



NEW BRUNSWICK  
ENERGY & UTILITIES BOARD

COMMISSION DE L'ÉNERGIE ET DES SERVICES PUBLICS  
NOUVEAU-BRUNSWICK

## ORDER

**MATTER: 589**

**IN THE MATTER OF** an application by  
New Brunswick Power Corporation  
pursuant to Section 10 of the *Regulatory  
Variance Accounts and Deferral Account  
Regulation – Electricity Act*.

March 21, 2025

**NEW BRUNSWICK ENERGY AND UTILITIES BOARD**

**IN THE MATTER OF** an application by New Brunswick Power Corporation pursuant to Section 10 of the *Regulatory Variance Accounts and Deferral Account Regulation – Electricity Act*.

**O R D E R**

**WHEREAS:**

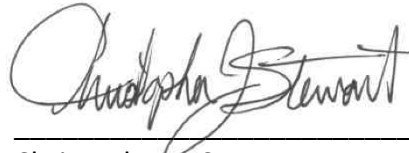
1. On December 12, 2024, pursuant to the *Regulatory Variance Accounts and Deferral Account Regulations – Electricity Act*, NB Power filed with the Board a calculation of the total balances of the variance accounts created thereunder as of October 31, 2024 together with its proposal for the recovery of the combined net positive balance of the Energy Supply Cost Variance Account and the Electricity Sales and Margin Variance Account.
2. The Board held a public hearing in this Matter on February 11, 2025.
3. On March 18, 2025, the Board delivered a decision in this Matter in which it determined the period of fiscal years over which the net positive balance in the accounts was to be recovered and the amount to be recovered in the first fiscal year next following the filing and directed NB Power to refile Table 4.1 of its filing using its load forecast for the fiscal year ending March 31, 2026.
4. On March 20, 2025, NB Power refiled a revised Table 4.1 and the Board has reviewed the revised and refiled table and has determined that it complies with the Board's direction.

**IT IS THEREFORE ORDERED THAT:**

1. The rate riders for the fiscal year 2025-2026 are set as described in the attached rate schedules.
2. The rate riders are to be implemented as of Tuesday, April 1, 2025.

Dated at the City of Saint John, New Brunswick, this 21<sup>st</sup> day of March, 2025.

**New Brunswick Energy and Utilities Board**

A handwritten signature in black ink, reading "Christopher J. Stewart". The signature is written in a cursive style with a large initial "C".

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Christopher J. Stewart  
Acting Chairperson



# **RATE SCHEDULES AND POLICIES**

Effective Date: April 1, 2025

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## A Introduction

### Purpose of this Manual

The purpose of this manual is to define the scope and application of policies and electricity rates for the New Brunswick Power Corporation (hereafter called NB Power) service areas in the Province of New Brunswick.

In accordance with the *Electricity Act*, NB Power is required to file with the Energy and Utilities Board schedules showing all charges, rates and tolls NB Power has established for any service to be performed within the Province of New Brunswick. Until the charges, rates and tolls are modified, altered or reduced, as provided under the *Electricity Act*, they will remain in effect as filed.

NB Power has historically printed some matters of administration and policy with its schedule of charges, rates and tolls, and some of these administrative and policy matters are included in this manual. NB Power reserves the right to change items in this manual which do not alter any of the charges, rates and tolls subject to the *Electricity Act*.

### Audience

This manual is intended for the following audiences:

- Customers of NB Power
- NB Power employees
- New Brunswick Energy and Utilities Board



## B Definition of Terms

Account	A record of a Customer's business transactions with NB Power for electricity consumed and services rendered.
Apartment Building	Three or more self-contained dwelling units each having a separate entrance from a common hallway, lobby, or stairway.
Applicant	Any person who applies or on whose behalf an application is made for any service provided by NB Power (i.e. a potential Customer).
Base Rate	For each service or customer class set out in this Rate Schedules and Policies manual, the rate or charge approved by the New Brunswick Energy and Utilities Board exclusive of any Variance Account Credit/Charge that may be associated with that service or customer class.
Billing Period	The period of time for which a Customer is billed for services provided by NB Power.
Board	Energy and Utilities Board of New Brunswick as provided for in the <i>Energy and Utilities Board Act</i> Chapter E-9.18.
Business Partner	A natural person or legal entity with whom NB Power has a business relationship. This can be an individual, an organization or group and can include a prospective customer.
Church	A building used primarily for public worship.
Construction Charge	NB Power's total cost of extending its facilities. For standard overhead distribution facilities, the Construction Charge is the estimated cost times the contribution ratio specified under "Section O - Extension Of Overhead Facilities Charges.
Contract Account	One or more contracts grouped together which set the terms and conditions of NB Power's relationship with a Business Partner.
Customer	An individual, partnership, organization, corporation, institution, or business that is receiving or has received electrical energy or electrical services in New Brunswick from NB Power.
Customer Facilities	All facilities beyond the Delivery Point provided, owned, and maintained by the Customer (excluding Metering Equipment).

## B Definition of Terms (cont'd)

<b>Delivery Point</b>	The place defined by NB Power at which the Customer's Facilities and NB Power's Facilities are connected. Delivery Point is more specifically defined in Section K - Connection of Customer Facilities, Delivery Point.
<b>Distribution System</b>	All interests in land, structures, lines, transformers, and other facilities employed between the transmission system and the Delivery Point of the Customer.
<b>Dwelling</b>	A private suite of rooms used for living purposes in which the occupants have free access to all rooms.
<b>Farm</b>	<p>A Farm is a holding on which agricultural operations are carried out. Agricultural operations include the production of field crops including grain, vegetables, seed and forage crops, animal and dairy products including milk, cream, eggs, meat and poultry products, poultry hatcheries, nurseries and greenhouses for the production of food crops or bedding plants, fur farms, apiaries, fish hatcheries and fish farms.</p> <p>A Farm may be operated by the operator's labour alone or with the assistance of members of the house-hold or hired employees, or it may be operated by a partnership, corporation or other organization.</p>
<b>General Service</b>	Rate Categories for Customers who use electricity for all purposes other than those specifically covered under the Residential, Industrial, street lighting or unmetered service categories.
<b>Industrial Service</b>	Rate Categories for Customers who use electricity chiefly for manufacturing, assembly or processing of goods, or the extraction of raw materials.
<b>Metering Equipment</b>	Meters and associated equipment, approved by Measurement Canada (or such other authority as may be from time to time charged with such responsibility), required for measuring demand and/or energy supplied to the Customer.
<b>Metering Point</b>	The place specified by NB Power at which power and energy supplied to a Premise are measured.

## B Definition of Terms (cont'd)

NB Power Facilities	The Distribution System up to the Delivery Point, together with the Metering Equipment provided, owned and maintained by NB Power.
Overhead Service Loop	Overhead secondary cable or conductors, together with their supports, extending from NB Power's overhead Distribution System to the Delivery Point.
Premises	One of the following: <ul style="list-style-type: none"><li>• A complete building such as an office building, factory, or house;</li><li>• Part of a building such as a suite of offices in an office building or an apartment in an Apartment Building; the part of the building occupied must be adjoining and include no space not controlled by the Customer;</li><li>• Group of buildings served by one electric service considered as one Customer for billing purposes.</li></ul>
Principal Residence	The Dwelling used most of the time by a Customer in a year.
Rate Category	Grouping of Customers to which a specific rate schedule applies; e.g., Residential - Rural, Residential – Urban.
Rental Facilities	Those facilities provided, owned and maintained by NB Power for which the Customer pays a rental charge.
Residential Service	Rate Categories for domestic use, use in Churches and Farms.
Service Charge	The monthly Service Charge (sometimes referred to as the Customer charge) is intended to recover the cost of the Customer being connected to the electrical system (i.e., certain infrastructure and maintenance costs that do not change with the amount of electricity consumed). These include the costs associated with providing the poles, wires, transformers, metering and billing. The Service Charge applies to Residential and General Service Customers.
Special Care Establishment	Premises used exclusively for the care of the elderly or disabled.

## B Definition of Terms (cont'd)

Standard Industrial Classification (SIC)	The standard coding system implemented by the Government of Canada for arranging producing units into industries. NB Power uses the SIC coding to assign the appropriate Rate Category to a Customer.
Temporary Facilities	Temporary Facilities are NB Power Facilities that are not expected to remain in place for the duration of their normal life cycle.
Underground Service Loop	Customer owned underground secondary cables or conductors extending from the Delivery Point to the Customer's service entrance.
Variance Account Credit/Charge	An amount of money collected from, or reimbursed to, Customers on a kWh basis that settles the net balances that are calculated in accordance with Regulation 2022-17 of the <i>Electricity Act</i> (Regulatory Variance Accounts and Deferral Account Regulation). The total charge to Customers per kWh is the sum of the base rate and the Variance Account Credit/Charge.

## C Authority, Authorizations and Contracts

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#### Authority and Authorizations

NB Power is subject to the *Electricity Act* with respect to the charges, rates and tolls established by it for services performed within New Brunswick, although responsibility for policy, management, direction and supervision remains with NB Power, pursuant to the *Electricity Act*.

#### Contracts

By accepting service under the applicable terms and conditions of NB Power's rate schedules listed in this manual, the Customer has contracted with NB Power to abide by the applicable conditions found in this Rate Schedules and Policies manual.

The charges, rates and tolls in all NB Power contracts for services provided by NB Power to its Customers are subject to the *Electricity Act* of the Province of New Brunswick.

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#### Initiation of Service

An Account is set up in the name of the Applicant(s) when service is required. The Applicant(s) must be the owner(s) or occupant(s) of the Premise for which service is required. The Applicants are required to provide proof of their identity.

NB Power will, as promptly as practicable, provide service in accordance with these policies. Electric service will be provided if the installation satisfies the requirements of these policies, the Utility Service Entrance Standards and all legal requirements inclusive of the requirements issued by New Brunswick Safety Code Services.

An Account may be transferred to another Applicant at no charge if the Applicant accepts responsibility for any billed or unbilled services for that Account. In all other cases, a meter reading is required and the Applicant is charged for the transfer of service. Fees charged for connections and reconnections are detailed in Section O - Fees and Charges, Service Call Fees and Connection and Reconnection Charges

#### Refusal of Service

Notwithstanding the foregoing, NB Power reserves the right to refuse to provide or continue to provide service if any of the following occur:

- such service would unduly interfere or does interfere with NB Power's electrical service to other Customers or NB Power's own equipment;
- there are safety considerations at the Premises to be served or being served;
- threats of violence against NB Power staff or its contractors;
- police authorities have advised NB Power to avoid the premise;
- service would contravene law, including orders or regulations of lawfully constituted public agencies;

## D Provision of Service (cont'd)

### Refusal of Service (cont'd)

- the Applicant/Customer owes NB Power for service furnished at the same or another address;
- the Applicant/Customer refuses to pay any required security deposit;
- the Applicant/Customer fails to provide acceptable access to the service entrance equipment.

