

Synergy North Corporation
TARIFF OF RATES AND CHARGES
Effective and Implementation Date May 1, 2024
This schedule supersedes and replaces all previously
approved schedules of Rates, Charges and Loss Factors

EB-2023-0052

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	\$	34.28
Smart Metering Entity Charge - effective until December 31, 2027	\$	0.42
Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2024) SN - effective until April 30, 2025	\$	(1.16)
Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2024) TB - effective until April 30, 2025	\$	(2.63)
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2024) TB - effective until April 30, 2025	\$/kWh	0.0025
Rate Rider for Disposition of Global Adjustment Account (2024) TB - Applicable only for Non-RPP Customers - effective until April 30, 2025	\$/kWh	(0.0001)
Rate Rider for Disposition of CBR Class B Account (2024) TB - effective until April 30, 2025	\$/kWh	(0.0001)
Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2024) KN - effective until April 30, 2025	\$	(4.34)
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2024) KN - effective until April 30, 2025	\$/kWh	0.0031
Rate Rider for Disposition of Global Adjustment Account (2024) KN - Applicable only for Non-RPP Customers - effective until April 30, 2025	\$/kWh	(0.0011)
Rate Rider for Disposition of 1575/1576 (2024) KN - effective until April 30, 2025	\$	(0.07)
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0095
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0064

Synergy North Corporation

TARIFF OF RATES AND CHARGES

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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	0.0014
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

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

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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	\$	39.28
Distribution Volumetric Rate	\$/kWh	0.0221
Smart Metering Entity Charge - effective until December 31, 2027	\$	0.42
Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2024) SN - effective until April 30, 2025	\$/kWh	(0.0019)
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2024) TB - effective until April 30, 2025	\$/kWh	0.0029
Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2024) TB - effective until April 30, 2025	\$/kWh	(0.0031)
Rate Rider for Disposition of Global Adjustment Account (2024) TB - Applicable only for Non-RPP Customers - effective until April 30, 2025	\$/kWh	(0.0001)

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Rate Rider for Disposition of CBR Class B Account (2024) TB - effective until April 30, 2025	\$/kWh	(0.0001)
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2024) KN - effective until April 30, 2025	\$/kWh	0.0034
Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2024) KN - effective until April 30, 2025	\$/kWh	(0.0040)
Rate Rider for Disposition of Global Adjustment Account (2024) KN - Applicable only for Non-RPP Customers - effective until April 30, 2025	\$/kWh	(0.0011)
Rate Rider for Disposition of 1575/1576 (2024) KN - effective until April 30, 2025	\$/kWh	(0.0001)
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0089
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0057

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	0.0014
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

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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	5.1505
Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2024) SN - effective until April 30, 2025	\$/kW	(0.7596)
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2024) TB - effective until April 30, 2025	\$/kW	1.1841
Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2024) TB - effective until April 30, 2025	\$/kW	(0.5899)
Rate Rider for Disposition of Global Adjustment Account (2024) TB - Applicable only for Non-RPP Customers - effective until April 30, 2025	\$/kWh	(0.0001)
Rate Rider for Disposition of CBR Class B Account (2024) TB - effective until April 30, 2025	\$/kW	(0.0601)
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2024) KN - effective until April 30, 2025	\$/kW	1.3846
Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2024) KN - effective until April 30, 2025	\$/kW	(0.1617)
Rate Rider for Disposition of Global Adjustment Account (2024) KN - Applicable only for Non-RPP Customers - effective until April 30, 2025	\$/kWh	(0.0011)

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Rate Rider for Disposition of 1575/1576 (2024) KN - effective until April 30, 2025	\$/kW	(0.0409)
Retail Transmission Rate - Network Service Rate	\$/kW	3.4882
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	2.4375
Retail Transmission Rate - Network Service Rate - Interval Metered	\$/kW	3.7221
Retail Transmission Rate - Line and Transformation Connection Service Rate - Interval Metered	\$/kW	2.4350

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	0.0014
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

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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

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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	4.0163
Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2024) SN - effective until April 30, 2025	\$/kW	(0.5882)
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2024) TB - effective until April 30, 2025	\$/kW	0.9150
Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2024) TB - effective until April 30, 2025	\$/kW	(0.4002)
Rate Rider for Disposition of Global Adjustment Account (2024) TB - Applicable only for Non-RPP Customers - effective until April 30, 2025	\$/kWh	(0.0001)
Rate Rider for Disposition of CBR Class B Account (2024) TB - effective until April 30, 2025	\$/kW	(0.0530)
Retail Transmission Rate - Network Service Rate	\$/kW	3.7003
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	2.6944

