

DECISION AND RATE ORDER

EB-2022-0063

SYNERGY NORTH CORPORATION

**Application for rates and other charges to be effective
May 1, 2023**

BY DELEGATION, BEFORE: **Alex Share**
Manager
Generation & Transmission

[date]

1. OVERVIEW

The Ontario Energy Board is approving changes to the rates that Synergy North Corporation (Synergy North) charges to distribute electricity to its customers, effective May 1, 2023.

Synergy North currently maintains two separate rate zones. As a result of this Decision and Rate Order, there will be a monthly total bill increase of \$4.55 in the Thunder Bay rate zone, and a monthly total bill increase of \$3.75 in the Kenora rate zone, for a residential customer consuming 750 kWh. These changes do not factor in applicable taxes or the Ontario Electricity Rebate.

2. CONTEXT AND PROCESS

On November 15, 2018, the OEB approved the amalgamation of Thunder Bay Hydro Electric Distribution Inc. and Kenora Hydro Electric Corporation Limited and deferred rate rebasing from the closing date of the transaction for five years.¹ The transaction was effective January 1, 2019. Synergy North will maintain the two separate rate zones until rates are rebased.

Synergy North serves approximately 51,400 mostly residential and commercial electricity customers in the City of Thunder Bay and Fort William First Nation Reserve in the Thunder Bay rate zone, and approximately 5,600 mostly residential and commercial electricity customers in the City of Kenora in the Kenora rate zone.

Synergy North filed its application on November 9, 2022 under section 78 of the *Ontario Energy Board Act, 1998* and in accordance with Chapter 3 of the OEB's [Filing Requirements for Incentive Rate-Setting Applications](#) (Filing Requirements). The application was based on the Price Cap Incentive Rate-setting (Price Cap IR) option for the Thunder Bay rate zone, and the Annual IR Index (Annual IR) option for the Kenora rate zone.

The Price Cap IR option is one of three incentive rate-setting mechanisms (IRM) approved by the OEB.² It involves the setting of rates through a cost of service application in the first year and mechanistic price cap adjustments which may be approved through IRM applications in each of the ensuing adjustment years.

Under the Annual IR methodology, existing rates are subject to an annual price cap adjustment. Distributors under the Annual IR are not required to periodically set base rates using a cost of service process, but they are required to apply the highest stretch factor in the price cap adjustment.

The OEB follows a standardized and streamlined process for hearing IRM applications. In each adjustment year, the OEB prepares a Rate Generator Model that includes, as a placeholder, information from the distributor's past proceedings and annual reporting requirements. A distributor will then review, complete, and include the model with its application, and may update the model during the proceeding to make any necessary corrections or to incorporate new rate-setting parameters as they become available.

¹ EB-2018-0124 and EB-2018-0233, Decision and Order, November 15, 2018

² Each of these options is explained in the OEB's [Handbook for Utility Rate Applications](#).

The application was supported by pre-filed written evidence and completed Rate Generator Models and, as required during the proceeding, Synergy North updated and clarified the evidence.

DRAFT

3. DECISION OUTLINE

Each of the following issues is addressed in this Decision and Rate Order, together with the OEB's findings.

- Annual Adjustment Mechanism
- Shared Tax Adjustments
- Retail Transmission Service Rates
- Group 1 Deferral and Variance Accounts
- Lost Revenue Adjustment Mechanism Variance Account

Instructions for implementing Synergy North's new rates and charges are set out in the final section of this Decision and Rate Order.

This Decision and Rate Order does not address rates and charges approved by the OEB in prior proceedings, such as specific service charges³ and loss factors, which are out of the scope of an IRM proceeding and for which no further approvals are required to continue to include them on the distributor's Tariff of Rates and Charges.

³ Certain service charges are subject to annual inflationary adjustments to be determined by the OEB through a generic order. For example, the Decision and Order EB-2022-0220, issued November 3, 2022, established the adjustment for energy retailer service charges, effective January 1, 2023; and the Decision and Order EB-2022-0221, issued November 3, 2022, established the 2023 Wireline Pole Attachment Charge, effective January 1, 2023.

4. ANNUAL ADJUSTMENT MECHANISM

Synergy North has applied to change its rates, effective May 1, 2023, based on a mechanistic rate adjustment using the OEB-approved **inflation minus X-factor** formula applicable to IRM applications. The adjustment applies to distribution rates (fixed and variable) uniformly across all customer classes.⁴

The components of the Price Cap IR adjustment formula applicable to the Thunder Bay rate zone are set out in the table below. Inserting these components into the formula results in a 3.40% increase to Synergy North's rates for the Thunder Bay rate zone: **3.40% = 3.70% - (0.00% + 0.30%)**.

Table 4.1: Price Cap IR Adjustment Formula

| Components | | Amount |
|-------------------------------|--|--------|
| Inflation factor ⁵ | | 3.70% |
| Less: X-factor | Productivity factor ⁶ | 0.00% |
| | Stretch factor (0.00% to 0.60%) ⁷ | 0.30% |

The components of the Annual IR adjustment formula applicable to the Kenora rate zone are set out in the table below. Inserting these components into the formula results in a 3.10% increase to Synergy North's rates for the Kenora rate zone: **3.10% = 3.70% - (0.00% + 0.60%)**.

⁴ The adjustment does not apply to the following components of delivery rates: rate riders, rate adders, low voltage service charges, retail transmission service rates, wholesale market service rate, smart metering entity charge, rural or remote electricity rate protection charge, standard supply service – administrative charge, transformation and primary metering allowances, loss factors, specific service charges, microFIT charge, and retail service charges.

⁵ [OEB Letter](#), 2023 Inflation Parameters, issued October 20, 2022

⁶ Report of the Ontario Energy Board – “Rate Setting Parameters and Benchmarking under the Renewed Regulatory Framework for Ontario’s Electricity Distributors” EB-2010-0379, December 4, 2013

⁷ Report to the Ontario Energy Board – “Empirical Research in Support of Incentive Rate-Setting: 2021 Benchmarking Update”, prepared by Pacific Economics Group LLC., July 2022

Table 4.2: Annual IR Adjustment Formula

| Components | | Amount |
|------------------|---------------------------------|--------|
| Inflation factor | | 3.70% |
| Less: X-factor | Productivity factor | 0.00% |
| | Stretch factor (0.00% to 0.60%) | 0.60% |

An inflation factor of 3.70% applies to all IRM applications for the 2023 rate year.

The X-factor is the sum of the productivity factor and the stretch factor. It is a productivity offset that varies among different groupings of distributors. Subtracting the X-factor from inflation ensures that rates decline in real, constant-dollar terms, providing distributors with a tangible incentive to improve efficiency or else experience declining net income. The productivity component of the X-factor is based on industry conditions over a historical study period and applies to all IRM applications for the 2023 rate year. The stretch factor component of the X-factor is distributor-specific. The OEB has established five stretch factor groupings, ranging from 0.00% to 0.60%. The stretch factor assigned to any distributor is based on the distributor's total cost performance as benchmarked against other distributors in Ontario. The stretch factor assigned to the Thunder Bay rate zone is 0.30%, resulting in a rate adjustment of 3.40%. As the rates for Synergy North's Kenora rate zone are being adjusted under the Annual IR option, it is required to apply the highest stretch factor in the price cap adjustment. Accordingly, the stretch factor applied to the Kenora rate zone is 0.60%, resulting in a rate adjustment of 3.10%.

Findings

Synergy North's request for a 3.40% rate adjustment for the Thunder Bay rate zone and a 3.10% rate adjustment for the Kenora rate zone is in accordance with the annually updated parameters set by the OEB. The adjustments are approved, and Synergy North's new rates shall be effective May 1, 2023.

5. SHARED TAX ADJUSTMENTS

In any adjustment year of an IRM term, a change in legislation may result in a change to the amount of taxes payable by a distributor. The impacts of such legislated tax changes are shared equally between shareholders and customers.⁸ The shared tax change amount, whether in the form of a credit or a debit, will be assigned to customer rate classes in the same proportions as the OEB-approved distribution revenue by rate class from the distributor's last cost of service proceeding.

The application identifies a total tax decrease of \$5,371 for the Kenora rate zone, resulting in a shared amount of \$2,686 to be refunded to ratepayers. The legislated tax change did not impact the Thunder Bay rate zone.