### Obligations of Customer

If NB Power Facilities or Rental Facilities on the Customer's Premises are damaged by other than ordinary wear and tear, the Customer will pay NB Power the charges associated with repairing or replacing these facilities. However, if facilities are damaged or destroyed for reasons beyond the Customer's control, NB Power will not charge the Customer.

The Customer must maintain safe access to the metering equipment installed on the Customer's premises.

### Contracts

All Applicants or Customers requesting Industrial Service with an expected load of 750 kW or more are required to sign a contract. The contract must include the name, signature and title of the Applicant's signing officer and the corporate seal if applicable.

### Accessibility to NB Power Owned Equipment

NB Power shall have the right to enter the premises of the Customer at all reasonable hours for the purpose of inspecting, meter reading, maintenance or replacement of NB Power facilities or rental equipment and the application of NB Power's rates schedules and policies.

The Customer's refusal to grant to NB Power personnel access to NB Power Facilities and Rental Equipment may result in disconnection of service.

When suitable arrangements cannot be made for the Customer's meter to be periodically read at the normal reading time, NB Power may require modifications to the metering facilities. The cost of such modifications shall be borne by the Customer.

Only authorized employees and agents of NB Power shall be allowed to make any repairs or adjustments to any meter or other NB Power facilities. The Customer shall be held responsible for tampering or interfering with NB Power's meter(s) or other equipment installed on the Customer's premises.

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#### Deposit Requirements

##### Residential

A security deposit is not required from Customers:

- who have a satisfactory payment history on another NB Power Account in their name, or
- who supply a credit reference from another electric utility, or
- who consent to a credit check and the results are satisfactory to NB Power

All other Customers are required to provide a security deposit. NB Power will determine if the payment must be made:

- before service is provided, or
- on the due date of the first bill.

##### Non-Residential Customers

When a non-residential Customer applies for service, a security deposit is not required if the Customer is a:

- municipal, provincial or federal government agency;
- local service district;
- publicly owned school or hospital;
- customer with a satisfactory credit history of not less than two years with NB Power who requires a service connection at another location;
- subsidiary of an established existing customer and that parent organization has guaranteed payment of the account.

#### Forms of Deposits

Security deposits may be in the form of cash, letters of guarantee from Chartered Canadian Banks or Trust Companies, bearer bonds guaranteed by either the Government of Canada or the Province of New Brunswick, or surety bonds issued by duly authorized companies.

#### Deposit Amount

The amount of security deposit for all Applicants/Customers is the greater of two average operating months' estimated billing or \$100.



## E Security Deposits (cont'd)

### Deposit Duration and Interest

The interest rate for a cash deposit is set at the beginning of the calendar quarter in which it is received.

All cash security deposits shall accrue interest at a rate equal to the prime rate, as quoted by the Royal Bank of Canada, minus two per cent (2%). If the deposit duration is extended the interest rate is reset at the interest rate prevailing at the time of the extension.

Customer Accounts are reviewed periodically and deposits will be refunded as a credit to the Account for which the deposit is held if the Customer has established a satisfactory payment history.

Residential Customer deposits are reviewed twelve months after a deposit is made, General Service and industrial Customer deposits are reviewed twenty-four months after a deposit is made. If the Customer has established a satisfactory payment history the security deposit is refunded, otherwise an extension may be required for a further one-year period. Interest on security deposit extensions is calculated at the interest rate prevailing at the time of the extension. After a one-year extension, the same terms for a satisfactory payment history and refund apply.

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#### **Metering Procedures**

NB Power does not permit the initiation of a multiple metered Account that sums two or more Metering Points. For all new Customers, each Metering Point is a separate Account. If an existing multiple metered Premises requires a new service, reconnection or upgrade for any reason (including a change in ownership), each meter will be billed as a separate Customer Account.

When new buildings are constructed for services which combine a business operation and a Dwelling, owners must provide for the installation of separate meters. When major alterations are made to buildings or the wiring of buildings already containing combined service, owners must provide for the installation of separate meters.

#### **Unmetered Service**

If, in the opinion of NB Power, metering is not practical and usage of electricity is uniform and can be easily estimated, Customers may be provided unmetered service. In such cases, no metering device is employed to record either the Demand or Energy.

#### **The Bill**

Every bill for metered service will show the last date the meter was read, the number of days in the Billing Period, the number of kilowatt hours (and the demand, if any), and will identify the appropriate Rate Category.

NB Power will assist Customers in checking the amounts indicated on their bills when requested to do so.

## F Billing and Payments (cont'd)

### Prorating of Bills

If there are changes in NB Power's rate schedules, bills will be prorated over the number of days remaining in the Billing Period during which the change is effective. In succeeding Billing Periods, these changes will be effective for the entire Billing Period.

If a Billing Period is shorter or longer than the normal Billing Period as a result of disconnection, a new connection, or change in the meter reading schedule, the bill (including service charge, demand charge, energy charge, and all Rental Facilities charges) is prorated over the number of days in the Billing Period.

### Estimated Billing

NB Power normally reads the Customer's meter every Billing Period. An exception is Residential Service to seasonal Customers, where consumption is estimated at zero for the months in which the meters cannot be read.

An estimated bill may be issued for any Billing Period in which any of the following has occurred:

- NB Power has taken appropriate and reasonable measures to read a Customer's meter but cannot gain access to read the meter;
- The Customer has denied acceptable access to NB Power's representative to read the meter;
- Circumstances beyond NB Power's control make an actual meter reading very difficult.

Estimated bills are payable in all respects as if they were based on actual meter readings.

### Establishment of Rate Category

The Customer will inform NB Power regarding the use of the service. Based on this information, NB Power then establishes the applicable Rate Category.

Any customer whose use of service changes such that the Customer is subject to a different Rate Category will notify NB Power of this change. NB Power will then determine the applicable Rate Category and back bill or refund the Customer as appropriate subject to the provisions of the *Electricity Act*.

## F Billing and Payments (cont'd)

### Payment Terms and Late Payment Charges

All bills for service are due when rendered and are subject to a late payment charge when payments are received after the date specified on the bill. The late payment charge is calculated on the amount unpaid as of the date of the next billing except for large industrial Customers.

For large industrial Customers, the late payment charge is calculated on any amount unpaid 30 days from the date of issue of the bill and is computed from this issue date to the date of receipt of payment.

Accounts are in arrears if there is other than a zero balance at the date of the next billing. Late payment charges are listed in Section O - Fees and Charges, Late Payment Charges.

### Metering Accuracy

If a difference of opinion arises regarding the accuracy of the Metering Equipment, and NB Power and the Customer are not able to resolve the dispute, then either NB Power or the Customer may request that Measurement Canada conduct an accuracy test in accordance with the *Electricity and Gas Inspection Act* R.S.C. Ch. E-4. If the Customer initiates the request, it will be in writing.

If the test results indicate that meter accuracy is not within allowable limits as set out in the above Act, the Customer's Account will be adjusted in accordance with the provisions of this Act.

If the test results indicate that meter accuracy is within allowable limits and the Customer initiated the request, the Customer will be charged a service call fee specified under Section O - Fees and Charges, Service Call Fees. If the test results indicate that meter accuracy is within allowable limits and NB Power initiated the request, no service call fee will be charged.

## F Billing and Payments (cont'd)

### Billing Errors, Rebates and Back Billing

The provisions of the *Electricity and Gas Inspection Act* R.S.C. c. E-4 and Section 104 of the *Electricity Act* apply in the implementation of back billing.

If a Customer has been overbilled, NB Power will reimburse the difference between the amount billed and the amount the Customer should have been billed.

Customers will be compensated at the prime rate, as quoted by the Royal Bank of Canada, minus two per cent (2%).

Customers under billed as a result of their illegal acts or willful damage or interference with equipment used to record the consumption of energy, are back billed for the full error over the time the error is deemed or determined to have existed. In all other cases the back billing is limited to six months.

### The Harmonized Sales Tax

The Harmonized Sales Tax applies to all rates and charges in sections N and O, with the exception of Late Payment Charges and Non-Sufficient Funds Charge in section O-1.

The Harmonized Sales Tax applies only to the amount of contribution to be paid by the Customer, based on the rates and charges in sections O-2 and O-3.

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## G Services Available to Customers (cont'd)

### G-1 Water Heater Rental

<b>Eligibility</b>	<p>NB Power rents electric water heaters to residential, General Service and industrial Customers.</p> <p>Electric water heaters are not rented for any of the following:</p> <ul style="list-style-type: none"><li>• a tenant of an Apartment Building;</li><li>• use as storage tanks connected to furnaces or stoves;</li><li>• use as electric boilers for heating systems.</li></ul>
<b>Billing</b>	<p>NB Power bills water heater rentals on a Customer's monthly electric bill. Seasonal Customers are billed for their rental water heaters, even when their electric service is disconnected for a part of the year.</p> <p>Customer's account must be in good standing before entering into a new water heater rental agreement.</p>
<b>Installation and Removal</b>	<p>Customers are responsible for the initial installation of the water heater in new construction, while NB Power will provide initial installation in existing construction. The installation should be such that the heater and its elements are accessible for repair or removal. Installation must be made by person(s) qualified under the regulations of New Brunswick Safety Code Services. Customers are required to notify NB Power when the water heater is no longer required. Customers are responsible for disconnecting the unit from the plumbing and electrical systems and for draining the tank. NB Power will remove the heater</p>
<b>Maintenance</b>	<p>NB Power is responsible for replacement of elements, thermostats, temperature and pressure-relief valves, anodes, down pipe and the adjustment of thermostat settings. NB Power replaces heaters that cannot be effectively repaired.</p>
<b>Terms and Conditions</b>	<p>Detailed terms and conditions of NB Power's obligations and responsibilities and the Customer's obligations and responsibilities under the Electric Water Heater Service Program accompany all new water heaters.</p>

## G Services Available to Customers (cont'd)

### G-2 Equalized Payment Plan (EPP)

Eligibility	<p>An Equalized Payment Plan is available to:</p> <ul style="list-style-type: none"><li>• residential Customers;</li><li>• Special Care Establishments;</li><li>• General Service and industrial Customers operating 12 months per year with less than 100 kW of maximum monthly metered demand or, if they have no demand meter, less than 25,000 kWh monthly energy use.</li></ul>
Items Equalized	<p>Equalized Payment Plan amounts include:</p> <ul style="list-style-type: none"><li>• monthly service charges;</li><li>• energy charges;</li><li>• demand charges, as applicable;</li><li>• rental charges for water heaters, area lights, and poles as applicable.</li></ul>
Items Not Equalized	<p>Monthly bills are issued based on equalized payment amounts. Late payment charges, service call fees, and connection charges are not included in equalized payment amounts, but are added to the bill for the month in which these charges are applicable.</p>
Payment Amount	<p>The Equalized Payment Plan amount is calculated by multiplying the average monthly use in the preceding year by the applicable rate when the payment amount is established. If a full year of history is not available, or if the Customer has added load in the previous year, NB Power estimates use and establishes payment amounts.</p>
Review	<p>Accounts on an Equalized Payment Plan are reviewed every six months for residential Customers and every three months for General Service and small industrial Customers. As a result of the review, Customers are advised by letter or email if actual charges are expected to exceed their equalized amount by 10% or more. NB Power will, if necessary, adjust the Equalized Payment Plan amounts in consultation with the Customer.</p>



## G Services Available to Customers (cont'd)

<b>Start and Settlement Month</b>	Customers may request to start a 12-month Equalized Payment Plan at any time during the year. At the end of the plan, on the 12th month (the settlement month) the customer must pay the monthly equalized amount plus any difference between the equalized amount and the actual total charges. If there is a credit at the end of the plan, it is applied to the account.
<b>Subsequent Arrangements</b>	Following settlement, the Equalized Payment Plan amount is revised to reflect the most recent yearly requirements and recent or expected additions to Customer load and changes in NB Power rates.
<b>Removal From Equalized Payment Plan</b>	Customers with an unsatisfactory payment history may be removed from the Equalized Payment Plan.
<b>Landlord Service Plan</b>	The plan allows for an automatic transfer of service to a landlord when a rental unit becomes vacant. Landlords who apply and are accepted for this plan do not pay the normal reconnection fee. Landlords are billed for the electricity usage and the monthly service charge until a new tenant requests electric service.

