



Ontario
Energy
Board

Commission
de l'énergie
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Ontario

DECISION AND RATE ORDER

EB-2024-0055

SYNERGY NORTH CORPORATION

**Application for rates and other charges to be
effective May 1, 2025**

BY DELEGATION, BEFORE:

Kevin Mancherjee

Director

Operations Decision Support

April 3, 2025

1. OVERVIEW

The Ontario Energy Board (OEB) is approving changes to the rates that Synergy North Corporation (Synergy North) charges to distribute electricity to its customers, effective May 1, 2025.

Synergy North previously maintained two separate rate zones, referred to as the Thunder Bay Rate Zone and the Kenora Rate Zone. In Synergy North's 2024 cost of service¹ proceeding, the OEB approved the harmonization of the Thunder Bay Rate Zone and Kenora Rate Zone, effective May 1, 2024.

As a result of this Decision and Rate Order,² there will be a monthly total bill increase for a residential customer with a monthly consumption of 750 kWh of:

- \$4.54 for the Thunder Bay Rate Zone
- \$5.87 for the Kenora Rate Zone

This change does not factor in applicable taxes or the Ontario Electricity Rebate.

¹ EB-2023-0052, Decision and Rate Order, March 28, 2024

² As each rate zone has discrete rate riders for each customer class, the bill impact is being reported for each rate zone.

2. CONTEXT AND PROCESS

Synergy North filed its application on October 30, 2024, under section 78 of the *Ontario Energy Board Act, 1998* and in accordance with [Chapter 3 \(Incentive Rate-Setting Applications\)](#) of the OEB's *Filing Requirements for Electricity Distribution Rate Applications* (Filing Requirements). The application was based on the Price Cap Incentive Rate-setting (Price Cap IR) option, with a five-year term.

The Price Cap IR option is one of three incentive rate-setting mechanisms (IRM) used by the OEB.³ It involves the setting of rates through a cost-of-service application in the first year and mechanistic price cap adjustments which may be approved through IRM applications in each of the ensuing adjustment years.

The OEB follows a standardized and streamlined process for processing IRM applications filed under Price Cap IR. In each adjustment year of a Price Cap IR term, the OEB prepares a Rate Generator Model that includes, as a placeholder, information from the distributor's past proceedings and annual reporting requirements. A distributor then reviews, completes, and includes the model with its application, and may update the model during the proceeding to make any necessary corrections or to incorporate new rate-setting parameters as they become available.

Synergy North serves approximately 51,400 mostly residential and commercial electricity customers in the City of Thunder Bay and Fort William First Nation, and approximately 5,600 mostly residential and commercial electricity customers in the City of Kenora.

The application was supported by pre-filed written evidence and completed Rate Generator Models and, as required during the proceeding, Synergy North updated and clarified the evidence.

³ Each of these options is explained in the OEB's [Handbook for Utility Rate Applications](#).

3. DECISION OUTLINE

Each of the following issues is addressed in this Decision and Rate Order and the OEB's findings.

- Annual Adjustment Mechanism
- Revenue-to-Cost Ratio Adjustments
- Retail Transmission Service Rates
- Group 1 Deferral and Variance Accounts

Instructions for implementing Synergy North's new rates and charges are set out in the final section of this Decision and Rate Order.

This Decision and Rate Order does not address rates and charges approved by the OEB in prior proceedings, such as specific service charges⁴ and loss factors, which are out of the scope of an IRM proceeding and for which no further approvals are required to continue to include them on the distributor's Tariff of Rates and Charges.

⁴ Certain service charges are subject to annual inflationary adjustments to be determined by the OEB through a generic order. For example, the OEB's Decision and Order in EB-2024-0226, September 26, 2024, established the adjustment for energy retailer service charges, effective January 1, 2025; and the OEB's Decision and Order in EB-2024-0227, issued September 26, 2024, established the 2025 Wireline Pole Attachment Charge, effective January 1, 2025.

4. ANNUAL ADJUSTMENT MECHANISM

Synergy North has applied to change its rates, effective May 1, 2025. The proposed rate change is based on a mechanistic rate adjustment using the OEB-approved **inflation minus X-factor** formula applicable to IRM applications. The adjustment applies to distribution rates (fixed and variable) uniformly across all customer classes.⁵

The components of the Price Cap IR adjustment formula applicable to Synergy North are set out in the table below. Inserting these components into the formula results in a 3.30% increase in Synergy North's rates: **3.30% = 3.60% - (0.00% + 0.30%)**.

