

<p><b>Newmarket-Tay Power Distribution Ltd.</b></p> <p><b>Conditions of Service</b></p>	<p><b>Number:</b> NT POWERCOS–230–01</p> <p><b>Issue Date:</b> July, 2007</p>
<p><b>Limitations on the Guarantee of Supply</b></p>	<p><b>Next Review Date:</b> November, 2012</p>

## 1. Preamble

Newmarket-Tay Power Distribution Ltd. (NT POWER) will endeavour to use reasonable diligence in providing a regular and uninterrupted supply of *energy*. NT POWER does not guarantee a constant supply, or the maintenance of unvaried frequency or voltage, and will not be liable in damages to the *Consumer* or the *Consumer's* equipment by reason of any failure in respect thereof.

## 2. Customer Self Protection

*Consumers* requiring a higher degree of security than that of *good utility practice* for *energy* supply are responsible to provide their own *emergency back-up* or standby facilities. *Consumers* may require special protective equipment at their premises to minimize the effect of momentary *energy* interruptions. Refer to NT POWERCOS-230-06 Backup Generation.

*Consumers* requiring a three-phase supply should install protective apparatus to avoid damage to their equipment, which may be caused by the interruption of one phase, or non-simultaneous switching of phases of the NT POWER's supply.

## 3. Emergency Disconnection

During an *emergency*, NT POWER may interrupt *energy* supply to a *Consumer* in response to a shortage of supply, or to effect repairs on the *distribution system*, or while repairs are being made to a *Consumer-owned substation*.

NT POWER shall have rights to have access to a *private property* in accordance with Section 40 of the *Electricity Act*.

To respond to a *distribution system emergency*, NT POWER may require immediate access to a *Consumer-owned substation*.

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