

## Customer Checklist for New Residential/Small Business Construction (200 amps or Under)

If you are building or renovating a house/small business in the City of Thunder Bay and require a new service (up to 200 amps), the following steps must be completed:

<b>Step 1 - Set Up An Appointment</b>
<ul style="list-style-type: none"> <li><input type="checkbox"/> Call Synergy North Operations at (807) 343-1176 to set up an appointment to meet with the Distribution Technician to discuss type, service &amp; meter base location.</li> <li><input type="checkbox"/> Please ensure to fill out and bring your <b>Estimate to Connect Information Sheet</b> when you meet with the Distribution Technician to initiate the process.</li> </ul>
<b>Step 2 - Estimate to Connect</b>
<ul style="list-style-type: none"> <li><input type="checkbox"/> The Distribution Technician will complete an Estimate to Connect form indicating your cost (if any) to install your new service. This may take 14 -21 days depending on peak times of the year.</li> </ul>
<b>Step 3 – Sign &amp; Make Payment</b>
<ul style="list-style-type: none"> <li><input type="checkbox"/> Please ensure to sign off on your estimate to connect. If the Estimate to Connect indicates that you are to pay a cost for your new service installation, you must pay the full amount prior to Synergy North performing any work and/or connection of the service. You can do this in one of two ways: <ul style="list-style-type: none"> <li>→ <b>by forwarding a cheque or money order to:</b>  Synergy North  Attention: Accounting Department  34 N. Cumberland Street, 8<sup>th</sup> Floor  Thunder Bay, ON P7A 4L4</li> <li>→ <b>by credit card via VISA or MASTERCARD in person:</b>  <b>*** Please note that no telephone credit card payments can be accepted. ***</b>  Synergy North Accounting Department, 8th floor  34 N. Cumberland Street  Open 8am-4pm Monday-Friday but closed between 12pm-1pm for lunch.</li> </ul> </li> </ul>
<b>Step 4 – Set up Your Synergy North Account</b>
<ul style="list-style-type: none"> <li><input type="checkbox"/> Set up an account for your new service at our Customer Service Department, located on the main floor at 34 N. Cumberland Street. If you have previously had a Synergy North account, you can set up your account over the phone or visit us in person. Call (807)</li> </ul>

343-1111 for more information

**Step 5 – Conditions of Service**

- If a customer or contractor prefers to do the work themselves on a property, all work must meet Synergy North’s specifications as detailed in our Conditions of Service. An appointment must be booked by the customer/contractor to have Synergy North inspect the meter base, trenching and duct/cable installs before backfilling the trench. Please schedule an appointment at (807) 343-1176 a minimum of two (2) working days in advance.

**Step 6 – Contact ESA to Obtain Permit**

- Either you or the contractor doing the electrical servicing must contact the Electrical Safety Authority (ESA) at 1-877-372-7233 to obtain a wiring permit.

**Step 7 – ESA Inspection**

- When the electrical servicing/panel wiring is complete, contact the Electrical Safety Authority (ESA) to arrange for an inspection.

**Step 8 – Connecting the Service**

- Synergy North Customer Service will prepare a connection order once they have received:
  - The signed Estimate to Connect & payment of the Estimate
  - The customer has signed for a Synergy North account
  - The completed inspection has been received from the Electrical Safety Authority
  - The meter base has been installed

This service order will be forwarded to our Power Systems Office to arrange for connection of the new service. Connection of the new service will take place within five (5) business days of receipt of the order from our Customer Service Department.