Table 4.1: Price Cap IR Adjustment Formula

Components		Amount
Inflation factor ⁶		3.60%
Less: X-factor	Productivity factor ⁷	0.00%
	Stretch factor (0.00% to 0.60%) ⁸	0.30%

An inflation factor of 3.60% applies to all IRM applications for the 2025 rate year. The X-factor is the sum of the productivity factor and the stretch factor. It is a productivity offset that varies among different groupings of distributors. Subtracting the X-factor from inflation ensures that rates decline in real, constant-dollar terms, providing distributors with a tangible incentive to improve efficiency or else experience declining net income. The productivity component of the X-factor is based on industry conditions over a historical study period and applies to all IRM applications for the 2025 rate year. The stretch factor component of the X-factor is one of five stretch factor groupings established by the OEB, ranging from 0.00% to 0.60%. The stretch factor assigned to any distributor is based on the distributor's total cost performance as benchmarked against other distributors in Ontario. The stretch factor assigned to Synergy North is 0.30%, resulting in a rate adjustment of 3.30%.

⁵ The adjustment does not apply to the following components of delivery rates: rate riders, rate adders, low voltage service charges, retail transmission service rates, wholesale market service rate, smart metering entity charges, rural or remote electricity rate protection charge, standard supply service – administrative charge, transformation and primary metering allowances, loss factors, specific service charges (other than the Wireline Pole Attachment charge), and microFIT charge.

⁶ OEB Letter, 2025 Inflation Parameters, issued June 20, 2024

⁷ Report of the Ontario Energy Board – “Rate Setting Parameters and Benchmarking under the Renewed Regulatory Framework for Ontario’s Electricity Distributors” EB-2010-0379, December 4, 2013

⁸ Report to the Ontario Energy Board – “Empirical Research in Support of Incentive Rate-Setting: 2023 Benchmarking Update”, prepared by Pacific Economics Group LLC., August 6, 2024

Findings

Synergy North's request for a 3.30% rate increase is in accordance with the annually updated parameters set by the OEB. The adjustment is approved, and Synergy North's new rates shall be effective May 1, 2025.

5. REVENUE-TO-COST RATIO ADJUSTMENTS

A revenue-to-cost ratio measures the relationship between the revenues that a distributor expects to receive from a class of customers and the level of costs allocated to that class. A distributor may implement an adjustment to its revenue-to-cost ratios during an IRM term, in accordance with OEB-established target ranges, if the adjustment was approved by the OEB in a previous proceeding.⁹

In its decision and rate order on Synergy North’s last cost of service proceeding (for rates effective May 1, 2024)¹⁰, the OEB approved an adjustment to the utility’s revenue-to-cost ratio to be implemented over a two-year period. In this proceeding, Synergy North is asking for the OEB’s approval to implement the previously-approved adjustment. The additional revenues from these, with the offset adjustments to the ratio, would be used to reduce the revenue-to-cost ratios for the General Service Less Than 50 kW classification.

Table 5.1 below outlines the revenue-to-cost ratio adjustments proposed by Synergy North for the 2025 rate year.

Table 5.1: Revenue-to-Cost Ratios

Rate Classification	2024 Ratio (%)	Proposed 2025 Ratio (%)
General Service Less Than 50 kW Service	117.00	116.00
Street Lighting Service	68.00	74.00

Findings

The OEB approves Synergy North’s revenue-to-cost ratio adjustments for the 2025 rate year in accordance with Table 5.1 above. The OEB finds that the proposed adjustments are consistent with the OEB’s decision on Synergy North’s last cost-of-service application.

⁹ Report of the OEB – “Application of Cost Allocation for Electricity Distributors.” EB-2007-0667, November 28, 2007; and Report of the Board – “Review of Electricity Distribution Cost Allocation Policy.” EB-2010-0219, March 31, 2011

¹⁰ EB-2023-0052, Decision and Rate Order, March 28, 2024

6. RETAIL TRANSMISSION SERVICE RATES (RTSRs)

In Ontario, some distributors are connected directly to a licensed transmitter, while others may be embedded, or partially embedded, within the distribution system of another licensed distributor. Synergy North is transmission-connected.

To recover its cost of transmission services, Synergy North requests approval to adjust the RTSRs that it charges its customers in accordance with the Uniform Transmission Rates (UTRs) currently in effect.

Findings

Synergy North's proposed adjustment to its RTSRs is approved.

The RTSRs have been adjusted based on the current OEB-approved UTRs.

UTRs¹¹ are typically approved annually by the OEB. In the event that the OEB updates the approved UTRs during Synergy North's 2025 rate year, any resulting differences (from the prior-approved UTRs) will be captured in Retail Settlement Variance Accounts 1584 (Retail Transmission Network Charge) and 1586 (Retail Transmission Connection Charge).

