Hydro for all costs, damages, or losses arising from electrical fire, gas fire, or other damaging sources as a result of connecting or reconnecting an Electrical Service, including without limitation, direct or consequential costs, damages or losses arising from home occupier



negligence (example leaving flammables near the stove) and other circumstances beyond the control of the utility.

- 8.5. The Customer shall indemnify Nelson Hydro for all inaccuracies and non-compliance with Technical Safety BC and Measurement Canada requirements for their electrical infrastructure beyond the Nelson Hydro Point of Delivery.

PART 9 - DISPUTE RESOLUTION

Decisions made by City employees are subject to a fair and efficient review pursuant to the procedures set out in the City of Nelson Administrative Fairness Policy.

PART 10 - SEVERABILITY

If a portion of this bylaw is held invalid by a court of competent jurisdiction, then the invalid portion must be severed and the remainder of this bylaw is deemed to have been adopted without the severed section, subsection, paragraph, subparagraph, clause or phrase.

PART 11 - REPEAL

The Corporation of the City of Nelson "Nelson Hydro Services Bylaw No. 3196, 2012" together with all amendments thereto, is hereby repealed effective January 1, 2025.

PART 12 - CITATION

This bylaw may be cited for all purposes as the "Corporation of the City of Nelson Hydro Services Bylaw No. 3608" and shall come into force and effect on January 1, 2025.

READ A FIRST TIME the 2nd day of July, 2024

READ A SECOND TIME the 2nd day of July, 2024

READ A THIRD TIME the 2nd day of July, 2024

RECEIVED the approval of the British Columbia Utilities Commission on the 15th, October 2024 per Order G-259-24.

FINALLY PASSED AND ADOPTED the 5th day of the month of November, 2024.

Mayor

Corporate Officer

Order No. G-259-24

Effective Date: October 15, 2024

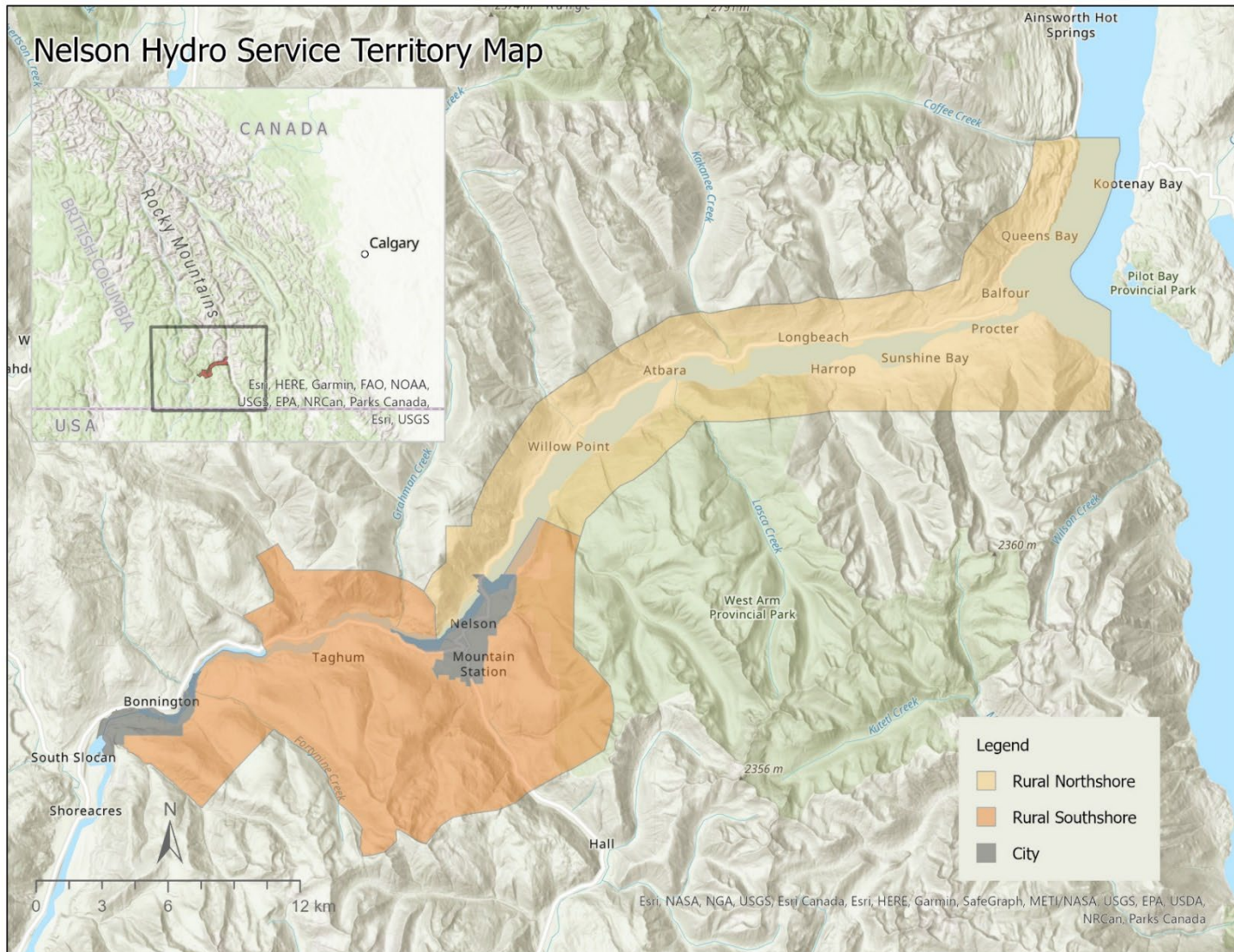
Commission Secretary:



Issued by: The Corporation of the City of Nelson

Accepted for Filing: October 21, 2024

SCHEDULE "A" - NELSON HYDRO SERVICE AREA



Order No. G-259-24

Effective Date: October 15, 2024

Commission Secretary:

Issued by: The Corporation of the City of Nelson

Accepted for Filing: October 21, 2024

SCHEDULE “B” – URBAN SERVICE DESCRIPTIONS AND RATES

A1: Residential Rate Urban

Service Description

- Applicable to Urban Customers
- Applicable to residential or domestic use

Rate Description

Energy Charge

Billing Period: Bi-Monthly
Basic Charge: \$18.80 per Period
All kWh per Period: \$0.1218 per kWh

Demand Charge

First 20 kW: nil
Each additional kW greater than 20 kW per Period is \$8.53 per kW

Minimum Charge

The minimum charge per period shall be \$18.80

SCHEDULE “B” – URBAN SERVICE DESCRIPTIONS AND RATES

B1: Small Commercial Rate Urban

Service Description

- Applicable to Urban Customers owning small businesses
- Applicable to small non-residential Customers of loads up to 25 KVA where no Demand Meter is installed

Rate Description

Energy Charge

Billing Period: Bi-Monthly

Basic Charge: \$43.07 per Period

All kWh per Period: \$0.1389 per kWh

Minimum Charge

The minimum charge per period shall be \$43.07

Power Factor

Surcharge percentages may apply as per Section 4.10

SCHEDULE "B" – URBAN SERVICE DESCRIPTIONS AND RATES

C1: Large Commercial Rate Urban

Service Description

- Applicable to Urban Customers
- Applicable to Customers of loads greater than 25 kVA

Rate Description

Energy Charge

Billing Period:	Monthly
Basic Charge:	\$43.07 per Period
First 15,000 kWh	\$0.1243 per kWh
>15,000 kWh:	\$0.1243 per kWh

Demand Charge

>25 kVA:	\$9.12 per kVA
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Minimum Charge

The minimum charge per period shall be the greater of:

- a) \$43.07 per Period, or
- b) the Demand Charge

Billing Demand

The greatest of:

- a) The maximum Demand in KVA the current billing month, or
- b) Seventy-five percent (75%) of the maximum Demand in KVA registered during the months in the previous eleven-month period

Discounts

- a) If service under this rate is metered at Primary Voltage, a metering discount of 1.5% shall apply.
- b) If the Customer supplies the necessary step-down transformers and transmission line Voltage protective equipment and installs the same on his Premises, a further discount of \$0.7485 per KVA of Billing of Demand shall apply.