This allocated tax-sharing amount for the Kenora rate zone does not produce a rate rider to the fourth decimal place, in one or more rate classes. In such situations where the Rate Generator Model does not compute rate riders, distributors are required to transfer the entire OEB-approved tax sharing amount into the Disposition and Recovery of Regulatory Balances Control Account (Account 1595) for disposition at a later date.

Findings

The OEB approves the tax-sharing credit of \$2,686 for the Kenora rate zone.

As the allocated tax-sharing amount does not produce a rate rider in one or more rate classes, the OEB directs Synergy North to record the credit amount of \$2,686 into Account 1595 (2023).

⁸ On July 25, 2019, the OEB issued a [letter](#) providing accounting guidance with respect to changes in capital cost allowance (CCA) rules. The guidance provides that impacts from changes in CCA rules will not be assessed in IRM proceedings, and that any request for disposition of amounts related to CCA changes is to be deferred to the distributor's next cost of service rate proceeding. A distributor's request for disposition of shared tax adjustment amounts in an IRM application should, therefore, be comprised only of impacts for tax changes unrelated to CCA.

6. RETAIL TRANSMISSION SERVICE RATES

Synergy North is transmission connected.

To recover its cost of transmission services, Synergy North requests approval to adjust the retail transmission service rates (RTSRs) that it charges its customers in accordance with the Uniform Transmission Rates (UTRs) currently in effect.

Findings

Synergy North's proposed adjustment to its RTSRs is approved. The RTSRs have been adjusted based on the current OEB-approved UTRs.⁹

UTRs are typically approved annually by the OEB. In the event that new UTRs take effect during Synergy North's 2023 rate year, any resulting differences (from the prior-approved UTRs) are to be captured in Retail Settlement Variance Accounts 1584 (Retail Transmission Network Charge) and 1586 (Retail Transmission Connection Charge).

⁹ EB-2022-0250, Decision and Rate Order, December 8, 2022

7. GROUP 1 DEFERRAL AND VARIANCE ACCOUNTS

In each year of an IRM term, the OEB will review a distributor's Group 1 deferral and variance accounts to determine whether those balances should be disposed. OEB policy states that Group 1 account balances should be disposed if they exceed, on a net basis (as a debit or credit), a pre-set disposition threshold of \$0.001 per kWh, unless a distributor justifies why balances should not be disposed.¹⁰ If the net balance does not exceed the threshold, a distributor may still request disposition.¹¹

The 2021 year-end net balance for the Thunder Bay rate zone's Group 1 accounts eligible for disposition, including interest projected to April 30, 2023, is a debit of \$1,240,872 and pertains to variances accumulated during the 2021 calendar year.¹² This amount represents a total claim of \$0.0015 per kWh, which exceeds the disposition threshold. Synergy North has requested disposition of this amount over a one-year period.

The 2021 year-end net balance for the Kenora rate zone's Group 1 accounts eligible for disposition, including interest projected to April 30, 2023, is a debit of \$145,654 and pertains to variances accumulated during the 2021 calendar year.¹³ This amount represents a total claim of \$0.0015 per kWh, which exceeds the disposition threshold. Synergy North has requested the disposition of this amount over a one-year period.

Included in the Group 1 accounts are certain variances related to costs that are paid for by a distributor's customers on different bases, depending on their classification. Namely, "Class A" customers, who participate in the Industrial Conservation Initiative, pay for Global Adjustment (GA) charges based on their contribution to the five highest Ontario demand peaks over a 12-month period. "Class B" customers pay for GA charges based on their monthly consumption totals, either as a standalone charge or embedded in the Regulated Price Plan (RPP).¹⁴ A similar mechanism applies to Class A and Class B customers for Capacity Based Recovery (CBR) charges.¹⁵ The balance in the GA variance account is attributable to non-RPP Class B customers and is disposed

¹⁰ Report of the OEB – "Electricity Distributors' Deferral and Variance Account Review Initiative (EDDVAR)", EB-2008-0046, July 31, 2009

¹¹ OEB letter, "Update to the Electricity Distributors' Deferral and Variance Account Review ("EDDVAR Report")", released July 2009 (EB-2008-0246)", issued July 25, 2014

¹² On February 15, 2023, Synergy North filed a letter requesting to withdraw disposition of the balances in Accounts 1588 and 1589, in each of the Thunder Bay and Kenora rate zones. Synergy North explained that it would be seeking disposition of these amounts as part of a stand-alone application.

¹³ Ibid.

¹⁴ For additional details on the Global Adjustment charge, refer to the Independent Electricity System Operator (IESO)'s [website](#).

¹⁵ All Class B customers (RPP and non-RPP) pay the CBR as a separate charge based on their monthly consumption. For additional details on the CBR for Class A customers, refer to the IESO's [website](#).

through a separate rate rider. The balance in the CBR Class B variance account is attributable to all Class B customers.

Synergy North had Class A customers in the Thunder Bay rate zone during the period in which variances accumulated so it has applied to have the balance of the CBR Class B variance account disposed through a separate rate rider for Class B customers to ensure proper allocation between Class A and Class B customers.

During the period in which variances accumulated, Synergy North had customers transition between Class A and Class B in the Thunder Bay rate zone. Under the general principle of cost causality, customer groups that cause variances that are recorded in Group 1 accounts should be responsible for paying (or receiving credits) for their disposal. Synergy North has proposed to allocate a portion of the CBR Class B balances to its transition customers in the Thunder Bay rate zone, based on their customer-specific consumption levels.¹⁶ The amounts allocated to each transition customer are proposed to be refunded, by way of 12 equal monthly installments.

Synergy North had no Class A customers in the Kenora rate zone during the period in which variances accumulated so it has applied to have the balance of the CBR Class B account disposed along with Account 1580 – Wholesale Market Service Charge through the general Deferral and Variance Account rate rider.

In its response to a question from OEB staff, Synergy North disclosed that it discovered a billing code error for one group of customers in the GS>50 rate class, pertaining to when this group of customers transitioned from interval meters to real-time meters.¹⁷ Synergy North stated that the customer bills were calculated correctly but this error has resulted in underpayments to the IESO (and an overstated credit in Account 1588), in the amount of \$1,673,005, from 2016 to 2021, in the Thunder Bay rate zone, and an amount of \$167,868, from 2020 to 2021, in the Kenora rate zone. Synergy North further noted that the error had previously gone undetected because historically, not many customers in this class had transitioned to real-time meters. During the proceeding, Synergy North proposed to retroactively adjust its claim in Account 1588 for the 2019 and 2020 years in the Thunder Bay rate zone (while forgoing retroactive adjustments in years prior to 2019) to recover the historical underpayments to the IESO. Synergy North stated that it is not seeking any retroactive recovery for Group 1 balances in the Kenora rate zone. As well, for each rate zone, Synergy North had proposed to adjust the 2021 balances, which are currently before the OEB as part of this proceeding for the first time, to account for the underpayments to the IESO made in 2021.

¹⁶ 2023 IRM Rate Generator Model, Tab 6.1a “GA Allocation” and Tab 6.2a “CBR B_Allocation”

¹⁷ Synergy North’s response to OEB Staff Question-8, January 19, 2023

As part of Synergy North's 2022 rates proceeding, the OEB disposed of the 2020 balances in Account 1588, for each rate zone, on a final basis.¹⁸ 2019 balances were disposed on a final basis as part of Synergy North's 2021 rates proceeding.¹⁹ Where an accounting or other error is discovered after a Group 1 variance account has been cleared by a final order of the OEB, the OEB will determine on a case-by-case basis whether to make a retroactive adjustment, based on the particular circumstances of each case.²⁰

In a letter filed on February 15, 2023, Synergy North proposed that for both rate zones, balances in Accounts 1588 and 1589 be removed from the Group 1 disposition request in the current proceeding. Synergy North stated that it would seek disposition of these two accounts in a stand-alone application.

Findings

The balances proposed for disposition reconcile with the amounts reported as part of the OEB's *Electricity Reporting and Record-Keeping Requirements*. The OEB accepts Synergy North's request to bring forth the balances in Accounts 1588 and 1589, for the OEB's consideration, as part of a separate proceeding.