¹¹ EB-2024-0244, Decision and Rate Order, January 21, 2025

7. GROUP 1 DEFERRAL AND VARIANCE ACCOUNTS

In each year of an IRM term, the OEB will review a distributor's Group 1 deferral and variance accounts to determine whether those balances should be disposed of. OEB policy states that Group 1 account balances should be disposed of if they exceed, on a net basis (as a debit or credit), a pre-set disposition threshold of \$0.001 per kWh, unless a distributor can justify why balances should not be disposed of.¹² If the net balance does not exceed the threshold, a distributor may still request disposition.¹³

Thunder Bay Rate Zone

The 2023 year-end net balance for the Thunder Bay Rate Zone Group 1 accounts eligible for disposition, including interest projected to April 30, 2025, is a credit of \$149,431 and pertains to variances accumulated during the 2023 calendar year. This amount represents a total claim of \$0.0002 per kWh, which does not exceed the disposition threshold.

Synergy North has requested the disposition of this amount over a one-year period to clear the final Group 1 balances as of April 30, 2024, before the harmonization of the two rate zones.

Kenora Rate Zone

The 2023 year-end net balance for the Kenora Rate Zone Group 1 accounts eligible for disposition, including interest projected to April 30, 2025, is a credit of \$43,584 and pertains to variances accumulated during the 2023 calendar year. This amount represents a total claim of \$0.0005 per kWh, which does not exceed the disposition threshold.

Synergy North has requested the disposition of this amount over a one-year period to clear the final Group 1 balances as of April 30, 2024, before the harmonization of the two rate zones.

Synergy North disclosed that it requested for disposition of Group 1 balances by rate zones to ensure that balances that accumulated in these accounts before harmonization of the rate zones (balances accumulated before harmonization as of April 30, 2024) are disposed of to customers in the appropriate rate zones.¹⁴

¹² Report of the OEB – “Electricity Distributors’ Deferral and Variance Account Review Initiative” (EDDVAR), EB-2008-0046, July 31, 2009

¹³ OEB letter, “Update to the Electricity Distributors’ Deferral and Variance Account Review (“EDDVAR Report”), released July 2009 (EB-2008-0046)”, issued July 25, 2014

¹⁴ Response to OEB Staff Question 1- Staff-2, p. 3

Included in the Group 1 accounts are certain variances related to costs that are paid for by a distributor's customers on different bases, depending on their classification. "Class A" customers, who participate in the Industrial Conservation Initiative, pay for Global Adjustment (GA) charges based on their contribution to the five highest Ontario demand peaks over a 12-month period. "Class B" customers pay for GA charges based on their monthly consumption, either as a standalone charge or embedded in the Regulated Price Plan (RPP).¹⁵ A similar mechanism applies to Class A and Class B customers for Capacity Based Recovery (CBR) charges.¹⁶ The balance in the GA variance account is attributable to non-RPP Class B customers and is disposed of through a separate rate rider. The balance in the CBR Class B variance account is attributable to all Class B customers.

Synergy North had Class A customers during the period in which variances accumulated, so it has applied to have the balance of the CBR Class B variance account disposed of through a separate rate rider for Class B customers to ensure proper allocation between Class A and Class B customers.

During the period in which variances accumulated, Synergy North had customers transition between Class A and Class B in the Thunder Bay Rate Zone. Under the general principle of cost causality, customer groups that cause variances that are recorded in Group 1 accounts should be responsible for paying the debits (or receiving credits) for their disposal. Synergy North has proposed to allocate a portion of the CBR Class B balances to its transition customers in the Thunder Bay Rate Zone, based on their customer-specific consumption levels.¹⁷ The amounts allocated to each transition customer are proposed to be refunded by way of 12 equal monthly installments.

Synergy North did not have any Class A customers in the Kenora Rate Zone during the period in which variances accumulated, so it has applied to have the balance of the CBR Class B account disposed of along with Account 1580 – Wholesale Market Service Charge through the general Deferral and Variance Account rate rider.

Findings

The balances proposed for disposition reconcile with the amounts reported as part of the OEB's *Electricity Reporting and Record-Keeping Requirements*.

¹⁵ For additional details on the Global Adjustment charge, refer to the Independent Electricity System Operator (IESO)'s [website](#).

¹⁶ All Class B customers (RPP and non-RPP) pay the CBR as a separate charge based on their monthly consumption. For additional details on the CBR for Class A customers, refer to the IESO's [website](#).

¹⁷ 2025 IRM Rate Generator Model, Tab 6.1a "GA Allocation" and Tab 6.2a "CBR B_Allocation"

The OEB approves the disposition of a credit balance of \$149,431 as of December 31, 2023, including interest projected to April 30, 2025, for Group 1 accounts on a final basis for the Thunder Bay Rate Zone.