### G-3 Customer Load Control Equipment

<b>Load Control Equipment</b>	<p>Load control equipment, when installed, will be on the Customer's side of the Metering Equipment.</p> <p>If a Customer requires use of NB Power's Metering Equipment as input to the load control equipment, all of the following conditions must be met:</p> <ul style="list-style-type: none"><li>• Installation of this equipment must be under the direction of NB Power's Metering Specialist.</li><li>• Metering accuracy must be maintained.</li><li>• Customers must sign a Form 696, Customer Load Control Agreement prior to the installation.</li><li>• Customer load control equipment connections to NB Power Facilities are installed, sealed, maintained and removed by NB Power at the Customer's expense.</li><li>• The Customer accepts full responsibility for any failure of the load control equipment and any additional billing charges that may result from such failure.</li></ul>
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### G-4 Street and Area Lighting

#### Street Lighting

Rental Facilities for street lighting include the luminaire, required brackets and mounting hardware.

Street lights are served overhead on existing poles. The Customer can request NB Power to supply a pole as part of the Rental Facilities.

All charges for facilities other than Rental Facilities will be borne by the Customer.

For each luminaire, NB Power provides one span of duplex wire and necessary transformation from voltages of 25 kV or less.

Street lighting is only to be placed where accessible by NB Power on-road maintenance vehicles.

Poles for mounting NB Power luminaires must be NB Power/Bell Aliant installations.

#### Area Lighting

Rental Facilities for area lighting include the luminaire, required brackets and mounting hardware.

Area lights are served overhead on existing poles. The Customer can request NB Power to supply a pole as part of the Rental Facilities.

All charges for facilities other than Rental Facilities will be borne by the Customer.

For each luminaire, NB Power provides one span of duplex wire and necessary transformation from voltages of 25 kV or less.

Area lights are not rented to tenants of an Apartment Building.

## G Services Available to Customers (cont'd)

### Area Lighting (cont'd)

If a Customer requests that an area light be placed on a main line pole, the light must be located so that the light is directed away from the street.

Poles for mounting NB Power luminaires must be NB Power/Bell Aliant installations.

### Underground Supply

Customer Facilities for underground supply to street and area lighting include the secondary facilities from the luminaire to the nearest NB Power occupied pole, junction box or pad-mounted transformer.

Customers will supply, install, own, and maintain their underground supply. A sufficient length of wire must be provided at the base of NB Power's supply device (e.g. pad-mounted transformer, pole) to allow connection to NB Power Facilities.

The Customer will provide the necessary rights-of-way and easements and perform the civil work. NB Power will make the connection and provide protection to the cable on the pole.

Customers requesting underground supply to street and area lighting will pay all applicable charges. Customers requesting replacement of existing overhead supply to street and area lighting with underground supply will be responsible for all charges.

### Other Applications

This street and area lighting policy applies to unmetered ferry landing lights and bridge lighting if the luminaires are NB Power Rental Facilities.

## G-5 Provision of Service to Unmetered Customers

### Outdoor Christmas Lighting

NB Power installs outdoor Christmas lighting for incorporated cities, towns, and villages when no licensed electrical contractor is available to perform the work. The Customer is charged for this work.

## G Services Available to Customers (cont'd)

**Outdoor Christmas Lighting (cont'd)** If connections or disconnections to NB Power Facilities are required, the Customer will be charged the actual costs for this service. No connection fee is charged. The minimum energy charge is for one week as specified in Section N - Rate Schedules and Rate Application Guidelines, Miscellaneous Rate Schedules.

Customers must supply Canadian Standards Association (CSA) approved equipment, deliver it ready to install to the site where the installation is to occur, and maintain it after the installation.

**Miscellaneous Services** Applicants will pay all charges for extending service to unmetered and miscellaneous services. Refer to the Unmetered Rate Application Guidelines and the Miscellaneous Rate Schedules in Section N for examples of these services.

With NB Power's approval, the Applicant may choose metered service at the General Service Rate. Applicants will pay all charges for extending NB Power's facilities to these services and are responsible for maintenance and transfer costs of the service entrance equipment.

### G-6 Work on Customer Facilities

**Customer Facilities** The Customer may request NB Power to construct, relocate, maintain, or remove Customer Facilities. NB Power will act as a contractor when no licensed electrical contractor is available to perform the work. The Customer is charged for this work.

## H Extension of Facilities - Overhead

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### H-1 Extensions – Overhead

#### **Standard Facilities**

NB Power's standard distribution facilities are for front lot overhead service.

All other types of facilities are considered optional.

This policy covers standard facilities for metered Customers for front lot overhead extensions. Optional facilities are covered in Section I - Extension of Facilities - Optional Underground and Section J - Optional Facilities.

#### **Conditions for Overhead Extension**

NB Power makes overhead extensions of its facilities to serve Applicants provided the following terms and conditions are met:

- The location to be served must be within a territory where NB Power provides service.
- The Applicant and the anticipated usage meet the requirements of all applicable portions of these Policies.
- The location to be served must be accessible by on-road vehicles.

## H Extension of Facilities – Overhead (cont'd)

### Conditions for Overhead Extension (cont'd)

- Rights-of-Way on Public Roads as maintained by the New Brunswick Department of Transportation:  
Will be obtained and cleared at no cost to the Customer.  
The Customer is not responsible for maintenance.
- All Other Rights-of-Way  
The Customer is responsible for supplying and clearing as well as any costs incurred by NB Power in acquiring easements. If tree and brush clearing is performed by NB Power, the Customer is charged. These charges are non-refundable. The Customer is not responsible for maintenance. The Customer will permit NB Power to trim trees around facilities as required.
- NB Power requires an agreement relating to contributions in compliance with these policies.
- All facilities will be constructed in accordance with NB Power's Standard Construction Practices manual and applicable CSA Standards and will be owned, operated and maintained by NB Power.
- If NB Power requires space for transformers, switches or other facilities of any kind in order to provide service to the Customer, the Customer will furnish free of charge adequate space for and acceptable access to this equipment. The Customer is restricted from placing permanent structures within this place.

### Standard Facility Allowance

Standard facility allowances by Rate Category are specified as follows:

#### Residential (Urban, Rural and Seasonal)

NB Power supplies at no charge to the Customer up to 90 meters of single-phase overhead service and the required transformation and metering for each Customer eligible for a Residential Service Rate Category. Measurement of the distance starts from the Customer's approved Delivery Point. Delivery is at an NB Power standard service voltage and Delivery Point as specified in Section K - Connection of Customer Facilities.

## H Extension of Facilities – Overhead (cont'd)

### Standard Facility Allowance (cont'd)

#### General Service and Small Industrial Rate Categories

NB Power supplies at no charge to the Customer the required transformation, metering and up to 90 meters of single-phase or three-phase overhead service. Measurement of the distance starts from the Customer's approved Delivery Point. Delivery is at an NB Power standard service voltage and Delivery Point as defined in Section K - Connection of Customer Facilities.

#### Large Industrial

For Large Industrial Customers served from the transmission system refer to Section N, Large Industrial Rate Schedule.

For Large Industrial Customers served from the distribution system, NB Power supplies at no charge to the Customer primary metering and up to 90 meters of three-phase overhead primary service.

Measurement of the distance starts from the Customer's approved Delivery Point. Delivery is at an NB Power standard service voltage and Delivery Point as defined in Section K - Connection of Customer Facilities.

### Standard Facility Credit

Customers who request the extension of standard facilities beyond 90 meters are credited with a standard facility credit. This credit is applied toward the Construction Charges associated with the extension of standard facilities specified below. The standard facility credit is equal to the standard facility distance allowance per Customer times the average per meter Construction Charge of the extension.

### Construction Charge for Extension of Overhead Facilities

This Construction Charge is for the extension of overhead facilities and is determined using NB Power's estimated cost times the contribution ratio given in Section O - Fees and Charges, Extension of Overhead Facilities Charges.

For the purpose of calculating the Construction Charge, the cost of the extension is estimated using the shortest distance over which NB Power can build a line from the Customer's approved Delivery Point to the nearest NB Power Facility that forms part of the Distribution System, consistent with sound economic and engineering practices. Should NB Power choose a longer route, the Customer will not be charged for the additional distance.

## H Extension of Facilities – Overhead (cont'd)

<b>Construction Charge for Extension of Overhead Facilities (cont'd)</b>	An optional facilities charge is applied to a Residential Service Customer requesting three-phase service according to Section J - Optional Facilities, Optional Facilities Charge.
<b>Abandoned Facilities</b>	<p>NB Power Facilities which are considered to serve no useful purpose in the foreseeable future are removed. This means the conductor, poles, transformers and all other related equipment are removed and are therefore considered abandoned.</p> <p>Facilities which have been isolated but left in place are not considered abandoned. A customer contribution is required if the facilities require upgrading for the addition of a new service in order to meet engineering and safety standards. This contribution is equal to the estimated cost of the upgrade times the contribution ratio.</p> <p>NB Power determines the suitability for use of any existing facilities.</p>
<b>Customer Contributions</b>	Customer contributions for extensions of standard facilities are the sum of all charges related to the extension less than standard facility credit discussed above.
<b>Removal of Overhead Facilities</b>	If a Customer requests that existing overhead facilities be removed, the Customer pays a non-refundable contribution to cover dismantling costs and the sacrificed life value of the assets removed.
<b>Wharves</b>	NB Power will not provide NB Power Facilities on wharves, excluding Metering Equipment. NB Power may act as a contractor to extend Customer Facilities beyond the beginning of the wharf when no licensed electrical contractor is available to perform the work. The Customer is charged for this work.



## H Extension of Facilities – Overhead (cont'd)

### H-2 Payments and Refunds

<b>Payment of Customer Contribution</b>	Applicants are expected to pay the full amount of the contribution in advance. Acceptable forms of payment include certified cheque, bank draft or cash. The exception is municipal, provincial or Federal government departments which provide letters of intent.
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<b>Refund of Customer Contribution</b>	Customers will be entitled to a refund if additional development on the extension takes place within five (5) years from the date the contribution was paid.
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Refunds are non-interest bearing and will be made either on the Customer's request or by NB Power automatically during the fifth year following the date the contribution was paid.