Power Factor

- a) Surcharge percentages may apply as per Section 4.9

SCHEDULE “B” – URBAN SERVICE DESCRIPTIONS AND RATES

E1: City of Nelson Service Rate

Service Description

- Applicable for all City of Nelson (company) accounts and City of Nelson Facilities operated for the benefit of the public for electrical consumption billed bi-monthly and monthly.

Rate Description

Energy Charge

Billing Period: Monthly and Bi-Monthly

All kWh per Period: \$0.1171 per kWh

SCHEDULE “B” – URBAN SERVICE DESCRIPTIONS AND RATES

EV1: Electrical Vehicle Charging Station Urban

Service Description

- Applicable to Charging Stations owned by the City and managed by third parties.
- Rates do not include parking fees. Customers will pay for these fees separately.

Rate Description

Level 2 Station (30A)
\$0.033 per minute

SCHEDULE “B” – URBAN SERVICE DESCRIPTIONS AND RATES

F1: Commercial Flat Service Rate Urban

Service Description

- Applicable to Urban Customers
- Applicable to Commercial Utilities with usage of energy estimated to be less than 400 kWh per Billing Period.

Rate Description

Energy Charge

Billing Period:	Bi-Monthly
Basic Charge:	\$64.89 per Period

SCHEDULE "B" – URBAN SERVICE DESCRIPTIONS AND RATES

G-3: Street or Outdoor Lighting Urban

Service Description

- Applicable to Urban Customers where Nelson Hydro owns, installs and maintains the lamps.
- Applicable only to high-intensity distribution lamps as approved by Nelson Hydro.
- A surcharge of \$10.24 per Month will apply if Nelson Hydro installs a pole for the above lighting.
- For fixtures with lamp rates different from those above, the Monthly rate shall be 1.5% of the installed cost of the fixtures plus \$0.0321 per Watt of the rating of the lamp and ballast.
- Maintenance will be conducted by Nelson Hydro crews during regular working hours. The Customer will be responsible for any willful damage caused by any person or thing.
- The original term of the contract shall be for three years from the date of the first year of billing until terminated by written notice by Nelson Hydro or the Customer.

Rate Description

<u>Lamp Size (HPS)</u>	<u>Monthly Charge (\$)</u>
150W	\$26.48
250W	\$33.17

<u>Lamp Size (LED)</u>	<u>Monthly Charge (\$)</u>
40	\$21.61
50	\$21.92
70	\$22.55
85	\$23.02
100	\$23.49

SCHEDULE “B” – URBAN SERVICE DESCRIPTIONS AND RATES

M1: Manual Meter Reading Urban

Service Description

- Applicable to Urban Residential Customers
- An optional service is offered to those Customers who prefer not to have a radio read Meter at their service entrance. A digital non-radio read Meter will be installed as an alternative to the standard digital radio read Meter.
- The Customer will be required to pay a one-time Setup Charge. For each billing cycle thereafter, the Customer will be required to pay a Manual Read Charge along with the regular residential service rates applicable under rate A-1 or A-3 of this bylaw.
- This service may be discontinued if it is not compatible with the technology, practices, procedures, or capacity of Nelson Hydro.

