

## 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 or the City of Kenora and require a new service (up to 200 amps), the following steps must be completed:

Step 1 - Set Up An Appointment
<ul style="list-style-type: none"><li><input type="checkbox"/> Call Synergy North Operations at (807) 343-1176 or toll free at 1 (833) 428-1451 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>
Step 2 - Estimate to Connect
<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>
Step 3 – Sign & Make Payment
<ul style="list-style-type: none"><li><input type="checkbox"/> Please ensure to sign off on your estimate to connect (ETC).</li></ul> <p><b>Please note: The customers name who is on the ETC, is the only person who can make the ETC payment and sign for the account. If the ETC 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:</b></p> <p>→ <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</p> <p>→ <b>By credit card via VISA or MASTERCARD credit card:</b> <i>By telephone:</i> Local: (807) 343-1111 Toll free: 1 (833) 428-1451 <i>Or in person:</i> Synergy North Accounting Department, 8<sup>th</sup> Floor 34 N. Cumberland Street N Open 8am-4pm Monday-Friday but closed between 12pm-1pm for lunch.</p>

**Step 4 – Set up Your Synergy North Account**

- Set up an account for your new service by contacting our Customer Service Department, call local (807) 343-1111 or toll free at 1 (833) 428-1451 for more information. Or visit our website at [www.synergynorth.ca](http://www.synergynorth.ca) to sign for an account.

**Step 5 – Conditions of Service**

- 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 or toll free at 1 (833) 428-1451, 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
  - Customer has the responsibility to notify Synergy North that 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.