The total amount of the refund will not exceed the original refundable contribution. Any balance of the contribution that has not been refunded during this five (5) year period is retained by NB Power.

If NB Power utilizes the extension for its own operating purposes such as a tie line during this five (5) year period, the total amount of the refundable contribution, less any previous refunds, will be returned.

Refunds are calculated as shown in Section O - Fees and Charges, Extension of Overhead Facilities Refunds. Any refunds owing to the Customer will first be applied to any outstanding balances owed to NB Power by the Customer. Any remaining balance will be paid to the Customer.

#### Distribution Line Extensions

Extension of a distribution line (750 Volts or less) from a section of line upon which a contribution has been paid will entitle the original contributing Customer to one (1) refund for each permanent Customer added.

Extension of a distribution line (over 750 Volts) from a section of line upon which a contribution has been paid will entitle the original contributing Customer to one (1) refund per primary extension.

## H Extension of Facilities – Overhead (cont'd)

### Basis for Refunds

The contributing Customer will normally receive refunds based on the standard facility distance allowance times the average per meter Construction Charge of the extension. However, if the Customer contributed to a three-phase extension and the service added is single-phase, the refund will be adjusted by one-half.

If a Customer upgraded from single to three-phase service and contributed based on the addition of two-phases, and a single-phase Customer requests service from that section of facilities, then the Customer who contributed to the facility is not entitled to a refund.

### H-3 Extension of Transmission Facilities

#### Large Industrial

NB Power will extend the transmission system to the Customer's substation terminating structure. The Customer will provide a guarantee for the total cost of the transmission system expansion less any contribution to capital made in accordance with Attachment K of NB Power's Open Access Transmission Tariff (OATT). Guarantees may be in the form of cash, letters of guarantee from Chartered Canadian banks or trust companies, bearer bonds guaranteed by either the Government of Canada or the Province of New Brunswick, or surety bonds issued by a duly authorized company.

This guarantee is reduced each year by an amount equal to 10% of the total of the previous twelve months' paid bills for power and energy. If the guarantee is not fully refunded within the first five (5) years, NB Power will demand payment for the remaining amount of the guarantee.

When the guarantee is cash, the interest rate shall be equal to the prime rate, as quoted by the Royal Bank of Canada, minus two per cent (2%).

## I Extension of Facilities – Underground

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### I-1 Extensions – Underground

#### Optional Facilities

Underground extensions to NB Power's existing facilities are considered optional.

This policy covers optional facilities for metered Customers for underground extensions. Front lot overhead and other optional facilities are covered in Section H - Extension of Facilities - Overhead and in Section J - Optional Facilities.

#### Customer Facilities

Underground Service Loops are Customer Facilities.

#### Conditions for Underground Extensions

NB Power makes underground extensions of its facilities to serve Applicants/Customers provided the following terms and conditions are met:

- The location to be served must be within a territory where NB Power provides service.
- The Applicant/Customer and the anticipated usage meet the requirements of all applicable portions of these policies.
- The location to be served must be accessible by on-road vehicles.
- Rights-of-Way on Public Roads as Designated by the New Brunswick Department of Transportation:  
Will be obtained and cleared at no cost to the Applicant/Customer. The Applicant/Customer is not responsible for maintenance.

## I Extension of Facilities – Underground (cont'd)

### Conditions for Underground Extensions (cont'd)

- All other Rights-of-Way:  
The Applicant/Customer is responsible for supplying and clearing as well as any costs incurred by NB Power in acquiring easements. If tree and brush clearing is performed by NB Power, the Customer is charged. These charges are non-refundable. The Customer is not responsible for maintenance.
- NB Power requires an agreement relating to contributions in compliance with these policies.
- All facilities will be constructed in accordance with NB Power's Standard Construction Practices manual, applicable CSA Standards and municipal bylaws and regulations, and will be owned, operated and maintained by NB Power.
- If NB Power requires space for transformers, switches or other facilities of any kind in order to provide service to the Customer, the Customer will furnish free of charge adequate space for and acceptable access to this equipment. The Customer is restricted from placing permanent structures within this place. NB Power determines the location of any pad-mounted equipment.
- The Customer is responsible for digging, sanding and backfilling of trenches and all other civil work, including necessary conduits and concrete pads for pad-mounted equipment, and all other non-electrical infrastructure as required by NB Power's Standard Construction Practices manual, applicable CSA Standards and municipal bylaws and regulations.

Notwithstanding the foregoing, NB Power reserves the right to refuse an underground extension to its facilities for reasons of safety, environmental conditions or sound engineering practice.

### Underground Service Loop

Customers will supply, install, own and maintain their Underground Service Loop. A sufficient length of wire must be provided at the base of NB Power's supply device (e.g., pad-mounted transformer, pole) to allow connection to NB Power Facilities.

### Optional Underground Facilities Charge

The optional underground facilities charge recovers the difference in construction costs between what NB Power normally supplies and what the Customer requests and is provided. All charges related to optional underground facilities are non-refundable.

## I Extension of Facilities – Underground (cont'd)

### Optional Underground Facilities Charge (cont'd)

The optional underground facilities charge equals the total cost of the facilities less the NB Power investment for the equivalent standard overhead facilities.

The NB Power investment is equal to the total estimated cost of the equivalent standard overhead facilities less any customer contribution towards those facilities.

The optional facility charge includes the incremental cost of pad-mounted transformation, if required. An exception is when NB Power approves a transformer rated at 500 kVA or greater.

### Installation Design, Material and Inspection

NB Power or its contractor installs the facilities.

NB Power provides the electrical design, standard electrical installation material (primary and secondary conductor, connectors, transformation and associated protective equipment), and inspection and supervision services required to meet NB Power's Standard Construction Practices manual, applicable CSA Standards, and municipal bylaws and regulations.

When complex conduit systems are specified in the design, customers must have the installation designed by qualified designers and approved by NB Power. The customer must provide as built drawings upon completion of the work and prior to service connection. The customer is responsible for the cost of the design work.

NB Power assumes ownership and responsibility for customer provided equipment that meets NB Power's Standard Construction Practices manual, applicable CSA Standards, and municipal bylaws and regulations, after one year from the date of installation, excluding service loops and street lighting systems.

### Payment of Customer Contribution

Applicants are expected to pay the full amount of the contribution in advance. Acceptable forms of payment include certified cheque, bank draft or cash. The exception is municipal, provincial or federal government departments which provide letters of intent.

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#### Optional Facilities

Optional facilities are facilities required by a Customer that are different from standard distribution facilities which NB Power would normally provide. Examples of optional facilities include, but are not limited to:

- Underground facilities - covered in Section I - Extension of Facilities - Optional Underground;
- back lot service;
- Residential Service Customers requesting three-phase service;
- choice of a route different from that selected by NB Power
- a facilities use requested by, and allocated to, the sole use of a customer, which would not normally be allocated for such use.

#### Optional Facilities Charge

The optional facilities charge recovers the difference in construction costs between what NB Power normally supplies and what the Customer requests and is provided. All charges related to optional facilities are non-refundable.

The optional facilities charge equals the total cost of the facilities less the NB Power investment for the equivalent standard overhead facilities.

The NB Power investment is equal to the total estimated cost of the equivalent standard overhead facilities less any customer contribution towards those facilities.

## J Optional Facilities (cont'd)

### **Optional Facilities Charge (cont'd)**

If a Customer requests the use of materials not normally stocked by NB Power, the charges for purchase, installation and maintenance must be borne by the Customer; the Customer must also retain ownership.

As an exception to this, NB Power will contribute towards the cost of a dry type transformer an amount equal to the charge for an oil-filled transformer that would normally have been supplied.

### **Maintenance Charge for Optional Facilities**

A maintenance charge is a non-refundable contribution determined by NB Power to recover above normal operating, maintenance and replacement costs resulting from a Customer's request for optional facilities. These charges are specified in Section O - Fees and Charges, Optional Facilities Charges.

Example:

Distribution facilities are normally designed and built to occupy rights-of-way that are accessible by on-road vehicles. If a Customer requests facilities to be placed in any location that is not accessible from a public road by on-road vehicles, the Customer pays a prepaid non-refundable maintenance charge based on the total estimated construction charges of the section.

### **Nonstandard Delivery Point**

NB Power specifies the location of the Applicant's Delivery Point. If an Applicant requests NB Power to locate the Delivery Point at a location other than the one specified, and this results in additional expense for NB Power, the Applicant is charged for such non-standard facilities. See Section O - Fees and Charges, Optional Facilities Charges.

### **Customer Contribution for Temporary Facilities**

A Temporary Facilities charge is a contribution to recover costs of providing Temporary Facilities. This charge is to compensate NB Power for the estimated construction cost of installation, charges for materials that cannot be salvaged and reused, and subsequent dismantling of these facilities. This charge is non-refundable unless these facilities become permanent.

Examples of Customers that often require Temporary Facilities are asphalt plants, construction sites, portable sawmills and short term connections for festivals, bazaars, sporting events, etc.

## J Optional Facilities (cont'd)

### Customer Contribution for Facilities to Non-Fixed Premises

Non-fixed premises are usually found in recreational areas. Examples of Non-fixed Premises are travel trailers and motorized homes.

NB Power will provide overhead service up to 27 meters from the nearest operational NB Power Facility that forms part of the Distribution System.

All charges for the overhead extension beyond the 27 meter point will be paid by the Customer in accordance with Section H - Extension of Facilities - Overhead, except the standard facility allowance will be reduced to 27 meters.

### Pole Mounted Metering

Pole mounted metering is permitted by NB Power for maypoles (refer to Section K - Connection of Customer Facilities) and non-fixed premises when the following conditions are met:

- If NB Power supplies the pole, NB Power will set it and charge the Customer. This pole is a NB Power Facility. See Section O - Fees and Charges, Optional Facilities Charges.
- The Customer will install service entrance equipment as specified in the Utility Service Entrance Standards issued jointly by the electric utilities of New Brunswick. The customer is responsible for the maintenance and transfer costs of the pole mounted service entrance equipment.
- NB Power will make the connection(s) and install the meter. Metering Equipment or conduit will not be installed on a pole with primary facilities attached, except when primary metering is being used.
- The Customer pays the Nonstandard Service Entrance - Location charge. See Section O - Fees and Charges, Optional Facilities Charges.

If a Customer requests an Underground Service Loop, the Customer must meet all the requirements of Section I - Extension of Facilities - Optional Underground.

### Removal of Optional Facilities

If a Customer requests that existing operational facilities be removed, the Customer pays a non-refundable contribution to cover dismantling costs and the sacrificed life value of the assets removed.



## J Optional Facilities (cont'd)

### Payment of Customer Contribution

Applicants are expected to pay the full amount of the contribution in advance. Acceptable forms of payment include certified cheque, bank draft or cash. The exception is municipal, provincial or federal government departments which provide letters of intent.