For the Thunder Bay rate zone, the OEB approves the disposition of a debit balance of \$1,240,872 as of December 31, 2021, including interest projected to April 30, 2023, for Group 1 accounts on a final basis.

Table 7.1 identifies the principal and interest amounts, which the OEB approves for disposition.

¹⁸ EB-2021-0058, Decision and Rate Order, March 24, 2022

¹⁹ EB-2020-0055, Decision and Rate Order, March 25, 2021

²⁰ [Adjustments to Correct for Errors in Electricity Distributor "Pass-Through" Variance Accounts After Disposition, issued October 31, 2019](#)

Table 7.1: Thunder Bay Rate Zone – Group 1 Deferral and Variance Account Balances

| Account Name | Account Number | Principal Balance (\$) A | Interest Balance (\$) B | Total Claim (\$) C=A+B |
|--|-----------------------|-------------------------------------|------------------------------------|-----------------------------------|
| Smart Meter Entity Variance Charge | 1551 | (22,434) | (919) | (23,353) |
| RSVA – Wholesale Market Service Charge | 1580 | 585,871 | 23,724 | 609,595 |
| Variance WMS – Sub-account CBR Class B | 1580 | (91,899) | (3,852) | (95,751) |
| RSVA – Retail Transmission Network Charge | 1584 | 556,805 | 23,606 | 580,411 |
| RSVA – Retail Transmission Connection Charge | 1586 | 154,973 | 6,147 | 161,120 |
| Disposition and Recovery of Regulatory Balances (2018) | 1595 | 148,223 | (139,372) | 8,851 |
| Total for Group 1 accounts | | 1,331,539 | (90,667) | 1,240,872 |

For the Kenora rate zone, the OEB approves the disposition of a debit balance of \$145,654 as of December 31, 2021, including interest projected to April 30, 2023, for Group 1 accounts on a final basis.

Table 7.2 identifies the principal and interest amounts, which the OEB approves for disposition.

Table 7.2: Kenora Rate Zone – Group 1 Deferral and Variance Account Balances

| Account Name | Account Number | Principal Balance (\$) A | Interest Balance (\$) B | Total Claim (\$) C=A+B |
|--|-----------------------|---------------------------------|--------------------------------|-------------------------------|
| Smart Meter Entity Variance Charge | 1551 | (3,276) | (175) | (3,451) |
| RSVA – Wholesale Market Service Charge | 1580 | 73,169 | 4,044 | 77,213 |
| Variance WMS – Sub-account CBR Class B | 1580 | (12,166) | (654) | (12,820) |
| RSVA – Retail Transmission Network Charge | 1584 | 85,875 | 4,726 | 90,600 |
| RSVA – Retail Transmission Connection Charge | 1586 | (4,376) | (257) | (4,633) |
| Disposition and Recovery of Regulatory Balances (2018) | 1595 | 2,476 | (3,731) | (1,255) |
| Total for Group 1 accounts | | 141,701 | 3,953 | 145,654 |

The balance of each of the Group 1 accounts approved for disposition shall be transferred to the applicable principal and carrying charge sub-accounts of Account 1595. Such transfer shall be pursuant to the requirements specified in the *Accounting Procedures Handbook for Electricity Distributors*.²¹ The date of the transfer must be the same as the effective date for the associated rates, which is generally the start of the rate year.

The OEB approves these balances to be disposed through final rate riders, charges, or payments, as calculated in the Rate Generator Model. The final rate riders, charges, and payments, as applicable, will be in effect over a one-year period from May 1, 2023 to April 30, 2024.²²

²¹ Article 220, Account Descriptions, *Accounting Procedures Handbook for Electricity Distributors*, effective January 1, 2012

²² 2023 IRM Rate Generator Model Tab 6.1 GA, Tab 6.1a GA Allocation, Tab 6.2 CBR B, Tab 6.2a CBR B_Allocation and Tab 7 Calculation of Def-Var RR

8. LOST REVENUE ADJUSTMENT MECHANISM VARIANCE ACCOUNT

The OEB has historically utilized a Lost Revenue Adjustment Mechanism Variance Account (LRAMVA) to capture a distributor's revenue implications resulting from differences between actual and forecast conservation and demand management (CDM) savings included in its last OEB-approved load forecast. The use of the LRAMVA is no longer the default approach for CDM activities.²³

Distributors delivered CDM programs to their customers through the Conservation First Framework (CFF) that began on January 1, 2015 until March 20, 2019, when the CFF was revoked.²⁴

Distributors filing an application for 2023 rates are required to seek disposition of all outstanding LRAMVA balances related to program savings for CFF programs or other conservation programs they delivered, unless they do not have complete information on eligible program savings.²⁵

Distributors are also eligible under the LRAM for persisting impacts of conservation programs until their next rebasing. The OEB provided direction for distributors to seek approval of LRAM-eligible amounts for 2023 onwards on a prospective basis, and a rate rider in the corresponding rate year, to address amounts that would otherwise be recorded in the LRAMVA for all years until their next rebasing application.²⁶

Synergy North has applied to dispose of its LRAMVA debit balance of \$496,782 for the Thunder Bay rate zone and LRAMVA debit balance of \$113,084 for the Kenora rate zone. The Thunder Bay rate zone balance consists of lost revenues incurred from 2015 to 2022 from CDM programs delivered during the 2015 to 2022 period, and carrying charges. The Kenora rate zone balance consists of lost revenues incurred from 2012 to 2022 from CDM programs delivered during the 2012 to 2022 period, and carrying charges. The actual conservation savings claimed by Synergy North under the CFF were validated with reports from the IESO, project level savings files, or both.

²³ Conservation and Demand Management Guidelines for Electricity Distributors, December 20, 2021, chapter 8

²⁴ On March 20, 2019 the Minister of Energy, Northern Development and Mines issued separate Directives to the OEB and the IESO.

²⁵ Chapter 3 Filing Requirements, section 3.2.6.1

²⁶ [Guidance on Prospective Lost Revenue Adjustment Mechanism \(LRAM\) Amounts – 2023 Rates](#), June 16, 2022

As part of an evidentiary update in this proceeding, Synergy North withdraw its LRAMVA claim, in each rate zone, associated with its Street Lighting rate class and confirmed that it would forgo these claims in future year's applications as well.²⁷

For Thunder Bay rate zone, actual conservation savings were compared against Synergy North's forecast annual conservation savings of 15,116,327 kWh for 2015 to 2016²⁸ and 41,838,003 kWh for 2017 to 2022²⁹ as included in its OEB-approved load forecasts. For the Kenora rate zone, actual conservation savings were compared against Synergy North's forecasted conservation savings of 522,000 kWh, as included in its OEB-approved load forecast.³⁰

Synergy North also applied for approval of LRAM-eligible amounts for the year 2023 on a prospective basis, arising from persisting savings from completed CDM programs.

Findings

The OEB finds that Synergy North's LRAMVA balance has been calculated in accordance with the OEB's CDM-related guidelines and updated LRAMVA policy. The OEB approves the disposition of the LRAMVA debit balance of \$609,866, as set out in Table 8.1 below.

Table 8.1 LRAMVA Balance for Disposition

| Account Name | Account Number | Actual CDM Savings (\$) A | Forecasted CDM Savings (\$) B | Carrying Charges (\$) C | Total Claim (\$) D=(A-B)+C |
|-----------------------------------|----------------|------------------------------|----------------------------------|----------------------------|-------------------------------|
| LRAMVA (Thunder Bay Rate Zone) | 1568 | 2,530,700 | 2,057,051 | 23,134 | 496,782 |
| LRAMVA (Kenora Rate Zone) | 1568 | 140,983 | 33,546 | 5,646 | 113,084 |
| Total | | 2,671,683 | 2,090,597 | 28,780 | 609,866 |

²⁷ Synergy North's responses to OEB Staff Question 22, January 19, 2023 and OEB Staff Follow-up Question 7, January 31, 2023

²⁸ EB-2012-0167, Decision and Order, April 18, 2013

²⁹ EB-2016-0105, Decision and Order, September 21, 2017

³⁰ EB-2010-0135, Decision and Order, May 25, 2011

The balance in the LRAMVA is now zero, and no further entries to the LRAMVA are permitted at this time. The LRAMVA will not be discontinued, in the event that Synergy North requests the use of the LRAMVA for a CDM activity in a future application, which the OEB will consider on a case-by-case basis.³¹

The OEB also approves the LRAM-eligible amount for 2023 arising from persisting savings from completed CDM programs. The OEB approves the requested LRAM-eligible amount of \$26,414³² and the associated rate riders to be recovered from customers in the Thunder Bay rate zone, and \$11,496³³ and the associated rate riders to be recovered from customers riders in the Kenora rate zone.

