

# ONTARIO ENERGY BOARD NOTICE TO CUSTOMERS OF SYNERGY NORTH CORPORATION

**Synergy North Corporation has applied to change its electricity distribution rates.**

**Learn more. Have your say.**

**Synergy North Corporation has applied to the Ontario Energy Board to change its electricity distribution rates effective May 1, 2024. If the application is approved as filed, a typical residential customer and a typical general service customer of Synergy North Corporation would see the following change:**

Rate Zones	Customer	Monthly Bill Change
Thunder Bay	Residential 750 kWh	\$3.47 increase
	General Service less than 50kW	\$6.19 decrease
Kenora	Residential 750 kWh	\$4.97 decrease
	General Service less than 50kW	\$11.25 increase

**Other customers, including businesses, may also be affected.**

## **THE ONTARIO ENERGY BOARD WILL HOLD A PUBLIC HEARING**

The Ontario Energy Board (OEB) will hold a public hearing to consider Synergy North's application. During this hearing, we will question Synergy North on its case for a rate change. We will also hear questions and arguments from individuals that have registered to participate (called intervenors) in the OEB's hearing. At the end of this hearing, the OEB will decide what, if any, rate change will be allowed.

Distributors such as Synergy North typically apply for a full review of their rates every five years. Any rate changes for the years in between are made by applying an OEB-approved formula which is tied to inflation and other factors intended to promote efficiency. You may not get notice of future rate changes made by applying the formula.

The OEB is an independent and impartial public agency. We make decisions that serve the public interest. Our goal is to promote a financially viable and efficient energy sector that provides you with reliable energy services at a reasonable cost.

## **BE INFORMED AND HAVE YOUR SAY**

You have the right to information regarding this application and to be involved in the process.

- You can review Synergy North's application on the OEB's website now
- You can file a letter with your comments, which will be considered during the hearing
- You can become an intervenor. As an intervenor, you can ask questions about Synergy North's application and make arguments on whether the OEB should approve Synergy North's request. Apply by **September 25, 2023** or the hearing will go ahead without you and you will not receive any further notice of the proceeding
- At the end of the process, you can review the OEB's decision and its reasons on our website

## **LEARN MORE**

These proposed charges relate to Synergy North's distribution services. They make up part of the Delivery line - one of the line items on your bill. Our file number for this case is **EB-2023-0052**. To learn more about this hearing, find instructions on how to file a letter with your comments or become an intervenor, or to access any document related to this case, please select the file number **EB-2023-0052** from the list on the OEB website: [www.oeb.ca/notice](http://www.oeb.ca/notice). You can also phone our Public Information Centre at 1-877-632-2727 with any questions.

## **FORM OF HEARING**

There are three types of OEB hearings – oral, electronic, and written. Synergy North has applied for a written hearing. The OEB is considering this request. If you have a preference with respect to the format of the hearing, you can write to the OEB to explain why by **September 25, 2023**.

## **PRIVACY**

*If you write a letter of comment, your name and the content of your letter will be put on the public record and the OEB website. However, your personal telephone number, home address and email address will be removed. If you are a business, all your information will remain public. If you apply to become an intervenor, all information will be public.*

*This rate hearing will be held under section 78 of the Ontario Energy Board Act, 1998, S.O. 1998, c.15, Schedule B.*



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