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	0.0014
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

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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

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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)	\$	11.87
Distribution Volumetric Rate	\$/kWh	0.0154
Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2024) SN - effective until April 30, 2025	\$/kWh	(0.0019)
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2024) TB - effective until April 30, 2025	\$/kWh	0.0030
Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2024) TB - effective until April 30, 2025	\$/kWh	(0.0039)
Rate Rider for Disposition of Global Adjustment Account (2024) TB - Applicable only for Non-RPP Customers - effective until April 30, 2025	\$/kWh	(0.0001)
Rate Rider for Disposition of CBR Class B Account (2024) TB - effective until April 30, 2025	\$/kWh	(0.0001)
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2024) KN - effective until April 30, 2025	\$/kWh	0.0035
Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2024) KN - effective until April 30, 2025	\$/kWh	(0.0061)
Rate Rider for Disposition of Global Adjustment Account (2024) KN - Applicable only for Non-RPP Customers - effective until April 30, 2025	\$/kWh	(0.0011)
Rate Rider for Disposition of 1575/1576 (2024) KN - effective until April 30, 2025	\$/kWh	(0.0001)
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0089
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	0.0014
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

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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.

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MONTHLY RATES AND CHARGES - Delivery Component

Service Charge (per connection)	\$	11.02
Distribution Volumetric Rate	\$/kW	8.8302
Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2024) SN - effective until April 30, 2025	\$/kW	(0.7027)
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2024) TB - effective until April 30, 2025	\$/kW	1.1072
Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2024) TB - effective until April 30, 2025	\$/kW	(3.9504)
Rate Rider for Disposition of CBR Class B Account (2024) TB - effective until April 30, 2025	\$/kW	(0.0555)
Retail Transmission Rate - Network Service Rate	\$/kW	2.6442
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	1.9241

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	0.0014
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Synergy North Corporation
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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

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MONTHLY RATES AND CHARGES - Delivery Component

Service Charge (per connection)	\$	1.93
Distribution Volumetric Rate	\$/kW	9.9570
Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2024) SN - effective until April 30, 2025	\$/kW	(0.6625)
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2024) TB - effective until April 30, 2025	\$/kW	1.0340
Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2024) TB - effective until April 30, 2025	\$/kW	(3.1241)
Rate Rider for Disposition of Global Adjustment Account (2024) TB - Applicable only for Non-RPP Customers - effective until April 30, 2025	\$/kWh	(0.0001)
Rate Rider for Disposition of CBR Class B Account (2024) TB - effective until April 30, 2025	\$/kW	(0.0527)
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2024) KN - effective until April 30, 2025	\$/kW	1.1173
Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2024) KN - effective until April 30, 2025	\$/kW	(3.1826)
Rate Rider for Disposition of Global Adjustment Account (2024) KN - Applicable only for Non-RPP Customers - effective until April 30, 2025	\$/kWh	(0.0011)
Rate Rider for Disposition of 1575/1576 (2024) KN - effective until April 30, 2025	\$/kW	(0.0330)
Retail Transmission Rate - Network Service Rate	\$/kW	2.6514
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	1.7853

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	0.0014
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

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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

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Customer Administration

Arrears certificate	\$	15.00
Statement of account	\$	15.00
Easement letter	\$	26.75
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

Synergy North Corporation
TARIFF OF RATES AND CHARGES
Effective and Implementation Date May 1, 2024
This schedule supersedes and replaces all previously
approved schedules of Rates, Charges and Loss Factors

EB-2023-0052

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)	\$	37.78

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.

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.

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	\$	117.02
Monthly fixed charge, per retailer	\$	46.81
Monthly variable charge, per customer, per retailer	\$/cust.	1.16
Distributor-consolidated billing monthly charge, per customer, per retailer	\$/cust.	0.69
Retailer-consolidated billing monthly credit, per customer, per retailer	\$/cust.	(0.69)
Service Transaction Requests (STR)		
Request fee, per request, applied to the requesting party	\$	0.59
Processing fee, per request, applied to the requesting party	\$	1.16
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)	\$	4.68
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)	\$	2.34

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	1.0398
Total Loss Factor - Primary Metered Customer	1.0293