³¹ Conservation and Demand Management Guidelines for Electricity Distributors, December 20, 2021, page 28

³² This amount is arrived at by applying the applicant's approved rate adjustment of 3.40% for the 2023 rate year to the applicant's approved 2023 LRAM-eligible amount of \$25,545 calculated based on the rates in effect for 2022 for the Thunder Bay rate zone.³³ This amount is arrived at by applying the applicant's approved rate adjustment of 3.10% for the 2023 rate year to the applicant's approved 2023 LRAM-eligible amount of \$11,150 calculated based on the rates in effect for 2022 for the Kenora rate zone.

³³ This amount is arrived at by applying the applicant's approved rate adjustment of 3.10% for the 2023 rate year to the applicant's approved 2023 LRAM-eligible amount of \$11,150 calculated based on the rates in effect for 2022 for the Kenora rate zone.

9. IMPLEMENTATION

This Decision and Rate Order is accompanied by Rate Generator Models, applicable supporting models, and a Tariff of Rates and Charges (Schedule A). The Rate Generator Models also incorporate the rates set out in Table 9.1.

Table 9.1: Regulatory Charges

| Rate | per kWh |
|--|----------|
| Rural or Remote Electricity Rate Protection (RRRP) | \$0.0007 |
| Wholesale Market Service (WMS) billed to Class A and B Customers | \$0.0041 |
| Capacity Based Recovery (CBR) billed to Class B Customers | \$0.0004 |

Each of these rates is a component of the “Regulatory Charge” on a customer’s bill, established annually by the OEB through a separate, generic order. The RRRP and WMS rates were set by the OEB on December 8, 2022.³⁴

The Smart Metering Entity Charge is a component of the “Distribution Charge” on a customer’s bill, established by the OEB through a separate order. The Smart Metering Entity Charge was set by the OEB at \$0.42 on September 8, 2022.³⁵

In the *Report of the Board: Review of Electricity Distribution Cost Allocation Policy*,³⁶ the OEB indicated that it will review the default province-wide microFIT charge annually to ensure it continues to reflect actual costs in accordance with the established methodology. On December 8, 2022, the OEB issued a letter advising electricity distributors that the microFIT charge shall remain at \$4.55 for the duration of the 2023 calendar year.

³⁴ EB-2022-0269, Decision and Order, December 8, 2022

³⁵ EB-2022-0137, Decision and Order, September 8, 2022

³⁶ EB-2010-0219, Report of the Board “Review of Electricity Distribution Cost Allocation Policy”, March 31, 2011

10. ORDER

THE ONTARIO ENERGY BOARD ORDERS THAT:

1. The Tariff of Rates and Charges set out in Schedule A of this Decision and Rate Order is approved effective May 1, 2023 for electricity consumed or estimated to have been consumed on and after such date. Synergy North Corporation shall notify its customers of the rate changes no later than the delivery of the first bill reflecting the new rates.

DATED at Toronto, [date]

ONTARIO ENERGY BOARD

Nancy Marconi
Registrar

SCHEDULE A
DECISION AND RATE ORDER
SYNERGY NORTH CORPORATION
TARIFF OF RATES AND CHARGES

EB-2022-0063

[DATE]

Synergy North Corporation
Thunder Bay Rate Zone
TARIFF OF RATES AND CHARGES
Effective and Implementation Date May 1, 2023
This schedule supersedes and replaces all previously
approved schedules of Rates, Charges and Loss Factors

EB-2022-0063

RESIDENTIAL SERVICE CLASSIFICATION

This classification refers to an account taking electricity at 750 volts or less where the electricity is used exclusively in a separately metered living accommodation. Customers shall be residing in single-dwelling units that consist of a detached house or one unit of a semi-detached, duplex, triplex or quadruplex house, with a residential zoning. Separately metered dwellings within a town house complex or apartment building also qualify as residential customers. Class B consumers are defined in accordance with O. Reg. 429/04. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable. In addition, the charges in the MONTHLY RATES AND CHARGES - Regulatory Component of this schedule do not apply to a customer that is an embedded wholesale market participant.

It should be noted that this schedule does not list any charges, assessments, or credits that are required by law to be invoiced by a distributor and that are not subject to Ontario Energy Board approval, such as the Global Adjustment and the HST.

MONTHLY RATES AND CHARGES - Delivery Component

| | | |
|--|--------|----------|
| Service Charge | \$ | 27.30 |
| Smart Metering Entity Charge - effective until December 31, 2027 | \$ | 0.42 |
| Rate Rider for Disposition of Capacity Based Recovery Account (2023) - effective until April 30, 2024 Applicable only for Class B Customers | \$/kWh | (0.0001) |
| Rate Rider for Disposition of Lost Revenue Adjustment Mechanism Variance Account (LRAMVA) (2023) - effective until April 30, 2024 | \$/kWh | 0.0007 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2023) - effective until April 30, 2024 | \$/kWh | 0.0015 |
| Retail Transmission Rate - Network Service Rate | \$/kWh | 0.0092 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate | \$/kWh | 0.0065 |

MONTHLY RATES AND CHARGES - Regulatory Component

| | | |
|--|--------|--------|
| Wholesale Market Service Rate (WMS) - not including CBR | \$/kWh | 0.0041 |
| Capacity Based Recovery (CBR) - Applicable for Class B Customers | \$/kWh | 0.0004 |
| Rural or Remote Electricity Rate Protection Charge (RRRP) | \$/kWh | 0.0007 |
| Standard Supply Service - Administrative Charge (if applicable) | \$ | 0.25 |

Synergy North Corporation
Thunder Bay Rate Zone
TARIFF OF RATES AND CHARGES
Effective and Implementation Date May 1, 2023
This schedule supersedes and replaces all previously
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EB-2022-0063

GENERAL SERVICE LESS THAN 50 KW SERVICE CLASSIFICATION

This classification refers to a non-residential account taking electricity at 750 volts or less whose monthly average peak demand is less than, or is forecast to be less than, 50 kW. This class includes small commercial services such as small stores, small service stations, restaurants, churches, small offices and other establishments with similar loads. Class B consumers are defined in accordance with O. Reg. 429/04. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable. In addition, the charges in the MONTHLY RATES AND CHARGES - Regulatory Component of this schedule do not apply to a customer that is an embedded wholesale market participant.

It should be noted that this schedule does not list any charges, assessments, or credits that are required by law to be invoiced by a distributor and that are not subject to Ontario Energy Board approval, such as the Global Adjustment and the HST.

MONTHLY RATES AND CHARGES - Delivery Component

| | | |
|--|--------|----------|
| Service Charge | \$ | 30.49 |
| Smart Metering Entity Charge - effective until December 31, 2027 | \$ | 0.42 |
| Distribution Volumetric Rate | \$/kWh | 0.0199 |
| Rate Rider for Disposition of Capacity Based Recovery Account (2023) - effective until April 30, 2024 Applicable only for Class B Customers | \$/kWh | (0.0001) |
| Rate Rider for Disposition of Lost Revenue Adjustment Mechanism Variance Account (LRAMVA) (2023) - effective until April 30, 2024 | \$/kWh | 0.0072 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2023) - effective until April 30, 2024 | \$/kWh | 0.0016 |
| Rate Rider for Disposition of LRAMVA 2023 Prospective - effective until April 30, 2024 | \$/kWh | 0.0011 |
| Retail Transmission Rate - Network Service Rate | \$/kWh | 0.0087 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate | \$/kWh | 0.0060 |

MONTHLY RATES AND CHARGES - Regulatory Component

| | | |
|--|--------|--------|
| Wholesale Market Service Rate (WMS) - not including CBR | \$/kWh | 0.0041 |
| Capacity Based Recovery (CBR) - Applicable for Class B Customers | \$/kWh | 0.0004 |
| Rural or Remote Electricity Rate Protection Charge (RRRP) | \$/kWh | 0.0007 |
| Standard Supply Service - Administrative Charge (if applicable) | \$ | 0.25 |

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GENERAL SERVICE 50 TO 999 KW SERVICE CLASSIFICATION

This classification refers to a non-residential account whose monthly average peak demand is equal to or greater than, or is forecast to be equal to or greater than, 50 kW but less than 1,000 kW. This class includes medium and large-size commercial buildings, apartment buildings, condominiums, trailer courts, industrial plants, as well as large stores, shopping centers, hospitals, manufacturing or processing plants, garages, storage buildings, hotels, motels, schools, colleges, arenas and other comparable premises. Note that for the application of the Retail Transmission Rate - Network Service Rate and the Retail Transmission Rate - Line and Transformation Connection Service Rate the following sub-classifications apply:

General Service 50 to 1,000 kW non-interval metered

General Service 50 to 1,000 kW interval metered.