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#### **Standard Service Voltages**

NB Power's electric service is provided in the form of alternating current at a frequency of 60 Hertz (cycles per second).

The nominal service voltages are:

##### **Standard single-phase service**

Secondary voltage:

- 120 volts
- 120/240 volts

##### **Standard three-phase service and combination single-phase and three-phase service**

Secondary voltage

- 120/208 volts, wye connected
- 347/600 volts, wye connected

Primary voltage, as available:

- 7,200/12,470 volts, wye connected
- 69,000 volts, phase to phase - available for Industrial Service at some locations
- 138,000 volts, phase to phase - available for Industrial Service at some locations

Service at any nominal voltage other than those specified above is considered to be nonstandard. Customers desiring service at nonstandard voltages provide all the necessary facilities to convert a standard service voltage to the desired utilization voltage.

Where two or more NB Power lines are available to serve the Customer's load requirements, NB Power will determine from which line service will be provided to the Customer.

## K Connection of Customer Facilities (cont'd)

### Delivery Point

NB Power makes all connections to the Delivery Point and specifies the Delivery Point as being one of the following:

- the point of connection of the Customer's service entrance mast conductors to NB Power's Overhead Service Loop at the weather head;
- the point of connection of the Customer's Underground Service Loop to NB Power's secondary voltage system;
- the secondary bushings of NB Power's transformer;
- the primary bushings of the Customer's transformer;
- the primary side of the Customer's main disconnect switch located in the Customer's electrical vault (existing Customers only, not available to new Customers);
- the load side of NB Power's fuse disconnect;
- the source side of the Customer's disconnect switches;
- the source side of the Customer's switchgear located at the Customer's Premises;
- the load side of the primary metering unit;
- any other point specified by NB Power.

### Service Entrance Standards

Service entrance standards are specified in the Utility Service Entrance Standards issued jointly by the electric utilities of New Brunswick.

### Metering Equipment

Metering Equipment is part of NB Power's Facilities supplied to Customers.

Metering Equipment, except as noted below, is installed on the low voltage side of the transformer. General Service and small industrial Customers with three-phase service are primary metered under any of the following circumstances:

- Service entrance size exceeds 2000 amps.
- The Customer requests that the transformer be placed indoors.
- The Customer requires a voltage that is not an NB Power standard service voltage.

Large industrial Customers are normally metered at a primary voltage of 69 kV or above; if they are metered at a voltage below 69 kV, readings are adjusted for the associated transformation losses.

## K Connection of Customer Facilities (cont'd)

### Service to Multiple Buildings

Normally, NB Power installs a meter for each individual building of a Premises except as follows:

A group of adjacent buildings located on the same property served by one electric service is accepted by NB Power as one Customer for billing purposes if the buildings:

- are owned by the Applicant; (and)
- are used for a related purpose.

The meter may be installed at either a primary or secondary voltage level. The Customer must supply, install, own and maintain all primary and/or secondary facilities beyond the Delivery Point.

All Customer facilities beyond the delivery point must be included in the Customer's wiring permit issued by NB Department of Public Safety prior to connection by NB Power.

Specific applications of a maypole or primary voltage supply are specified in the following sections.

#### Secondary Voltage Supply/Maypole Service

The Delivery point is generally at a maypole on the Customer's property at a secondary voltage. The maypole, conductors from NB Power Facilities to the maypole, the anchor and Metering Equipment are NB Power Facilities. NB Power makes all connections at the maypole.

The Customer will make connection(s) to buildings, leaving a sufficient length of wire at the maypole to allow connection to NB Power Facilities. Customer Facilities include the service loops, attachment hardware on the load side of the Delivery Point, the conduit and meter socket, and all equipment on the maypole except Metering Equipment.

If the maypole subsequently has to be replaced, NB Power must first disconnect the facilities. The customer is responsible for the maintenance and transfer costs of the pole mounted service entrance equipment.

## K Connection of Customer Facilities (cont'd)

Service to  
Multiple  
Buildings  
(cont'd)

### Primary Voltage Supply

A primary voltage supply may be run by NB Power to a pole or structure on the Customer's property. The Delivery Point is the load side of the primary metering unit. Connections at the Delivery Point will be made by NB Power.

Primary conductors and equipment up to the Delivery Point including the Metering Equipment are NB Power Facilities. All facilities beyond the Delivery Point are Customer Facilities.

Overhead  
Service  
Loop or  
Underground  
Service Loop

NB Power designates the point on its facilities where the Overhead Service Loop or Underground Service Loop originates.

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<b>Service Continuity and Interruption</b>	NB Power reserves the right to interrupt the supply of electricity at any time.
	NB Power will make reasonable efforts to notify Customers before interrupting the supply.
	NB Power will make every reasonable effort to restore the supply as soon as conditions permit.
<b>Prohibition of Resale of Electricity</b>	Electricity supplied to Customers, other than to Wholesale Customers is not to be directly resold. This does not prohibit the lease of space in Premises, at a fixed rental rate that includes electrical service.
<b>Apportionment of Bills</b>	With NB Power's written consent, a Customer may apportion the electricity bill for a multi-tenant premise. The metering equipment used must be approved by Measurement Canada and used solely for the purposes of apportioning the bills. NB Power reserves the right to review metered data and the apportionment of electricity costs.
<b>Interference with Service</b>	The attachment to NB Power's Facilities of any electrical equipment or use of any connected equipment that causes undue fluctuations in voltage or that in any other way interferes with provision of safe, adequate and satisfactory service by NB Power is prohibited.
	If the Customer uses any equipment or facility that for any reason adversely affects the quality of NB Power's service to any other Customer then, on notice from NB Power, the Customer will immediately take corrective measures as a condition of continuance of service.

## L Use of Service (cont'd)

### Attachment to NB Power Facilities

The attachment to NB Power Facilities, except with consent from NB Power, of anything including wires, cables, radio or television antenna, light fixtures, clothesline, signs, posters, underground services, etc., is prohibited.

If consent is requested and the attachment is acceptable to NB Power, permission is given on the conditions that NB Power will not be responsible for any damage to the attachment(s) and that NB Power may at any time cancel this permission. A fee will be charged for attachment to NB Power poles. See Section O - Fees and Charges, Pole Attachment Fee.

If consent is requested and the attachment is not acceptable to NB Power, permission will not be given.

If NB Power finds unacceptable attachments to its facilities, it will notify the persons involved to remove the attachments without unnecessary delay. If the person fails to comply, NB Power's agents will remove the attachment(s) at the person's expense without liability for any damages which may result.

## M Disconnection of Service

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#### Notice

In the event that a Customer has a written contract with NB Power or the terms of the applicable Rate Category fix a term of service and period for notice of cancellation, those provisions will prevail. In the event there is no written contract for service or provision for termination of service for the Customer's Rate Category, the Customer will give at least five (5) business days' notice to NB Power.

#### Liability for Charges

Any Customer required by contract or by the terms of the Rate Category to give notice of termination will be liable for all charges incurred as a result of the contract.

All other Customers terminating service will be liable for all applicable charges until the expiration of the five (5) day notice period or until NB Power has had reasonable opportunity to take a final meter reading.

#### Disconnection of Service Initiated by NB Power

NB Power reserves the right to disconnect service for any of the following reasons:

- undue interference with NB Power's electrical service to other Customers or NB Power's own equipment;
- safety considerations including defective wiring conditions or condemned properties;
- the Customer's refusal to grant access by NB Power personnel to NB Power Facilities and Rental Facilities for inspection, meter reading, maintenance and/or replacement of equipment;
- at the request of authorized personnel of New Brunswick Safety Code Services
- nonpayment of Accounts in arrears;
- The customer does not meet one or more of NB Power's requirements for the provision of service.



## M Disconnection of Service (cont'd)

### Reconnection of Service

Services will only be reconnected when the condition causing the disconnection has been eliminated or corrected.

Services disconnected for nonpayment will only be reconnected when satisfactory payment arrangements are made.

A security deposit or additional security deposit for a total estimated two (2) average operating months' billing based on the actual use may be collected as a condition of reconnection of service.

A service call fee will be charged as outlined in Section O - Fees and Charges, Service Call Fees.

Any Account disconnected for nonpayment cannot be reconnected in the name of another member of the household unless satisfactory payment has been received and security deposit arrangements have been made.

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## N Rate Schedules and Rate Application Guidelines (cont'd)

### N-1 Residential Service Rate Schedule

Residential Service Rate Schedule	Service Charge	Energy Charge (¢/kWh)
<b><u>Residential Urban</u></b> That category of residential Customers located within the boundaries of all incorporated cities, towns and villages, as those boundaries existed on December 31, 2022, with population over 2000 served by NB Power.	\$29.55 per Billing Period	14.76¢ Base Rate + 0.41¢ Variance Account Charge 15.17¢ Total Charge for all kWh per Billing Period
<b><u>Residential Rural</u></b> That category of residential Customers located in all other areas not included under Residential Urban category served by NB Power	\$32.43 per Billing Period	14.76¢ Base Rate + 0.41¢ Variance Account Charge 15.17¢ Total Charge for all kWh per Billing Period
<b><u>Residential Seasonal</u></b> That category of residential Customers who require service to a Dwelling other than a Principal Residence (e.g., summer cottages).	\$32.43 per Billing Period	14.76¢ Base Rate + 0.41¢ Variance Account Charge 15.17¢ Total Charge for all kWh per Billing Period

### Residential Service Rate Application Guidelines

- Urban and Rural** Customers who use electricity for living purposes in any of the following:
- Dwellings
  - Dwelling out buildings
  - Individually metered, self-contained Dwelling units within an Apartment Building

## N Rate Schedules and Rate Application Guidelines (cont'd)

### Residential Service Rate Application Guidelines (cont'd)

#### Urban and Rural (cont'd)

In addition, the Residential rate applies to:

- Services to Farms and Churches
- A religious and charitable institution, excluding a church, that was served on a residential rate prior to 29 August 1979. If these Premises require new service, reconnection or upgrade for any reason, including a change of ownership, an applicable rate will be applied as determined by the rate application guidelines.
- Service for the construction phase of a Dwelling
- A Premises providing lodging with nine (9) beds or less, including boarding and rooming houses, Special Care Establishments, senior citizen homes, nursing homes, hostels and transition homes.
- A Premises providing lodging with more than nine (9) beds that was served on a Residential rate prior to 1 January 1984. If these Premises request new service, reconnection or upgrade for any reason including a change in ownership an applicable rate will be applied as determined by the rate application guidelines.
- The combined usage of a Dwelling and a business operation measured by one meter, where the connected load of the business operation, excluding space heating and air conditioning, is two (2) kilowatts or less.

#### Seasonal

Customers who use electricity for living purposes in a Dwelling other than the Customer's Principal Residence; e.g., summer cottage.