Rate Description

Set-Up Charge

Period: One-Time
Charge: \$209.83 per Meter

Manual Read Charge

Period: Billing Cycle
Charge: \$28.94 per Period

SCHEDULE "C" – RURAL SERVICE DESCRIPTIONS AND RATES

A3: Residential Rate Rural

Service Description

- Applicable to Rural Customers
- Applicable to residential or domestic use

Rate Description

Energy Charge

Billing Period: Bi-Monthly

Basic Charge: \$20.05 per Period

All kWh per Period: \$0.1299 per kWh

Demand Charge

First 20 kW: nil

Each additional kW greater than 20 kW per Period is \$9.10 per kW

Minimum Charge

The minimum charge per period shall be \$20.05

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SCHEDULE "C" – RURAL SERVICE DESCRIPTIONS AND RATES

B4: Small Commercial Services Rate Rural

Service Description

- Applicable to Rural Customers owning small businesses
- Applicable to small non-residential Customers of loads up to 25 kVA where no Demand Meter is installed

Rate Description

Energy Charge

Billing Period: Bi-Monthly

Basic Charge: \$43.07 per Period

All kWh per Period: \$0.1525 per kWh

Minimum Charge

The minimum charge per period shall be \$47.35

Power Factor

Surcharge percentages may apply as per Section 4.9

N

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SCHEDULE "C" – RURAL SERVICE DESCRIPTIONS AND RATES

C4: Large Commercial Rate Rural

C

Service Description

- Applicable to Rural Customers
- Applicable to Customers of loads greater than 25 kVA

Rate Description

Energy Charge

Billing Period:	Monthly
Basic Charge:	\$47.35 per Period
First 15,000 kWh	\$0.1367 per kWh
>15,000 kWh:	\$0.1367 per kWh

Demand Charge

>25 kVA:	\$10.03 per kVA
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Minimum Charge

The minimum charge per period shall be the greater of:

- a) \$47.35 per Period, or
- b) the Demand Charge

Billing Demand

The greatest of:

- a) The maximum Demand in kVA the current billing month, or
- b) Seventy-five percent (75%) of the maximum Demand in kVA registered during the months in the previous eleven-month period

Discounts

- a) If service under this rate is metered at Primary Voltage, a metering discount of 1.5% shall apply.
- b) If the Customer supplies the necessary step-down transformers and transmission line Voltage protective equipment and installs the same on his Premises, a further discount of \$0.7982 per kVA of Billing of Demand shall apply.

Power Factor

- a) Surcharge percentages may apply as per Section 4.9

N

Order No. G-259-24

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SCHEDULE "C" – RURAL SERVICE DESCRIPTIONS AND RATES

F2: Commercial Flat Service Rate Rural

Service Description

- Applicable to Rural Customers
- Applicable to Commercial Utilities with usage of energy estimated to be less than 400 kWh per Billing Period.

Rate Description

Energy Charge

Billing Period:	Bi-Monthly
Basic Charge:	\$76.56 per Period

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SCHEDULE "C" – RURAL SERVICE DESCRIPTIONS AND RATES

G-4: Street or Outdoor Lighting Rural

Service Description

- Applicable to Rural Customers where Nelson Hydro owns, installs and maintains the lamps.
- Applicable only to high-intensity distribution lamps as approved by Nelson Hydro.
- A surcharge of \$10.92 per Month will apply if Nelson Hydro installs a pole for the above lighting.
- For fixtures with lamp rates different from those below, the Monthly rate shall be 1.5% of the installed cost of the fixtures plus \$0.0405 per Watt of the rating of the lamp and ballast.
- Maintenance will be conducted by Nelson Hydro crews during regular working hours. The Customer will be responsible for any willful damage caused by any person or thing.
- The original term of the contract shall be for three years and may be renewed for periods of one year until terminated by written notice of at least 30 days by Nelson Hydro or the Customer.

Rate Description

<u>Lamp Size (HPS)</u>	<u>Monthly Charge (\$)</u>
150W	\$31.05
250W	\$38.86

<u>Lamp Size (LED)</u>	<u>Monthly Charge (\$)</u>
40W	\$23.05
50W	\$23.39
70W	\$24.06
85W	\$24.55
100W	\$25.05

N

Order No. G-259-24
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SCHEDULE "C" – RURAL SERVICE DESCRIPTIONS AND RATES

M2: Manual Meter Reading Rural

Service Description

- Applicable to Rural Residential Customers
- An optional service is offered to those Customers who prefer not to have a radio read Meter at their service entrance. A digital non-radio read Meter will be installed as an alternative to the standard digital radio read Meter.
- The Customer will be required to pay a one-time Setup Charge. For each billing cycle thereafter, the Customer will be required to pay a Manual Read Charge along with the regular residential service rates applicable under this bylaw.
- This service may be discontinued if it is not compatible with the technology, practices, procedures, or capacity of Nelson Hydro.