Class A and Class B consumers are defined in accordance with O. Reg. 429/04. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable. In addition, the charges in the MONTHLY RATES AND CHARGES - Regulatory Component of this schedule do not apply to a customer that is an embedded wholesale market participant.

If included in the following listing of monthly rates and charges, the rate rider for the disposition of WMS - Sub-account CBR Class B is not applicable to wholesale market participants (WMP), customers that transitioned between Class A and Class B during the variance account accumulation period, or to customers that were in Class A for the entire period. Customers who transitioned are to be charged or refunded their share of the variance disposed through customer specific billing adjustments. This rate rider is to be consistently applied for the entire period to the sunset date of the rate rider. In addition, this rate rider is applicable to all new Class B customers.

If included in the following listing of monthly rates and charges, the rate rider for the disposition of Global Adjustment is only applicable to non-RPP Class B customers. It is not applicable to WMP, customers that transitioned between Class A and Class B during the variance account accumulation period, or to customers that were in Class A for the entire period. Customers who transitioned are to be charged or refunded their share of the variance disposed through customer specific billing adjustments. This rate rider is to be consistently applied for the entire period to the sunset date of the rate rider. In addition, this rate rider is applicable to all new non-RPP Class B customers.

It should be noted that this schedule does not list any charges, assessments, or credits that are required by law to be invoiced by a distributor and that are not subject to Ontario Energy Board approval, such as the Global Adjustment and the HST.

MONTHLY RATES AND CHARGES - Delivery Component

| | | |
|--|-------|----------|
| Service Charge | \$ | 229.50 |
| Distribution Volumetric Rate | \$/kW | 3.7313 |
| Rate Rider for Disposition of Capacity Based Recovery Account (2023) - effective until April 30, 2024 Applicable only for Class B Customers | \$/kW | (0.0532) |
| Rate Rider for Disposition of Lost Revenue Adjustment Mechanism Variance Account (LRAMVA) (2023) - effective until April 30, 2024 | \$/kW | (0.2824) |
| Rate Rider for Disposition of Deferral/Variance Accounts (2023) - effective until April 30, 2024 | \$/kW | 0.6457 |
| Rate Rider for Disposition of LRAMVA 2023 Prospective - effective until April 30, 2024 | \$/kW | (0.0304) |

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| | | |
|---|-------|--------|
| Retail Transmission Rate - Network Service Rate | \$/kW | 3.4377 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate | \$/kW | 2.2830 |
| Retail Transmission Rate - Network Service Rate - Interval Metered | \$/kW | 3.6467 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate - Interval Metered | \$/kW | 2.5236 |

MONTHLY RATES AND CHARGES - Regulatory Component

| | | |
|--|--------|--------|
| Wholesale Market Service Rate (WMS) - not including CBR | \$/kWh | 0.0041 |
| Capacity Based Recovery (CBR) - Applicable for Class B Customers | \$/kWh | 0.0004 |
| Rural or Remote Electricity Rate Protection Charge (RRRP) | \$/kWh | 0.0007 |
| Standard Supply Service - Administrative Charge (if applicable) | \$ | 0.25 |

DRAFT

Synergy North Corporation
Thunder Bay Rate Zone
TARIFF OF RATES AND CHARGES
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GENERAL SERVICE 1,000 KW OR GREATER SERVICE CLASSIFICATION

This classification refers to a non-residential account whose monthly average peak demand is equal to or greater than, or is forecast to be equal to or greater than, 1,000 kW but less than 5,000 kW. Class A and Class B consumers are defined in accordance with O.Reg.429/04. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable. In addition, the charges in the MONTHLY RATES AND CHARGES - Regulatory Component of this schedule do not apply to a customer that is an embedded wholesale market participant.

If included in the following listing of monthly rates and charges, the rate rider for the disposition of WMS - Sub-account CBR Class B is not applicable to wholesale market participants (WMP), customers that transitioned between Class A and Class B during the variance account accumulation period, or to customers that were in Class A for the entire period. Customers who transitioned are to be charged or refunded their share of the variance disposed through customer specific billing adjustments. This rate rider is to be consistently applied for the entire period to the sunset date of the rate rider. In addition, this rate rider is applicable to all new Class B customers.

If included in the following listing of monthly rates and charges, the rate rider for the disposition of Global Adjustment is only applicable to non-RPP Class B customers. It is not applicable to WMP, customers that transitioned between Class A and Class B during the variance account accumulation period, or to customers that were in Class A for the entire period. Customers who transitioned are to be charged or refunded their share of the variance disposed through customer specific billing adjustments. This rate rider is to be consistently applied for the entire period to the sunset date of the rate rider. In addition, this rate rider is applicable to all new non-RPP Class B customers.

It should be noted that this schedule does not list any charges, assessments, or credits that are required by law to be invoiced by a distributor and that are not subject to Ontario Energy Board approval, such as the Global Adjustment and the HST.

MONTHLY RATES AND CHARGES - Delivery Component

| | | |
|--|-------|----------|
| Service Charge | \$ | 3,283.57 |
| Distribution Volumetric Rate | \$/kW | 3.1450 |
| Rate Rider for Disposition of Capacity Based Recovery Account (2023) - effective until April 30, 2024 Applicable only for Class B Customers | \$/kW | (0.0211) |
| Rate Rider for Disposition of Lost Revenue Adjustment Mechanism Variance Account (LRAMVA) (2023) - effective until April 30, 2024 | \$/kW | (1.0595) |
| Rate Rider for Disposition of Deferral/Variance Accounts (2023) - effective until April 30, 2024 | \$/kW | 0.5006 |
| Rate Rider for Disposition of LRAMVA 2023 Prospective - effective until April 30, 2024 | \$/kW | (0.2201) |
| Retail Transmission Rate - Network Service Rate | \$/kW | 3.6467 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate | \$/kW | 2.5236 |

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MONTHLY RATES AND CHARGES - Regulatory Component

| | | |
|--|--------|--------|
| Wholesale Market Service Rate (WMS) - not including CBR | \$/kWh | 0.0041 |
| Capacity Based Recovery (CBR) - Applicable for Class B Customers | \$/kWh | 0.0004 |
| Rural or Remote Electricity Rate Protection Charge (RRRP) | \$/kWh | 0.0007 |
| Standard Supply Service - Administrative Charge (if applicable) | \$ | 0.25 |

DRAFT

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UNMETERED SCATTERED LOAD SERVICE CLASSIFICATION

This classification refers to an account taking electricity at 750 volts or less whose monthly average peak demand is less than, or is forecast to be less than, 50 kW and the consumption is unmetered. Such connections include cable TV power packs, bus shelters, telephone booths, traffic lights, railway crossings, private sentinel lighting etc. The customer will provide detailed manufacturing information/documentation with regard to electrical demand/ consumption of the proposed unmetered load. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable. In addition, the charges in the MONTHLY RATES AND CHARGES - Regulatory Component of this schedule do not apply to a customer that is an embedded wholesale market participant.

It should be noted that this schedule does not list any charges, assessments, or credits that are required by law to be invoiced by a distributor and that are not subject to Ontario Energy Board approval, such as the Global Adjustment and the HST.

