



PUBLIC INTEREST ADVOCACY CENTRE  
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April 19, 2023

**VIA E-MAIL**

Ms. Nancy Marconi  
Registrar  
Ontario Energy Board  
2300 Yonge Street  
P.O. Box 2319  
Toronto, ON M4P 1E4

Dear Ms. Marconi:

**Re: EB-2023-0106 Synergy North Corporation  
Application for the Disposal of Accounts 1588 and 1589  
Interrogatories of Vulnerable Energy Consumers Coalition (VECC)**

Please find enclosed the interrogatories of VECC in the above-noted proceeding. We have also directed a copy of the same to the Applicant.

Yours truly,

John Lawford

Counsel for VECC

Copy to: Janice Robertson, Manager, Regulatory & Financial Assurance

**EB-2023-0106**

**Synergy North Corporation**

**Application to Dispose of Balances in Two  
Deferral and Variance Accounts**

**VECC Interrogatories April 19, 2023**

**VECC-1**

Ref: EB-2023-0106 (Accounts 1588 & 1589 Bifurcated From EB-2022-0063) March 13, 2023  
Manager's Summary Page 6

The evidence states "In preparing responses to OEB Staff Questions of December 13, 2022 on application EB-2022-0063, SYNERGY NORTH discovered an error in billing codes, which had resulted in an underpayment to the IESO and excess credits accumulating in Account 1588 for both Zones."

- a) Please provide the billing codes/components within customer accounts.
- b) Please discuss further how Synergy North detected the errors and include the process followed that led to the discovery of the error in billing codes.
- c) How frequently do billing codes change?
- d) Please explain how Synergy North will prevent error in billing codes to occur in the future.

**VECC-2**

Ref1: EB-2022-0063 November 11, 2022 Manager's Summary Page 13

With respect to the Thunder Bay Rate Zone, the evidence states "The RSVA Global Adjustment balance in account 1589 is \$(1,038,273) to be returned in a rate rider from Non-RPP customers (excluding Class A customers).

Ref2: EB-2023-0106 (Accounts 1588 & 1589 Bifurcated From EB-2022-0063) March 13, 2023  
Manager's Summary Page 9

With respect to the Thunder Bay Rate Zone the evidence states "The RSVA Global Adjustment balance for disposal in account 1589 is \$(1,018,658) to be returned in a rate rider from Non-RPP customers (excluding Class A customers). There was one transition customer from Class B to

Class A during 2021 (see Table 3), reducing the total to \$(1,001,267) which will be disposed of to Class B Non-RPP customers.

Please explain why the RSVA Global Adjustment balance for disposal in account 1589 differs between the two applications.

VECC-3

Ref1: EB-2022-0063 November 11, 2022 Manager's Summary Page 15

With respect to the Kenora Rate Zone, the evidence states "The RSVA Global Adjustment balance in account 1589 of \$(116,860) is to be returned in a rate rider to Non-RPP customers.

Ref2: EB-2023-0106 (Accounts 1588 & 1589 Bifurcated From EB-2022-0063) March 13, 2023 Manager's Summary Page 11

With respect to the Kenora Rate Zone, the evidence states "The RSVA Global Adjustment balance for disposal in Account 1589 is \$(108,096) to be returned in a rate rider from Non-RPP customers Class B customers. There were no Class A customers during 2021.

Please explain why the RSVA Global Adjustment balance for disposal in account 1589 differs between the two applications.