Rate Description

Set-Up Charge

Period: One-Time

Charge: \$223.78 per Meter

Manual Read Charge

Period: Billing Cycle

Charge: \$30.86 per Period



SCHEDULE “D” – RURAL CONNECTION FEES AND OTHER CHARGES

Included in the fees are operational costs for labour, materials, vehicles, and travel time where fieldwork is required. Where fieldwork is not required, only office staff time is charged.

Billing & Collections

Service Description	Cost	
Data Request for customers who request account data beyond what the online portal provides. This charge is per account.	\$23	N
Solar Garden Account Change for customers who make changes to their account.	\$25	N
Move-In Connection (includes read and account activation)	\$90	A
Security Deposit When a Premise does not have consumption history, as indicated in Section 7.7.3, the deposit shall be calculated as the average consumption of a typical residential customer (1000kWh) within a month using the current rate.	\$130	N

Existing Meters & Meter Readings

Service Description	Cost	
Meter Reconnection During Business Hours (Single trip. Includes meter and account reactivation)	\$133	A
Meter Reconnection After Hours (overtime rates apply)	Actual Cost	C
Meter Inspection Fee	\$205	N

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Customer requests to have their meter inspected. This charge will be credited back to the customer account if a problem is found.		
Meter Dispute Test Customer requests to have their Meter sent to a third-party accredited meter shop for testing. This charge will be credited back to the customer account if a problem is found.	\$365	A

Statutory Rights of Way Documents

Service Description	Cost	
Blanket Status (right of way covers entire parcel)	\$181	A
Blanket with Defined Area (metes and bounds description or sketch plan)	\$326	A
Legal Survey (survey to be supplied by customer)	\$460	A
Proof of Notification (Administration fee for properties in the Agricultural Land Reserve)	\$89	N

Disconnect and Reconnect of an Existing Electrical Service

Service Description	Cost	
Service Alterations with 2 Line Crew During Business Hours (Single Trip)	\$442	A
Service Alterations with 2 Line Crew During Business Hours (Follow-up Trip)	\$300	N
Electrical Call-Outs for Reconnections or Trouble After Hours (overtime rates apply, can take multiple trips)	Actual Cost	



Extensions of an Existing Electrical Service

Service Description	Cost
Design Deposit <ul style="list-style-type: none"> Will be credited to the project if it proceeds. Deposit does not include other additional fees and the Customer will be billed for actuals. If the project requires surveying or engineering, Customers will be billed for these separately. Unused portions of the deposit will be refunded. 	\$1,000
Design or Re-Design (\$/hr)	\$85/hr
Administration Surcharge	10% of the total cost

A

New Electrical Service Connection or Major Upgrade

Service Description	Single Phase	Three Phase	
	120-240V	120-208V	347-600V
≤ 200amp Overhead or Subdivision	\$900	Actual Cost	Actual Cost
≤ 200amp Underground	\$1,430	Actual Cost	Actual Cost
320amp Overhead or Subdivision	\$1,300	Actual Cost	Actual Cost
320amp Underground	\$1,830	Actual Cost	Actual Cost
400amp Overhead or Subdivision	\$1,900	Actual Cost	Actual Cost
400amp Underground Dip	\$2,430	Actual Cost	Actual Cost
600amp Underground	Actual Cost		
800amp Underground	Actual Cost		
1000amp Underground	Actual Cost		
1200amp Underground	Actual Cost		