MONTHLY RATES AND CHARGES - Delivery Component

| | | |
|--|--------|----------|
| Service Charge (per connection) | \$ | 9.09 |
| Distribution Volumetric Rate | \$/kWh | 0.0132 |
| Rate Rider for Disposition of Capacity Based Recovery Account (2023) - effective until April 30, 2024 Applicable only for Class B Customers | \$/kWh | (0.0001) |
| Rate Rider for Disposition of Lost Revenue Adjustment Mechanism Variance Account (LRAMVA) (2023) - effective until April 30, 2024 | \$/kWh | (0.0003) |
| Rate Rider for Disposition of Deferral/Variance Accounts (2023) - effective until April 30, 2024 | \$/kWh | 0.0016 |
| Retail Transmission Rate - Network Service Rate | \$/kWh | 0.0087 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate | \$/kWh | 0.0060 |

MONTHLY RATES AND CHARGES - Regulatory Component

| | | |
|--|--------|--------|
| Wholesale Market Service Rate (WMS) - not including CBR | \$/kWh | 0.0041 |
| Capacity Based Recovery (CBR) - Applicable for Class B Customers | \$/kWh | 0.0004 |
| Rural or Remote Electricity Rate Protection Charge (RRRP) | \$/kWh | 0.0007 |
| Standard Supply Service - Administrative Charge (if applicable) | \$ | 0.25 |

Synergy North Corporation
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SENTINEL LIGHTING SERVICE CLASSIFICATION

This classification refers to accounts that are an unmetered lighting load supplied to a sentinel light. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable. In addition, the charges in the MONTHLY RATES AND CHARGES - Regulatory Component of this schedule do not apply to a customer that is an embedded wholesale market participant.

It should be noted that this schedule does not list any charges, assessments, or credits that are required by law to be invoiced by a distributor and that are not subject to Ontario Energy Board approval, such as the Global Adjustment and the HST.

MONTHLY RATES AND CHARGES - Delivery Component

| | | |
|--|-------|----------|
| Service Charge (per connection) | \$ | 8.96 |
| Distribution Volumetric Rate | \$/kW | 7.1927 |
| Rate Rider for Disposition of Capacity Based Recovery Account (2023) - effective until April 30, 2024 Applicable only for Class B Customers | \$/kW | (0.0448) |
| Rate Rider for Disposition of Lost Revenue Adjustment Mechanism Variance Account (LRAMVA) (2023) - effective until April 30, 2024 | \$/kW | (0.1493) |
| Rate Rider for Disposition of Deferral/Variance Accounts (2023) - effective until April 30, 2024 | \$/kW | 0.5336 |
| Retail Transmission Rate - Network Service Rate | \$/kW | 2.6059 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate | \$/kW | 1.8021 |

MONTHLY RATES AND CHARGES - Regulatory Component

| | | |
|--|--------|--------|
| Wholesale Market Service Rate (WMS) - not including CBR | \$/kWh | 0.0041 |
| Capacity Based Recovery (CBR) - Applicable for Class B Customers | \$/kWh | 0.0004 |
| Rural or Remote Electricity Rate Protection Charge (RRRP) | \$/kWh | 0.0007 |
| Standard Supply Service - Administrative Charge (if applicable) | \$ | 0.25 |

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STREET LIGHTING SERVICE CLASSIFICATION

This classification refers to an account for roadway lighting with a Municipality, Regional Municipality, Ministry of Transportation and private roadway lighting operation, controlled by photocells. The consumption for these customers will be based on the calculated load times the required lighting times established in the approved Ontario Energy Board street lighting load shape template. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable. In addition, the charges in the MONTHLY RATES AND CHARGES - Regulatory Component of this schedule do not apply to a customer that is an embedded wholesale market participant.

It should be noted that this schedule does not list any charges, assessments, or credits that are required by law to be invoiced by a distributor and that are not subject to Ontario Energy Board approval, such as the Global Adjustment and the HST.

MONTHLY RATES AND CHARGES - Delivery Component

| | | |
|--|-------|----------|
| Service Charge (per connection) | \$ | 1.25 |
| Distribution Volumetric Rate | \$/kW | 7.4973 |
| Rate Rider for Disposition of Capacity Based Recovery Account (2023) - effective until April 30, 2024 Applicable only for Class B Customers | \$/kW | (0.0469) |
| Rate Rider for Disposition of Deferral/Variance Accounts (2023) - effective until April 30, 2024 | \$/kW | 0.5764 |
| Retail Transmission Rate - Network Service Rate | \$/kW | 2.5923 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate | \$/kW | 1.7651 |

MONTHLY RATES AND CHARGES - Regulatory Component

| | | |
|--|--------|--------|
| Wholesale Market Service Rate (WMS) - not including CBR | \$/kWh | 0.0041 |
| Capacity Based Recovery (CBR) - Applicable for Class B Customers | \$/kWh | 0.0004 |
| Rural or Remote Electricity Rate Protection Charge (RRRP) | \$/kWh | 0.0007 |
| Standard Supply Service - Administrative Charge (if applicable) | \$ | 0.25 |

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microFIT SERVICE CLASSIFICATION

This classification applies to an electricity generation facility contracted under the Independent Electricity System Operator's microFIT program and connected to the distributor's distribution system. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable.

It should be noted that this schedule does not list any charges, assessments, or credits that are required by law to be invoiced by a distributor and that are not subject to Ontario Energy Board approval, such as the Global Adjustment and the HST.

MONTHLY RATES AND CHARGES - Delivery Component

| | | |
|----------------|----|------|
| Service Charge | \$ | 4.55 |
|----------------|----|------|

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ALLOWANCES

| | | |
|---|-------|--------|
| Transformer Allowance for Ownership - per kW of billing demand/month | \$/kW | (0.60) |
| Primary Metering Allowance for Transformer Losses - applied to measured demand & energy | % | (1.00) |

SPECIFIC SERVICE CHARGES

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

No charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

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Customer Administration

| | | |
|---|----|-------|
| Arrears certificate | \$ | 15.00 |
| Statement of account | \$ | 15.00 |
| Easement letter | \$ | 15.00 |
| Account history | \$ | 15.00 |
| Returned cheque (plus bank charges) | \$ | 25.00 |
| Legal letter charge | \$ | 15.00 |
| Account set up charge/change of occupancy charge (plus credit agency costs if applicable) | \$ | 30.00 |
| Special meter reads | \$ | 30.00 |
| Meter dispute charge plus Measurement Canada fees (if meter found correct) | \$ | 30.00 |

Non-Payment of Account

| | | |
|--|----|--------|
| Late payment - per month | | |
| (effective annual rate 19.56% per annum or 0.04896% compounded daily rate) | % | 1.50 |
| Reconnection at meter - during regular hours | \$ | 65.00 |
| Reconnection at meter - after regular hours | \$ | 185.00 |
| Reconnection at pole - during regular hours | \$ | 185.00 |
| Reconnection at pole - after regular hours | \$ | 415.00 |

Other

| | | |
|---|----|--------|
| Service call - customer-owned equipment | \$ | 30.00 |
| Service call - after regular hours | \$ | 165.00 |
| Specific charge for access to the power poles - \$/pole/year (with the exception of wireless attachments) | \$ | 36.05 |

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RETAIL SERVICE CHARGES (if applicable)

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable.