## N Rate Schedules and Rate Application Guidelines (cont'd)

### N-2 General Service Rate Schedule

General Service Rate Schedule	Billing Demand	Service Charge	Demand Charge	Energy Charge (¢/kWh)
<b>General Service I</b> That category of Customers in all areas served by NB Power who use electricity for purposes other than those specifically covered under residential, small and large industrial, street lighting or unmetered categories.	The greater of the maximum kW demand or 90% of the maximum kVA demand in the Billing Period	\$29.60 per Billing Period	No charge for first 20 kW or less per Billing Period  \$13.62 per kW for balance kW per Billing Period	<div> 17.03¢ Base Rate  + 0.41¢ Variance Account Charge  17.44¢ Total Charge </div> for first 5000 kWh per Billing Period  <div> 12.07¢ Base Rate  + 0.41¢ Variance Account Charge  12.48¢ Total Charge </div> for balance kWh per Billing Period

#### **General Service II (closed)**

As of April 1, 2025, General Service II has been merged with General Service I. All customers under the General Service II rate at the time of the merger will be charged the General Service I rate.

### General Service Rate Application Guidelines

General Service I rate applications include the following:

- Religious and charitable institutions, excluding churches, that were served on a residential rate prior to 29 August 1979 and that request new service, reconnection or upgrade for any reason, including change of ownership, will have an applicable rate applied as determined by the rate application guidelines.
- Service for the construction phase of any Premises other than a Dwelling.
- Dwellings providing lodging with more than nine (9) beds, including boarding and rooming houses, Special Care Establishments, senior citizen homes, nursing homes, hostels and transition homes.
- Combined usage of a Dwelling and a business operation measured by one meter, where the connected load of the business operation, excluding space heating and air conditioning, is greater than two (2) kilowatts.
- Bulk metered Apartment Buildings that combine the service to the Dwelling units and/or the common use areas.
- Service to common areas in Apartment Buildings.
- Any business operation involving both manufacturing/processing and service/repair on which less than one half of the business volume is manufacturing/processing.
- Warehousing, storage and distribution centers on the same property and forming part of a manufacturing or processing operation with one meter where the warehousing, storage and distribution load is greater than one half of the total electricity consumed.
- A retail or wholesale operation on a Farm must install a separate meter to measure that retail/wholesale load.
- Water pumping, sewage lift stations, sewage lagoons, chlorinating plants and sewage treatment plants directly related to municipally owned water supplies or waste disposal systems are normally billed at General Service rates. At the option of the Customer, an industrial service rate may be applied.

## N Rate Schedules and Rate Application Guidelines (cont'd)

### N-3 Small Industrial Rate Schedule

Small Industrial Rate Schedule	Billing Demand	Demand Charge	Energy Charge (¢/kWh)
That category of Customers who use electricity chiefly for manufacturing or processing of goods or for the extraction of raw materials and have a minimum contracted demand of five (5) kilowatts.	<p>The greatest of:</p> <ul style="list-style-type: none"> <li>the monthly maximum kW demand;</li> <li>90% of the monthly maximum kVA demand;</li> <li>5 kW</li> </ul> <p>As a result of installed metering, both the monthly maximum kW demand and 90% of the monthly maximum kVA demand noted above may not apply.</p>	\$9.00 per kW of billing demand per month	<p>17.44¢ Base Rate + 0.40¢ Variance Account Charge 17.84¢ Total Charge</p> <p>for first 100 kWh per kW of billing demand per month</p> <p>8.24¢ Base Rate + 0.40¢ Variance Account Charge 8.64¢ Total Charge</p> <p>for balance of kWh per month</p>

### Small Industrial Rate Application Guidelines

Industrial rates apply to the following SIC groups:

Division C major group:

04 Logging Industry

Division D major groups:

06 Mining Industries

07 Crude Petroleum and Natural Gas Industries

08 Quarry and Sand Pit Industries

09 Service Industries Incidental to Mineral Extraction

Division E, Manufacturing Industries

In addition:

Fish hatcheries qualify for this rate.

## N Rate Schedules and Rate Application Guidelines (cont'd)

Any business operation involving both manufacturing/ processing and service/repair on which more than one half of the business volume is manufacturing/ processing.

Warehousing, storage and distribution centers on the same property and forming part of a manufacturing or processing operation with one (1) meter where the manufacturing / processing load is greater than one half of the total electricity consumed.

A processing operation on a Farm must install a separate meter to measure that processing load.

### N-4 Large Industrial Rate Schedule

Large Industrial Rate Schedule	Billing Demand	Demand Charge	Energy Charge (¢/kWh)
That category of Customers in all areas served by NB Power who use electricity chiefly for manufacturing or processing of goods or for the extraction of raw materials and have a minimum contracted demand of 750 kW.	The greatest of: <ul style="list-style-type: none"> <li>• The monthly maximum kW demand;</li> <li>• 90% of the maximum kVA demand;</li> <li>• 90% of the firm amount reserved in the contract;</li> <li>• 90% of the maximum demand recorded during the current calendar year excluding April through November;</li> <li>• 90% of the lesser of the average demand recorded during the previous calendar year, or the previous calendar year excluding April through November</li> </ul>	\$19.17 per kW of the billing demand per month	<div> <div>7.11¢</div> <div>Base Rate</div> <div>+ 0.39¢</div> <div>Variance Account Charge</div> <div>7.50¢</div> <div>Total Charge</div> </div> for all kWh per month



## N Rate Schedules and Rate Application Guidelines (cont'd)

### Declining Discount Firm Rate

New facilities coming into service after April 1, 2000 or facilities that were substantially shut down as at October 1, 2000 are eligible for a declining discount on Demand Charges for the additional firm load.

The declining discount is available for five years to Customers who meet all of the following criteria:

- (i) the Customer is served directly from the transmission system;
- (ii) the additional firm load is at least 5,000 kW; and
- (iii) the Customer signs a five year agreement with NB Power as the electricity supplier for the total load for the Customer's Account at the site.

The declining discounts are:

Year	\$/kW-month
1	3.75
2	3.00
3	2.25
4	1.50
5	0.75
6	0.00

The declining discounts are not available for loads that get incentive credits or if the Customer is in arrears at the time of the application for the declining discount.

### Start-up Rate

Large Industrial Customers starting new operations or expanding existing operations may request a start-up rate for a period not exceeding six (6) consecutive months.

When the new load is the result of expansion, the Customer has the option to request the start-up rate for the total firm load at that location. The request must be submitted in writing to NB Power.

To qualify, the Customer must agree to reduce the load for which the start-up rate applies within ten (10) minutes of a request from NB Power. Load reductions will normally be requested when the in-province load and firm commitments outside the Province are expected to exceed NB Power's supply capability.

## N Rate Schedules and Rate Application Guidelines (cont'd)

### Start-up Rate (cont'd)

NB Power estimates the applicable start-up rate and makes retroactive adjustments based on the Customer's actual cost per kWh, which is the aggregate of demand and energy charges, established during the six month period following the start-up period.

The start-up rate will be calculated so that the resulting cost to the Customer is the higher of:

- 11.13¢ per kWh (10.74¢ Base Rate + 0.39¢ Variance Account Charge), or
- Customer's lowest monthly aggregate cost per kWh in the six months following the start-up period.

### Interruptible Energy Charge

NB Power will supply interruptible energy in excess of the demand reserved for the Customer up to the amount of the Customer's unused generation capability, if such energy is available at the Delivery Point, and can be provided with available resources over and above the requirement of other firm commitments. The rate will be based on NB Power's incremental cost of providing such energy.

### Surplus Energy Charge

Surplus Energy is closed to new, long-term load requests received since January 1, 2021. NB Power reserves the right to issue up to 100 MW of additional Surplus Energy temporarily for a contract duration of up to three (3) years.

Surplus Energy is supplied only if it can be provided with available resources over and above the requirement of other firm commitments. The Customer must interrupt Surplus Energy use within ten (10) minutes of a request from NB Power.

Customers who currently purchase Surplus Energy above a defined load level can continue to do so for that load.

Customers who fail to interrupt will be billed an additional charge which is the higher of:

- (i) two times the monthly demand charge per kilowatt for the Large Industrial rate classification multiplied by the kilowatts that were not interrupted plus any incremental cost of supplying the energy; or
- (ii) the costs incurred for replacement energy to supply financially firm export obligations.

### Pricing of Interruptible and Surplus Energy

The price is based on the incremental cost of providing such energy. Incremental cost is defined as the incremental generation or purchased power cost after supplying in-province firm load and other firm supply commitments.

#### Interruptible and Surplus Energy prices

- On-peak price = incremental cost during on-peak hours + 0.9¢/kWh.
- Off-peak price = incremental cost during off-peak hours + 0.3¢/kWh.

The on-peak period is defined as 0800 to 2400 hours Atlantic Prevailing Time on all weekdays, except statutory holidays in New Brunswick. All other hours are considered to be off-peak.

NB Power will provide a week ahead forecast and day ahead firm quotes of the on and off-peak prices to be paid by the customer.

### Rental Charges

At the Customer's request, NB Power will supply, own and maintain the substation facilities from the high voltage switches to the low voltage terminals of the step-down transformers, provided such transformation satisfies NB Power standards. The charge for such Rental Facilities is 1⅓ % per month of the installed costs. The Customer will supply the low voltage switch gear, concrete substation foundation pads and necessary protective fencing.

For customers with a primary service voltage of 12.47 kV, at the customer's request, NB Power will supply, own and maintain the distribution facilities at a primary service voltage of 12.47 kV up to the secondary voltage terminals on the step-down transformer. The charge for such Rental Facilities is 1⅓ % per month of the installed costs.

### Losses Charge

At the discretion of NB Power, electricity may be supplied at a primary service voltage between 4 kV and 25 kV. In such cases, the monthly demand and energy consumption will be increased by 1½ % to compensate for transformation losses.

### Transformation Charge

When a Customer is provided service at voltages less than 69 kV, the Customer will also be charged an "equivalent kVA rental" charge. The equivalent kVA charge is the Customer's kVA demand multiplied by \$1.98 per kVA per month.

**Contracts** A Customer supplied at the large industrial rate is required, and is deemed, to have entered a firm contract providing for the payment of the rate, for an initial term of five (5) years, in the case of a Customer considered by NB Power to be a new Customer, and for an initial term of one year for a Customer considered by NB Power to be an existing Customer. The contract will continue thereafter on a firm basis subject to termination by either the Customer or NB Power at the end of the initial term, or any date thereafter by either party giving at least twelve months' notice in writing.

When a Customer's operations are jeopardized because of a failure of its electricity generating equipment, the Customer can apply to firm up all or part of interruptible purchases for a period of at least six months and not more than one year.

**Metering** The metering point shall be at or near the transmission line terminals (69 kV or above).

### Large Industrial Rate Application Guidelines

Industrial rates apply to the following SIC groups:

Division C major group:

04 Logging Industry

Division D major groups:

06 Mining Industries

07 Crude Petroleum and Natural Gas Industries

08 Quarry and Sand Pit Industries

09 Service Industries Incidental to Mineral Extraction

Division E, Manufacturing Industries

## N Rate Schedules and Rate Application Guidelines (cont'd)

### In addition, the Large Industrial Rate applies to:

Any business operation involving both manufacturing/ processing and service/repair, in which more than one half of the business volume is manufacturing/ processing.

