



Customer Guidelines for New or Upgraded Services (3Ø 200-amps or greater and 1Ø greater than 200-amps)

Synergy North will connect (reconnect) a new or upgraded service once the following 12 steps have been completed:

Step 1 – Read Our Conditions of Service
<p><input type="checkbox"/> As a first step, we strongly recommend you read the Synergy North’s Conditions of Service, which is available online at www.synergynorth.ca. Print copies are also available through our Customer Service Department. Please contact us by telephone or email.</p>
Step 2 – Meet with the Distribution Designer
<p><input type="checkbox"/> Set up an appointment with a Distribution Designer to discuss the requirements of your new or upgraded electrical service and where it should be located. Call our Asset Management & Engineering Department at (807) 343-1168 to make arrangements.</p>
Step 3 – Provide Information
<p><input type="checkbox"/> The Distribution Designer will require you to provide the information listed on the Service Information Sheet. Information required will include, but not be limited to:</p> <ul style="list-style-type: none"> • Requested date of SNC Inspection. This is the date that the Distribution Designer is required to go to site to inspect the contractor installed duct, transformer pad and ground grid. • Requested date of SNC Construction. This is the date that the Lines department is required to go to site to install cable, transformer and other miscellaneous material required prior to energization. This date must be a minimum of 90 days from submission of the Service Information Sheet. Your ETC will list your confirmed date of SNC construction and must be signed and paid a minimum of 60 days prior to the requested date of SNC construction. • Requested date of Energization. This is the date that ESA inspection will be completed and received by SNC. SNC will energize the service within 5 days of receiving the ESA connection order and completion of SNC construction. • Dimensioned project layout drawings showing electrical installations. Transformer foundation installation to be shown as per Synergy North’s Standard S12-300. Duct runs to be shown using 4” Rigid, Schedule 40, PVC at 40” depth with 6” sand bed above and below. Marker tape to be shown 12” down from grade. Pull rope must be continuous, 1800 lbs. rated and be in duct. Mechanical expansion plugs (4”) are required on both ends of the installed duct. • A single line drawing, estimated demand load and a completed Service Information Sheet complete with dates. • All service entrance and metering equipment must meet Synergy North’s Engineering Standards (available from the Designer). Please note that all service entrance equipment (except the main breaker, which must be sealable) up to and including the meter cabinet must have hinged and lockable doors. Meters shall be mounted to be centered 5’ 6” above the floor. Meter sockets must be approved by the Designer prior to installation. • Grounding design (ground resistance to be 8 ohms maximum) • . <p>Note: Any installation that is forecasted by Synergy North’s Asset Management & Engineering department to have a monthly average peak demand over 500kW, during a calendar year, shall be required to have interval metering installed at the applicant’s cost.</p>

- Once you have provided all information deemed necessary by the Distribution Designer, we will proceed with reviewing your electrical service.

Step 4 – Estimate to Connect

- After reviewing all your information and finding the details acceptable, the Distribution Designer will complete a Synergy North Estimate to Connect Commercial Customer & Customers Over 200 Amp form. This document will include the estimated cost of the labor and materials supplied by Synergy North to install/upgrade the service. It will also include confirmed Inspection, SNC Construction and Energization dates. The Estimate to Connect can be directed to the property owner or an authorized representative for the property owner.
- This Estimate to Connect must be paid in full a minimum of sixty (60) days prior to the SNC construction date and before Synergy North can proceed with any work, including inspections. Once the work is completed, a true-up will be completed and the customer will be billed for actual costs.**
- After the Estimate to Connect is issued:
We will officially communicate only with the person named on the Estimate to Connect. Unofficial communication may take place with others, but any directives required either way will be between the person named on the Estimate to Connect and the Distribution Designer.

Step 5 – Make Payment

- The interim invoice, based on the Estimate to Connect, will need to be paid in full before Synergy North can proceed with any work on the electrical service. Payment can be made by:
 - ➔ **By forwarding a cheque or money order made payable to:**
Synergy North
Attention: Finance Department,
34 N Cumberland Street 8th floor
Thunder Bay, ON P7A 4L4
 - ➔ **By credit card via VISA or MASTERCARD credit card:**
By telephone:
Local: (807) 343-1111
Toll free: 1 (833) 428-1451

Step 6 – Changes, If Required

- If, after the Estimate to Connect is issued, you require changes to the work to be done by Synergy North, the actual costs to revise the drawings will be charged to the customer and will be reflected in the true-up when the work is completed.
- If, after the Estimate to Connect is issued, you require changes to the inspection, SNC construction, or Energization dates the following lead times are required:
 - A minimum 15 calendar days lead time is required to reschedule SNC inspections.
 - A minimum 30 calendar days lead time is required to reschedule SNC construction.
 - Requested date minimum 30 calendar days lead time is required to reschedule SNC energization.

Step 7 – Contact ESA

- Either you or the contractor completing the electrical work must contact the Electrical Safety Authority (ESA) at 1-877-372-7233 to obtain an electrical permit.



Step 8 – Arrange Inspections
<ul style="list-style-type: none"> <input type="checkbox"/> Three preliminary inspections and one final inspection must be performed by Synergy North. These are separate from the ESA inspections, which is also required. It is recommended that you request the Synergy North preliminary and final inspections before the ESA inspection to avoid having to request an ESA re-inspection should Synergy North require modifications. <input type="checkbox"/> The first Synergy North preliminary inspection is required after the gravel bed is prepared for the transformer foundation. The second Synergy North preliminary inspection is required after the transformer foundation and ducts are installed in accordance with Synergy North Standard S12-300. The third Synergy North preliminary inspection is required after the groundgrid in installed. Synergy North will then measure the ground resistance. Inspection of transformer base, ground grid and duct must be inspected and approved by Synergy North prior to backfill.
Step 9 – Ground Resistance Testing
<ul style="list-style-type: none"> <input type="checkbox"/> The cost of one ground resistance reading test is included in the amount quoted on the estimate to Connect. If ground resistance testing results in readings over the maximum 8 ohms, actual costs for each additional test required until the readings are at or below 8 ohms will be added to the cost of the job and will be reflected when the true-up costs have been completed.
Step 10 – Synergy North Final Inspection
<ul style="list-style-type: none"> <input type="checkbox"/> When the contractor has completed the electrical service you or your authorized representative must notify the Distribution Designer that the electrical service is available for a Synergy North final inspection. Both Synergy North and ESA inspections need to be completed satisfactorily and payment must be received in full before we will be able to connect/reconnect the new or upgraded service. <p>Note: The cost for additional inspections by the Distribution Designer or any additional work that is required by Synergy North staff will be added to the cost of the job and reflected in the true-up costs.</p>
Step 11 – Set Up a Synergy North Account
<ul style="list-style-type: none"> <input type="checkbox"/> If this is a New Service, you will need to set up an account with Synergy North’s Customer Services Department. You can call us local at (807) 343-1111 or toll free at 1 (833) 428-1451 for more information.
Step 12 – ESA Final Inspection
<ul style="list-style-type: none"> <input type="checkbox"/> When the electrical work is complete and has been approved by Synergy North, contact the ESA to arrange for an inspection. <p>** When the ESA Inspector’s authorization is received, Synergy North’s Customer Accounts Department will prepare a service connection order for each meter. These orders are forwarded to our Distribution Designer, Engineering Department. Once Synergy North has completed the necessary line work and the Synergy North inspection has been completed and approved, the new or upgraded service will be connected within five (5) working days**</p>