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Retail Service Charges refer to services provided by a distributor to retailers or customers related to the supply of competitive electricity.

| | | |
|--|----------|-----------|
| One-time charge, per retailer, to establish the service agreement between the distributor and the retailer | \$ | 111.66 |
| Monthly fixed charge, per retailer | \$ | 44.67 |
| Monthly variable charge, per customer, per retailer | \$/cust. | 1.11 |
| Distributor-consolidated billing monthly charge, per customer, per retailer | \$/cust. | 0.66 |
| Retailer-consolidated billing monthly credit, per customer, per retailer | \$/cust. | (0.66) |
| Service Transaction Requests (STR) | | |
| Request fee, per request, applied to the requesting party | \$ | 0.56 |
| Processing fee, per request, applied to the requesting party | \$ | 1.11 |
| Request for customer information as outlined in Section 10.6.3 and Chapter 11 of the Retail Settlement Code directly to retailers and customers, if not delivered electronically through the Electronic Business Transaction (EBT) system, applied to the requesting party | | |
| Up to twice a year | \$ | no charge |
| More than twice a year, per request (plus incremental delivery costs) | \$ | 4.47 |
| Notice of switch letter charge, per letter (unless the distributor has opted out of applying the charge as per the Ontario Energy Board's Decision and Order EB-2015-0304, issued on February 14, 2019) | \$ | 2.23 |

LOSS FACTORS

If the distributor is not capable of prorating changed loss factors jointly with distribution rates, the revised loss factors will be implemented upon the first subsequent billing for each billing cycle.

| | |
|--|--------|
| Total Loss Factor - Secondary Metered Customer | 1.0394 |
| Total Loss Factor - Primary Metered Customer | 1.0290 |

Synergy North Corporation
Kenora Rate Zone
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Effective and Implementation Date May 1, 2023
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RESIDENTIAL SERVICE CLASSIFICATION

All services supplied to single-family dwelling units for domestic or household purposes shall be classified as residential service. Subclasses would be:

Overhead

- Transformers not on private property
- Transformers on private property

Underground

- Transformers not on private property
- Transformers on private property

Class B consumers are defined in accordance with O. Reg. 429/04. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable. In addition, the charges in the MONTHLY RATES AND CHARGES - Regulatory Component of this schedule do not apply to a customer that is an embedded wholesale market participant.

It should be noted that this schedule does not list any charges, assessments, or credits that are required by law to be invoiced by a distributor and that are not subject to Ontario Energy Board approval, such as the Global Adjustment and the HST.

MONTHLY RATES AND CHARGES - Delivery Component

| | | |
|---|--------|--------|
| Service Charge | \$ | 33.51 |
| Smart Metering Entity Charge - effective until December 31, 2027 | \$ | 0.42 |
| Rate Rider for Disposition of Lost Revenue Adjustment Mechanism Variance Account (LRAMVA) (2023) - effective until April 30, 2024 | \$/kWh | 0.0011 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2023) - effective until April 30, 2024 | \$/kWh | 0.0015 |
| Retail Transmission Rate - Network Service Rate | \$/kWh | 0.0104 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate | \$/kWh | 0.0019 |

MONTHLY RATES AND CHARGES - Regulatory Component

| | | |
|--|--------|--------|
| Wholesale Market Service Rate (WMS) - not including CBR | \$/kWh | 0.0041 |
| Capacity Based Recovery (CBR) - Applicable for Class B Customers | \$/kWh | 0.0004 |
| Rural or Remote Electricity Rate Protection Charge (RRRP) | \$/kWh | 0.0007 |
| Standard Supply Service - Administrative Charge (if applicable) | \$ | 0.25 |

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GENERAL SERVICE LESS THAN 50 KW SERVICE CLASSIFICATION

All services other than those designated as residential service, municipal street lighting service. This includes combination type services where a variety of uses are made of the same service by the Customer (e.g. General Service less than 50 kVA combined with residential service). Subclasses would be:

Demand less than 50 kVA - (100A @ 120/208V; 100A @ 120/240V, 60A @ 347/600V)

Demand equal to 50 kVA, up to 500 kVA - (1600A @ 120/208V; 600A @ 347/600V; 600A @ 120/240V)

Demand equal to 500 kVA, up to 5,000 kVA - (greater than 1600A @ 120/208V OR greater than 600A @ 347/600V and service from the 44 kV distribution system)

For new installations, demand sizing is based on the main switch size in amps converted to kVA. Class B consumers are defined in accordance with O. Reg. 429/04. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable. In addition, the charges in the MONTHLY RATES AND CHARGES - Regulatory Component of this schedule do not apply to a customer that is an embedded wholesale market participant.

It should be noted that this schedule does not list any charges, assessments, or credits that are required by law to be invoiced by a distributor and that are not subject to Ontario Energy Board approval, such as the Global Adjustment and the HST.

MONTHLY RATES AND CHARGES - Delivery Component

| | | |
|---|--------|--------|
| Service Charge | \$ | 43.45 |
| Smart Metering Entity Charge - effective until December 31, 2027 | \$ | 0.42 |
| Distribution Volumetric Rate | \$/kWh | 0.0069 |
| Rate Rider for Disposition of Lost Revenue Adjustment Mechanism Variance Account (LRAMVA) (2023) - effective until April 30, 2024 | \$/kWh | 0.0015 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2023) - effective until April 30, 2024 | \$/kWh | 0.0016 |
| Rate Rider for Disposition of LRAMVA 2023 Prospective - effective until April 30, 2024 | \$/kWh | 0.0002 |
| Retail Transmission Rate - Network Service Rate | \$/kWh | 0.0091 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate | \$/kWh | 0.0017 |

MONTHLY RATES AND CHARGES - Regulatory Component

| | | |
|--|--------|--------|
| Wholesale Market Service Rate (WMS) - not including CBR | \$/kWh | 0.0041 |
| Capacity Based Recovery (CBR) - Applicable for Class B Customers | \$/kWh | 0.0004 |
| Rural or Remote Electricity Rate Protection Charge (RRRP) | \$/kWh | 0.0007 |
| Standard Supply Service - Administrative Charge (if applicable) | \$ | 0.25 |

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Kenora Rate Zone
TARIFF OF RATES AND CHARGES
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GENERAL SERVICE 50 TO 4,999 KW SERVICE CLASSIFICATION

All services other than those designated as residential service, municipal street lighting service. This includes combination type services where a variety of uses are made of the same service by the Customer (e.g. General Service less than 50 kVA combined with residential service). Subclasses would be:

Demand less than 50 kVA - (100A @ 120/208V; 100A @ 120/240V, 60A @ 347/600V)
 Demand equal to 50 kVA, up to 500 kVA - (1600A @ 120/208V; 600A @ 347/600V; 600A @ 120/240V)
 Demand equal to 500 kVA, up to 5,000 kVA - (greater than 1600A @ 120/208V OR greater than 600A @ 347/600V and service from the 44 kV distribution system)

For new installations, demand sizing is based on the main switch size in amps converted to kVA. Class A and Class B consumers are defined in accordance with O. Reg. 429/04. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable. In addition, the charges in the MONTHLY RATES AND CHARGES - Regulatory Component of this schedule do not apply to a customer that is an embedded wholesale market participant.

If included in the following listing of monthly rates and charges, the rate rider for the disposition of WMS - Sub-account CBR Class B is not applicable to wholesale market participants (WMP), customers that transitioned between Class A and Class B during the variance account accumulation period, or to customers that were in Class A for the entire period. Customers who transitioned are to be charged or refunded their share of the variance disposed through customer specific billing adjustments. This rate rider is to be consistently applied for the entire period to the sunset date of the rate rider. In addition, this rate rider is applicable to all new Class B customers.

If included in the following listing of monthly rates and charges, the rate rider for the disposition of Global Adjustment is only applicable to non-RPP Class B customers. It is not applicable to WMP, customers that transitioned between Class A and Class B during the variance account accumulation period, or to customers that were in Class A for the entire period. Customers who transitioned are to be charged or refunded their share of the variance disposed through customer billing adjustments. This rate rider is to be consistently applied for the entire period to the sunset date of the rate rider. In addition, this rate rider is applicable to all new non-RPP Class B customers.

It should be noted that this schedule does not list any charges, assessments, or credits that are required by law to be invoiced by a distributor and that are not subject to Ontario Energy Board approval, such as the Global Adjustment and the HST.