Data centres with a total firm load of 750 kW or more. 95% of the facilities' total load must be data centre functions. Data centre functions include data storage, processing and communication, and support services including heating and cooling.

Warehousing, storage and distribution centers on the same property and forming part of a manufacturing or processing operation with one (1) meter where the manufacturing or processing load is greater than one half of the total load.

Customers whose demand is above 750 kW and less than 3000 kW may choose to be billed at the small industrial rate or the large industrial rate. To be eligible for the large industrial rate, customers must meet the conditions of the large industrial rate.

Customers with a primary service voltage of 12.47 kV whose demand is above 750 kW and less than 3000 kW who opt to change classification from the small industrial rate to the large industrial rate will be required to make a contribution toward the cost of upgrading NB Power facilities including installing primary metering.

### N-5 Wholesale Rate Schedule

Saint John Energy and The Electrical Department of the City of Edmundston.

Wholesale Rate	Demand Charge	Energy Charge (¢/kWh)
	\$19.39 per kW per month	<div>9.05¢ Base Rate</div> <div>+ 0.40¢ Variance Account Charge</div> <div>9.45¢ Total Charge</div> <div>for all kWh in the month</div>

## N-6 Unmetered Rate Schedule

Unmetered Rate	Minimum Charge	Energy Charge (¢/kWh)
That category of Customers in all areas served by NB Power requiring unmetered service.	\$14.05 per month	<div>17.74¢ Base Rate</div> <div>+ 0.45¢ Variance Account Charge</div> <div>18.19¢ Total Charge</div> <div>per kWh of estimated consumption</div>

### Unmetered Rate Application Guidelines

Services for which electricity consumption is uniform and easily estimated.

Services where metering is not considered practical by NB Power.

Specific Applications of the unmetered rate include:

- traffic control lights
- self-contained sign lighting
- architectural flood lighting
- decorative lighting
- carrier repeaters
- radio transmitters
- telephone booths
- range lights
- airport runway lights
- highway traffic counters
- CATV power supply units

### Estimating Consumption

Electricity consumption is estimated by multiplying the connected load in watts times the hours of usage. For example, a photoelectrically controlled 100 Watt sign light operates approximately 12 hours per day, has an estimated annual consumption calculated as follows:

$$100 \text{ watts} \times 12 \text{ hours} \times 365 \text{ days} = 438,000 \text{ watt-hours or } 438 \text{ kWh per year.}$$

If conditions are such as to cause reasonable doubt concerning the connected load, recording equipment will be installed to determine the kW connected load.

## N Rate Schedules and Rate Application Guidelines (cont'd)

### N-7 Electric Vehicle Charging

These rates apply to the charging of electric vehicles at NB Power's eCharge Network. NB Power's eCharge Network includes both authorized third party charging stations and NB Power owned charging stations.

<b>DC Fast Charge</b>	
\$20.00 per hour	This rate is based on the time that a vehicle is plugged into a 100 kW charger
\$15.00 per hour	This rate is based on the time that a vehicle is plugged into a 50 kW charger
<b>Level 2 Charge</b>	
\$1.50 per hour or \$3.00 per session	The rate for the Level 2 Charge is selected by the owner of the charging station. While NB Power offers a per hour rate of \$1.50, authorized third parties may offer either a rate of \$1.50 per hour or \$3.00 per session. At all charging stations where the hourly rate is offered, it is pro-rated based on the time that a vehicle is plugged in and there is no maximum charge.

### N-8 Miscellaneous Rate Schedule

Railway Flashing Signals	<div> <div>\$126.36</div> <div>Base Rate</div> </div> <div> <div>+ \$ 3.21</div> <div>Variance Account Charge</div> </div> <div> <div>\$129.57</div> <div>Total Charge</div> </div> <div>per year (billed monthly)</div>
Railway Safety Gates	<div> <div>\$503.41</div> <div>Base Rate</div> </div> <div> <div>+ \$ 12.79</div> <div>Variance Account Charge</div> </div> <div> <div>\$516.20</div> <div>Total Charge</div> </div> <div>per year (billed monthly)</div>
Air Raid and Fire Sirens (unmetered)	<div> <div>\$5.41</div> <div>Base Rate</div> </div> <div> <div>+ \$0.14</div> <div>Variance Account Charge</div> </div> <div> <div>\$5.55</div> <div>Total Charge</div> </div> <div>per month per HP of nameplate rating</div>
Outdoor Christmas Lighting	<div> <div>5.53¢</div> <div>Base Rate</div> </div> <div> <div>+ 0.14¢</div> <div>Variance Account Charge</div> </div> <div> <div>5.67¢</div> <div>Total Charge</div> </div> <div>per watt of connected load per week</div>

*The minimum charge is for a period of one (1) week.*

## N-9 Short Term Unmetered Rate Schedule

**Short Term Unmetered Rate** That category of Customers in all areas served by NB Power requiring single-phase and three-phase installations and connected for no longer than one (1) month. The installation will not be metered.

Connection Charge	Single-Phase	Three-Phase
A. Connection to existing secondary voltage	\$118.14	\$118.14
B. Where transformer installations are required, the following connection charges will apply:		
(1) to and including 10 kVA	\$172.28	\$242.13
(2) 11 kVA to 15 kVA	\$278.70	\$348.38
(3) 16 kVA to 25 kVA	\$311.58	\$389.65
(4) 26 kVA to 37 kVA	\$348.38	\$389.65
(5) 38 kVA to 50 kVA	\$389.65	\$389.65
(6) 51 kVA to 75 kVA	\$427.77	\$606.50
(7) 76 kVA to 125 kVA	\$498.97	\$643.10
(8) Above 125 kVA	----	\$688.66

### Energy Charge:

18.19¢ per kWh of estimated consumption (17.74¢ Base Rate + 0.45¢ Variance Account Charge).

### Short Term Unmetered Rate Application Guidelines

Available to serve such events as carnivals, bazaars, and unmetered installations.

Connected for no longer than one (1) month.

When the service exceeds one month, the installation will be billed and the remaining time considered as a new installation.

When meters are involved, and not disconnected, a reading will be taken and the kilowatt hours noted for record purposes only.

When poles or additional equipment other than the transformer installation are required, the installation and removal charges will be estimated and collected before work commences. Customers who have a credit history, acceptable to NB Power, will be billed directly by NB Power.



## N Rate Schedules and Rate Application Guidelines (cont'd)

### Estimating Consumption

Electricity consumption is estimated by multiplying the connected load in kW (or kVA times 0.9), times the hours of usage. For example, a carnival with a connected load of 25 kVA operates 12 hours per day for 10 days has an estimated consumption calculated as follows:

$$25 \text{ kVA} \times 0.9 \text{ power factor} \times 12 \text{ hours} \times 10 \text{ days} = 2,700 \text{ kWh.}$$

If conditions are such as to cause reasonable doubt concerning the connected load, recording equipment will be installed to determine the kVA connected load.

### N-10 Rental Facility Rate Schedule

**Water Heaters** This rate applies to Customers renting water heaters from NB Power.

Single Phase	Rate per month (\$)
22 gallons (100 L)	9.99
40 gallons (180 L)	9.99
60 gallons (270 L)	12.49
100 gallons (455 L)	24.99
*50 gallons (228 L) "Stainless Steel"	9.99

Three Phase	Rate per month (\$)
100 gallons (455L) "Commercial" 208V	36.99
100 gallons (455L) "Commercial" 600V	46.49

Plus Harmonized Sales Tax as applicable.

*\*This charge is applicable to existing water heaters only*

## N Rate Schedules and Rate Application Guidelines (cont'd)

### Area Lighting

This rate applies to Customers renting area lighting from NB Power for a minimum of 12 consecutive months.

Light Emitting Diode (LED)	Base Rate (\$/month)	Variance Account Charge (\$/month)	Total Charge (\$/month)
100 Watt HPS Equivalent	19.49	+0.07	\$19.56
200 Watt HPS Equivalent	30.49	+0.14	\$30.63

Other Luminaires	Base Rate (\$/month)	Variance Account Charge (\$/month)	Total Charge (\$/month)
100 Watt high pressure sodium	20.99	+0.20	\$21.19
200 Watt high pressure sodium	32.49	+0.36	\$32.85
* 175 Watt mercury vapor	20.99	+0.31	\$21.30
* 400 Watt mercury vapor	36.99	+0.68	\$37.67

LED Flood Lights	Base Rate (\$/month)	Variance Account Charge (\$/month)	Total Charge (\$/month)
250 Watt Metal Halide Equivalent	37.99	+0.13	\$38.12
400 Watt Metal Halide Equivalent	46.49	+0.19	\$46.68
1000 Watt Metal Halide Equivalent	80.49	+0.38	\$80.87

Poles	Rate per month (\$)
Wood Pole	5.99
Concrete Pole	10.95
*Steel Pole (concrete foundation)	28.10

\* These charges are applicable to existing poles only.

## N Rate Schedules and Rate Application Guidelines (cont'd)

SureConnect	
Eligibility	<p>NB Power rents SureConnect to residential and General Services customers if they meet the following criteria:</p> <ol style="list-style-type: none"> <li>1. An existing customer of NB Power with an account in good standing</li> <li>2. Have an electrical breaker panel</li> <li>3. An electrical entrance of 200 AMPS or less</li> <li>4. Meter is accessible</li> <li>5. Own a generator that is compatible</li> <li>6. Not a tenant of an apartment building</li> <li>7. Not a seasonal customer</li> </ol>
Pricing	\$27.99 per month, plus HST
Billing	<p>NB Power bills SureConnect rentals on a customer's monthly electric bill.</p> <p>The Customer agrees to receive the SureConnect Service rental service ("the Service") for a minimum of 12 consecutive months at the applicable monthly service fee. After the initial 12-month period, this agreement shall automatically renew on a month-to-month basis unless terminated by either party upon at least 30 days' notice.</p> <p>Should the Customer discontinue electric service or the Service prior to the completion of the initial 12-month term of this agreement, all unpaid charges for the initial 12-month period shall immediately become due and payable.</p>
Installation and Removal	<p>For installation or removal to occur, two crews are required – a qualified, licensed NB Power electrical contractor and a lineperson (CSR). In accordance with the Occupational Health and Safety Act Reg 91-191, the meter base is de-energized, and the meter is pulled from its meter base. A neutral wire is run and connected from the electrical panel to the transfer switch. The transfer switch is then secured to the meter base, and the meter to the transfer switch. Once installation is complete, the meter base is re-energized.</p> <p>Loads within the customer's home deemed a priority are marked on their panel with stickers. The customer is trained on what order to close/open what breakers, how to safely connect, disconnect their generator from their SureConnect, along with how to safely refuel their generator. The average install is approximately two (2) hours, with majority of the time dedicated to customer training.</p>

## N Rate Schedules and Rate Application Guidelines (cont'd)

Maintenance	No charge maintenance is provided to all SureConnect customers. Maintenance includes, but not limited to, providing additional training, troubleshooting, new cord and in the unlikely event of a defective SureConnect, the device is replaced.
Terms and Conditions	Detailed terms and conditions are provided to and signed by the customer in duplicate, one copy for the customer and one for NB Power

### N-11 Street Lighting Rate Schedule

**Street Lighting** That category of Customers renting street lighting from NB Power.

Light Emitting Diode (LED)	Base Rate (\$/year)	Variance Account Charge (\$/year)	Total Charge (\$/year)
100 Watt HPS Equivalent	207.53	+0.71	\$208.24
150 Watt HPS Equivalent	296.51	+1.41	\$297.92
200 Watt HPS Equivalent	355.39	+2.10	\$357.49
400 Watt HPS Equivalent	475.33	+2.81	\$478.14

**Pole** That category of Customers renting poles from NB Power.

	**Rate per Pole per Year (\$)
Wood pole	71.88
Concrete pole	131.40
*Steel pole (direct burial)	131.40
*Steel pole (concrete foundation)	337.20
*Aluminum pole (concrete foundation)	337.20

\* These charges are applicable to existing poles only.