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Service Description	Single Phase	Three Phase		
	120-240V	120-208V	347-600V	
Underground Incentive Credit	-\$400			N
Temporary Construction Service <ul style="list-style-type: none">If there is existing electrical infrastructure present at the site then the residential fixed fee appliesIf there is no existing electrical infrastructure present at the site then the residential fixed fee does not apply and the Customer will pay the actual cost.	\$300	Actual	Actual	C
New Meter Install <5 Meters (Single Trip)	\$250	\$308	\$566	A
New Meter Install ≥ 5 Meters	Actual Cost			N
> 320amp Meter Wiring	Actual Cost			N
System Improvement	Actual Cost			N



SCHEDULE “E” – URBAN CONNECTION FEES AND OTHER CHARGES

Service Description	Cost
Data Request for Customers who request account data beyond what the online portal provides. This charge is per account.	\$23
Solar Garden Account Change for Customers who make changes to their account.	\$25
Move-In Connection Fee (includes read and account activation)	\$67
Security Deposit When a Premise does not have consumption history, as indicated in Section 7.7.3, the deposit shall be calculated as the average consumption of a typical residential customer (1000kWh) within a month using the current rate.	\$122

Existing Meters & Meter Readings

Service Description	Cost
Meter Reconnection During Business Hours (Single trip. Includes meter and account reactivation)	\$78
Meter Reconnection After Hours (overtime rates apply)	Actual Cost
Meter Inspection Fee Customer requests to have their meter inspected. This charge will be credited back to the customer account if a problem is found.	\$149

Meter Dispute Test Meter is sent to a third-party accredited meter shop for testing. This charge will be credited back to the customer account if a problem is found.	\$310
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Statutory Rights of Way Documents

Service Description	Cost
Blanket Status (right of way covers entire parcel)	\$188
Blanket with Defined Area (metes and bounds description or sketch plan)	\$215
Legal Survey (survey to be supplied by customer)	\$460

Disconnect and Reconnect of an Existing Electrical Service

Service Description	Cost
Service Alterations with 2 Line Crew During Business Hours (Single Trip)	\$689
Service Alterations with 2 Line Crew During Business Hours (Follow-Up Trip)	
Electrical Call-Outs for Reconnections or Trouble After Hours (overtime rates apply, can take multiple trips)	Actual Cost

Extensions of an Existing Electrical Service

Service Description	Cost
Design Deposit <ul style="list-style-type: none"> Will be credited to the project if it proceeds within 1 year of the application date. 	\$1,000

<ul style="list-style-type: none"> • Deposit does not include other additional fees and the Customer will be billed for actuals. • If the project requires surveying or engineering fees, the Customer will be billed for these separately. • Unused portions of the deposit will be refunded. 	
Design or Re-Design (\$/hr)	\$85/hr
Administration Surcharge	10% of the total cost

New Electrical Service Connection or Major Upgrade

Service Description	Single Phase	Three Phase	
	120-240V	120-208V	347-600V
≤200amp Overhead or Subdivision	\$700	Actual Cost	Actual Cost
≤200amp Underground	\$1,230	Actual Cost	Actual Cost
320amp Overhead or Subdivision	\$1,300	Actual Cost	Actual Cost
320amp Underground	\$1,830	Actual Cost	Actual Cost
400amp Overhead or Subdivision	\$1,700	Actual Cost	Actual Cost
400amp Underground Dip	\$2,230	Actual Cost	Actual Cost
600amp Underground	Actual Cost		
800amp Underground	Actual Cost		
1000amp Underground	Actual Cost		
1200amp Underground	Actual Cost		
Underground Incentive Credit	-\$400		

Service Description	Single Phase	Three Phase	
	120-240V	120-208V	347-600V
Temporary Construction Service <ul style="list-style-type: none"> • If there is existing electrical infrastructure present at the site than the residential fixed fee applies • If there is no existing electrical infrastructure present at the site than the residential fixed fee does not apply and the Customer will pay actual cost. 	\$250	Actual	Actual
New Meter Install <5 Meters (single trip)	\$140	\$198	\$456
New Meter Install ≥ 5 Meters	Actual Cost		
> 320amp Meter Wiring	Actual Cost		
System Improvement	Actual Cost		