MONTHLY RATES AND CHARGES - Delivery Component

| | | |
|---|-------|--------|
| Service Charge | \$ | 600.92 |
| Distribution Volumetric Rate | \$/kW | 1.9148 |
| Rate Rider for Disposition of Lost Revenue Adjustment Mechanism Variance Account (LRAMVA) (2023) - effective until April 30, 2024 | \$/kW | 0.4415 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2023) - effective until April 30, 2024 | \$/kW | 0.6298 |
| Rate Rider for Disposition of LRAMVA 2023 Prospective - effective until April 30, 2024 | \$/kW | 0.0831 |
| Retail Transmission Rate - Network Service Rate | \$/kW | 3.8134 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate | \$/kW | 0.6370 |

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MONTHLY RATES AND CHARGES - Regulatory Component

| | | |
|--|--------|--------|
| Wholesale Market Service Rate (WMS) - not including CBR | \$/kWh | 0.0041 |
| Capacity Based Recovery (CBR) - Applicable for Class B Customers | \$/kWh | 0.0004 |
| Rural or Remote Electricity Rate Protection Charge (RRRP) | \$/kWh | 0.0007 |
| Standard Supply Service - Administrative Charge (if applicable) | \$ | 0.25 |

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UNMETERED SCATTERED LOAD SERVICE CLASSIFICATION

This classification applies to an account whose average monthly maximum demand is less than, or is forecast to be less than, 50 kVA and the consumption is unmetered. Such connections include cable TV power packs, bus shelters, telephone booths, traffic lights, railway crossings, etc. The level of the consumption will be agreed to by the distributor and the customer, based on detailed manufacturer information/documentation with regard to electrical consumption of the unmetered load or periodic monitoring of actual consumption. Class B consumers are defined in accordance with O. Reg. 429/04. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable. In addition, the charges in the MONTHLY RATES AND CHARGES - Regulatory Component of this schedule do not apply to a customer that is an embedded wholesale market participant.

It should be noted that this schedule does not list any charges, assessments, or credits that are required by law to be invoiced by a distributor and that are not subject to Ontario Energy Board approval, such as the Global Adjustment and the HST.

MONTHLY RATES AND CHARGES - Delivery Component

| | | |
|---|--------|----------|
| Service Charge (per connection) | \$ | 15.76 |
| Distribution Volumetric Rate | \$/kWh | 0.0047 |
| Rate Rider for Disposition of Lost Revenue Adjustment Mechanism Variance Account (LRAMVA) (2023) - effective until April 30, 2024 | \$/kWh | (0.0002) |
| Rate Rider for Disposition of Deferral/Variance Accounts (2023) - effective until April 30, 2024 | \$/kWh | 0.0016 |
| Retail Transmission Rate - Network Service Rate | \$/kWh | 0.0091 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate | \$/kWh | 0.0017 |

MONTHLY RATES AND CHARGES - Regulatory Component

| | | |
|--|--------|--------|
| Wholesale Market Service Rate (WMS) - not including CBR | \$/kWh | 0.0041 |
| Capacity Based Recovery (CBR) - Applicable for Class B Customers | \$/kWh | 0.0004 |
| Rural or Remote Electricity Rate Protection Charge (RRRP) | \$/kWh | 0.0007 |
| Standard Supply Service - Administrative Charge (if applicable) | \$ | 0.25 |

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STREET LIGHTING SERVICE CLASSIFICATION

All service supplied to any electrical street lighting equipment owned by, or operated for, the City of Kenora that is used to illuminate roadways and sidewalks, etc. The street light equipment is not metered, and they turn on and off by photoelectric cells. The consumption will be based on the calculated connected load times the required lighting times established in the approved Ontario Energy Board street lighting load shape template. Class B consumers are defined in accordance with O. Reg. 429/04. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

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It should be noted that this schedule does not list any charges, assessments, or credits that are required by law to be invoiced by a distributor and that are not subject to Ontario Energy Board approval, such as the Global Adjustment and the HST.

MONTHLY RATES AND CHARGES - Delivery Component

| | | |
|--|-------|--------|
| Service Charge (per connection) | \$ | 5.79 |
| Distribution Volumetric Rate | \$/kW | 3.8114 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2023) - effective until April 30, 2024 | \$/kW | 0.4930 |
| Retail Transmission Rate - Network Service Rate | \$/kW | 2.8756 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate | \$/kW | 0.4924 |

MONTHLY RATES AND CHARGES - Regulatory Component

| | | |
|--|--------|--------|
| Wholesale Market Service Rate (WMS) - not including CBR | \$/kWh | 0.0041 |
| Capacity Based Recovery (CBR) - Applicable for Class B Customers | \$/kWh | 0.0004 |
| Rural or Remote Electricity Rate Protection Charge (RRRP) | \$/kWh | 0.0007 |
| Standard Supply Service - Administrative Charge (if applicable) | \$ | 0.25 |

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microFIT SERVICE CLASSIFICATION

This classification applies to an electricity generation facility contracted under the Independent Electricity System Operator's microFIT program and connected to the distributor's distribution system. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

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MONTHLY RATES AND CHARGES - Delivery Component

| | | |
|----------------|----|------|
| Service Charge | \$ | 4.55 |
|----------------|----|------|

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ALLOWANCES

| | | |
|---|-------|--------|
| Transformer Allowance for Ownership - per kW of billing demand/month | \$/kW | (0.60) |
| Primary Metering Allowance for Transformer Losses - applied to measured demand & energy | % | (1.00) |

SPECIFIC SERVICE CHARGES

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, which may be applicable to the administration of this schedule.

No charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

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Customer Administration

| | | |
|---|----|-------|
| Arrears certificate | \$ | 15.00 |
| Statement of account | \$ | 15.00 |
| Duplicate invoices for previous billing | \$ | 15.00 |
| Request for other billing information | \$ | 15.00 |
| Easement letter | \$ | 15.00 |
| Income tax letter | \$ | 15.00 |
| Account history | \$ | 15.00 |
| Credit check (plus credit agency costs) | \$ | 25.00 |
| Returned cheque (plus bank charges) | \$ | 25.00 |
| Legal letter charge | \$ | 15.00 |
| Account set up charge/change of occupancy charge (plus credit agency costs if applicable) | \$ | 30.00 |
| Special meter reads | \$ | 30.00 |
| Meter dispute charge plus Measurement Canada fees (if meter found correct) | \$ | 30.00 |

Non-Payment of Account

| | | |
|--|----|--------|
| Late payment - per month | | |
| (effective annual rate 19.56% per annum or 0.04896% compounded daily rate) | % | 1.50 |
| Reconnection at meter - during regular hours | \$ | 65.00 |
| Reconnection at meter - after regular hours | \$ | 185.00 |
| Reconnection at pole - during regular hours | \$ | 185.00 |
| Reconnection at pole - after regular hours | \$ | 415.00 |

Other

| | | |
|---|----|--------|
| Service call - customer owned equipment | \$ | 65.00 |
| Service call - customer-owned equipment - after regular hours | \$ | 165.00 |
| Disconnect/Reconnect at meter - during regular hours | \$ | 65.00 |
| Specific charge for access to the power poles - \$/pole/year (with the exception of wireless attachments) | \$ | 36.05 |

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RETAIL SERVICE CHARGES (if applicable)

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Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable.

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Retail Service Charges refer to services provided by a distributor to retailers or customers related to the supply of competitive electricity.

| | | |
|--|----------|-----------|
| One-time charge, per retailer, to establish the service agreement between the distributor and the retailer | \$ | 111.66 |
| Monthly fixed charge, per retailer | \$ | 44.67 |
| Monthly variable charge, per customer, per retailer | \$/cust. | 1.11 |
| Distributor-consolidated billing monthly charge, per customer, per retailer | \$/cust. | 0.66 |
| Retailer-consolidated billing monthly credit, per customer, per retailer | \$/cust. | (0.66) |
| Service Transaction Requests (STR) | | |
| Request fee, per request, applied to the requesting party | \$ | 0.56 |
| Processing fee, per request, applied to the requesting party | \$ | 1.11 |
| Request for customer information as outlined in Section 10.6.3 and Chapter 11 of the Retail Settlement Code directly to retailers and customers, if not delivered electronically through the Electronic Business Transaction (EBT) system, applied to the requesting party | | |
| Up to twice a year | \$ | no charge |
| More than twice a year, per request (plus incremental delivery costs) | \$ | 4.47 |
| Notice of switch letter charge, per letter (unless the distributor has opted out of applying the charge as per the Ontario Energy Board's Decision and Order EB-2015-0304, issued on February 14, 2019) | \$ | 2.23 |

LOSS FACTORS

If the distributor is not capable of prorating changed loss factors jointly with distribution rates, the revised loss factors will be implemented upon the first subsequent billing for each billing cycle.

| | |
|---|--------|
| Total Loss Factor - Secondary Metered Customer < 5,000 kW | 1.0430 |
| Total Loss Factor - Primary Metered Customer < 5,000 kW | 1.0325 |