\*\* Rate calculated by multiplying the monthly rate by 12. This results in small variances due to rounding.

## N Rate Schedules and Rate Application Guidelines (cont'd)

### N-12 Customer Facility Rate Schedule

**Customer Owned** That category of Customers owning street and area lighting.  
**Street and Area**  
**Lighting**

Light Emitting Diode (LED)	Base Rate (\$/year)	Variance Account Charge (\$/year)	Total Charge (\$/year)
<b>Range (Watts)</b>			
1-25 Watts	17.81	+0.45	\$18.26
26-50 Watts	35.62	+0.90	\$36.52
51-75 Watts	53.41	+1.36	\$54.77
76-100 Watts	71.22	+1.81	\$73.03
101-125 Watts	89.03	+2.26	\$91.29
126-150 Watts	106.84	+2.71	\$109.55
151-175 Watts	124.64	+3.16	\$127.80
176-200 Watts	142.44	+3.61	\$146.05
201-225 Watts	160.26	+4.07	\$164.33
226-250 Watts	178.07	+4.52	\$182.59
251-275 Watts	195.86	+4.97	\$200.83
276-300 Watts	213.66	+5.42	\$219.08
301-325 Watts	231.48	+5.87	\$237.35
326-350 Watts	249.28	+6.32	\$255.60
351-375 Watts	267.09	+6.78	\$273.87
376-400 Watts	284.89	+7.23	\$292.12
401-425 Watts	302.69	+7.68	\$310.37
426-450 Watts	320.51	+8.13	\$328.64
451-475 Watts	338.31	+8.58	\$346.89
476-500 Watts	356.11	+9.03	\$365.14

Lamp Wattage	Base Rate (\$/year)	Variance Account Charge (\$/year)	Total Charge (\$/year)
<b>Incandescent</b>			
100 Watt	71.92	+1.81	\$73.73
200 Watt	144.82	+3.61	\$148.43
300 Watt	216.73	+5.42	\$222.15
500 Watt	347.46	+9.03	\$356.49

## N Rate Schedules and Rate Application Guidelines (cont'd)

Mercury Vapor	Base Rate (\$/year)	Variance Account Charge (\$/year)	Total Charge (\$/year)
100 Watt	87.00	+2.35	\$89.35
125 Watt	107.05	+2.80	\$109.85
175 Watt	144.82	+3.70	\$148.52
250 Watt	199.92	+5.33	\$205.25
400 Watt	316.50	+8.20	\$324.70
700 Watt	539.12	+14.09	\$553.21
1000 Watt	765.43	+19.51	\$784.94

Low Pressure Sodium	Base Rate (\$/year)	Variance Account Charge (\$/year)	Total Charge (\$/year)
90 Watt	82.48	+1.81	84.29
135 Watt	117.66	+3.16	120.82
180 Watt	147.80	+5.33	153.13

High Pressure Sodium	Base Rate (\$/year)	Variance Account Charge (\$/year)	Total Charge (\$/year)
70 Watt	71.15	+1.72	\$72.87
100 Watt	94.15	+2.35	\$96.50
150 Watt	126.89	+3.40	\$130.29
200 Watt	174.50	+4.34	\$178.84
250 Watt	201.18	+5.33	\$206.51
400 Watt	316.51	+8.26	\$324.77
1000 Watt	759.89	+19.51	\$779.40

The above charges apply to photo-controlled lights operating from dusk to dawn. The energy charges for lights operating from dusk to 1:30 a.m. and controlled by a time switch shall be 50% of the above rates.

## N Rate Schedules and Rate Application Guidelines (cont'd)

**Customer Owned Outdoor Recreational Lighting** That category of Customer owning metered outdoor lighting which operates only during the period April through November.

	Base Rate	Variance Account Charge	Total Charge	
Service Charge	\$29.60			per Billing Period
Energy Charge	17.03¢	+0.41¢	17.44¢	per kWh for first 5000 kWh per Billing Period
	12.07¢	+0.41¢	12.48¢	per kWh for balance kWh per Billing Period

The above rate is available to Customers with outdoor recreation lighting. Examples of Customers on this rate include: baseball parks, soccer fields, tennis courts. Customers who have non-lighting requirements on the same service, e.g. water heaters, can also qualify for this rate if the connected non-lighting load is less than 20 kilowatts.

Customers on this rate who use electricity, other than for standby load and control equipment heating, during December through March will be assessed demand charges for each month, including the preceding April through November, in which electricity is used. The demand charges will be assessed at the General Service I Rate. Failure to pay demand charges will result in the Customer being placed on the General Service I Rate.

### N-13 Customer Self-Supply Resource Balancing Schedule

**Wind Balancing Service** A Customer supplied by a wind power generation facility having a capacity in excess of 100 kW, in lieu of supply by NB Power, will be charged for Wind Balancing Service. The rate per kWh of gross generation supplied from such facilities will be charged for all kWh of generation supplied per month.

Customer shall ensure that a separate meter is installed to measure that generation and provide monthly production values to NB Power in confidence for billing purposes.

## N Rate Schedules and Rate Application Guidelines (cont'd)

### Wind Balancing Service (cont'd)

For each wind power generation facility with at least 5 MVA generating capacity, Customer shall also ensure the provision of near real-time telemetered wind speed, wind direction, temperature, generation availability, and generation production in confidence for operational and forecasting purposes.

The rate is 0.227 ¢ per kWh.

The Customer must either purchase this service from NB Power or make alternative, comparable arrangements to satisfy its wind balancing obligation or any part thereof.

### N-14 Authorization

The changes in the rates, tolls and charges contained in Sections N and O of this manual, dated April 1, 2025 are made under the authority of the New Brunswick Electricity Act effective October 1, 2013.



## O Fees and Charges

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### O-1 Fees and Charges

#### Service Call Fee

A service call fee of \$73.30 is applicable to the following services:

- Change from temporary to permanent service
- Reconnection of service, including reconnection for Accounts disconnected for nonpayment, installations where services have been upgraded, connections that do not require installation of a service loop, and connection of services that require a meter reading only
- If the meter is removed for testing at the Customer's request and the test results indicate the meter accuracy is within the allowable limits
- Each addition to an existing unmetered Account.

A service call fee is not applicable to the following services:

- Reconnection of service disconnected as a result of fire or other casualty or any incident not the fault of the Customer
- Transfer of service under the landlord service plan
- Installation of area lights
- Delivery of water heaters rented by NB Power to the Customer's Premises at the location requested by the Customer
- Maintenance of water heaters rented by NB Power to the Customer, including blown fuses, thermostat adjustments and other changes of a minor nature
- Additions to street lighting or traffic control light Accounts
- Disconnection of service
- Service to Premises to facilitate changes of a minor nature such as meter removal for replacement of siding.

## O Fees and Charges (cont'd)

### Connection and Reconnection Fees

A connection fee of \$112.34 is charged for all initial service connections including metered Temporary Facilities.

For multiple metered installations, e.g., Apartment Buildings, the \$112.34 fee applies to the service for the common area. If there is no separate service for the common area, this charge applies to the first service connected. The remainder of the initial connections in multiple metered Premises will be charged the service call fee and not the connection fee.

Connection of a mobile home to NB Power Facilities that requires installation of an Overhead Service Loop is considered to be an initial installation.

A seasonal reconnection fee of \$177.13 is applicable to the reconnection of an existing seasonal service to NB Power Facilities if the reconnection is for the same occupants of the Premises.

### After Hours Fee

If a Customer requests service outside NB Power's normal working hours, or prior to normal scheduled service, an after-hours fee will be charged in addition to the connection or service call fee.

The after-hours fee is \$92.26 for jobs requiring two (2) person hours or less, including travel. For jobs requiring more than two (2) person hours, the after-hours fee is set at NB Power's incremental cost of providing the service.

### Late Payment Charge

The late payment charge for all Customers is 1½% per month (effective annual rate 19.56% per annum or 0.04896% compounded daily rate).

The minimum late payment charge is 50¢. If an Account is less than \$4.00 in arrears, no late payment charge is applied.

### Non-Sufficient Funds Charge

The charge for non-sufficient funds is \$15.00.

## O Fees and Charges (cont'd)

### O-2 Extension Of Overhead Facilities Charges

The Construction Charge is the estimated cost times the contribution ratio of 100%.

#### Extension Of Overhead Facilities Refunds

Type of Original Contribution		
Type of New Account Connected	Single-Phase	Three-Phase
Single-Phase	90 meters times the average per meter Construction Charge	90 meters times half of the average per meter Construction Charge
Three-Phase	90 meters times the average per meter Construction Charge	90 meters times the average per meter Construction Charge

### O-3 Optional Facilities Charges

#### Maintenance Charge for Optional Facilities

15% of the total estimated construction cost of the optional facilities.

Nonstandard Service Entrances	
Location	\$111.61
Pole	\$535.86
Anchor	\$218.79

Facilities to Non-Fixed Premises	
Pole	\$535.86
Anchor	\$218.79

### O-4 Pole Attachment Fee

Attachment to NB Power poles.

Pole	\$ 29.03 per pole per year
Permit	\$133.99 per permit

## O Fees and Charges (cont'd)

### O-5 Customer Statement of Account

NB Power charges for statements of accounts (up to 24 months) requested by customers.

Statement: \$24.24 per statement

If for some reason a customer needs two separate statements, one for each year, then the charge will be applied for each statement.

Copies of invoices for current and the previous month will be provided at no charge.

### O-6 Load Profile Metering Services Charge

NB Power provides load profile metering services which include the installation of customer load profile meters, data retrieval, and reporting.

The charges for these services are as follows:

	Initial Installation Fee (\$)	Monthly Charge (\$)
<b>Small Industrial and General Service</b>		
Mass Memory Meter	355.44	29.06
Pulse Output	161.57	48.50
Automatic Call Processor (Stick)	-----	15.35
Monthly Report	-----	24.24
<b>Large Industrial</b>		
Pulse Output	1121.25	-----
Automatic Call Processor (Stick)	-----	15.35
Monthly Report	-----	24.24