Table 7.1 identifies the principal and interest amounts for the Thunder Bay Rate Zone, which the OEB approves for disposition.

Table 7.1: Group 1 Deferral and Variance Account Balances – Thunder Bay Rate Zone

Account Name and Number		Principal Balance (\$) A	Interest Balance (\$) B	Total Claim (\$) C=A+B
Smart Metering Entity Charge Variance Account	1551	(96,192)	(8,452)	(104,644)
RSVA - Wholesale Market Service Charge	1580	(996,206)	(70,073)	(1,066,278)
Variance WMS - Sub-account CBR Class B	1580	34,179	(1,374)	32,805
RSVA - Retail Transmission Network Charge	1584	639,268	66,294	705,562
RSVA - Retail Transmission Connection Charge	1586	349,007	35,462	384,469
RSVA – Power	1588	(150,882)	(62,110)	(212,992)
RSVA - Global Adjustment	1589	73,541	31,145	104,686
Disposition and Recovery/ Refund of Regulatory Balances (2020)	1595	(1,543)	8,505	6,962
Total for Group 1 accounts		(148,828)	(603)	(149,431)

For the Kenora Rate Zone, the OEB approves the disposition of a credit balance of \$43,584 as of December 31, 2023, including interest projected to April 30, 2025, for Group 1 accounts on a final basis for the Kenora Rate Zone.

Table 7.2 identifies the principal and interest amounts for the Kenora Rate Zone, which the OEB approves for disposition.

Table 7.2: Group 1 Deferral and Variance Account Balances – Kenora Rate Zone

Account Name and Number		Principal Balance (\$) A	Interest Balance (\$) B	Total Claim (\$) C=A+B
Smart Metering Entity Charge Variance Account	1551	(10,329)	(945)	(11,274)
RSVA - Wholesale Market Service Charge	1580	(99,375)	(7,417)	(106,792)
Variance WMS - Sub-account CBR Class B	1580	4,817	(175)	4,642
RSVA - Retail Transmission Network Charge	1584	95,374	10,350	105,724
RSVA - Retail Transmission Connection Charge	1586	10,823	870	11,693
RSVA – Power	1588	(6,156)	(8,792)	(14,948)
RSVA - Global Adjustment	1589	(25,691)	3,508	(22,183)
Disposition and Recovery/ Refund of Regulatory Balances (2020)	1595	(6,737)	(3,709)	(10,446)
Total for Group 1 accounts		(37,274)	(6,310)	(43,584)

The balance of each of the Group 1 accounts approved for disposition shall be transferred to the applicable principal and interest carrying charge sub-accounts of Account 1595. Such transfer shall be pursuant to the requirements specified in the *Accounting Procedures Handbook for Electricity Distributors*.¹⁸ The date of the transfer must be the same as the effective date for the associated rates, which is generally the start of the rate year.

The OEB approves these balances to be disposed of through final rate riders, charges, or payments, as calculated in the Rate Generator Model. The final rate riders, charges, and payments, as applicable, will be in effect over a one-year period from May 1, 2025, to April 30, 2026.¹⁹

¹⁸ Article 220, Account Descriptions, *Accounting Procedures Handbook for Electricity Distributors*, effective January 1, 2012

¹⁹ 2025 IRM Rate Generator Model Tab 6.1 GA, Tab 6.1a GA Allocation, Tab 6.2 CBR B, Tab 6.2a CBR B_Allocation and Tab 7 Calculation of Def-Var RR

8. IMPLEMENTATION

This Decision and Rate Order is accompanied by Rate Generator Models, applicable supporting models, and a Tariff of Rates and Charges (Schedule A). The Rate Generator Models also incorporate the following regulatory rates and charges set out in Table 8.1.

Table 8.1: Regulatory Rates and Charges

Rates	per kWh (\$)
Rural or Remote Electricity Rate Protection (RRRP)	0.0015
Wholesale Market Service (WMS) billed to Class A and B Customers	0.0041
Capacity Based Recovery (CBR) billed to Class B Customers	0.0004
Charges	(\$)
Smart Metering Entity Charge	0.42
microFIT Charge	5.00
Standard Supply Service - Administrative Charge (if applicable)	0.25

Each of the rates is a component of the “Regulatory Charge” on a customer’s bill, established annually by the OEB through a separate, generic order. The RRRP and WMS rates were set by the OEB on December 10, 2024.²⁰

The Smart Metering Entity Charge is a component of the “Distribution Charge” on a customer’s bill, established by the OEB through a separate order. The Smart Metering Entity Charge was set by the OEB on September 8, 2022.²¹

In the *Report of the Board: Review of Electricity Distribution Cost Allocation Policy*,²² the OEB indicated that it will review the default province-wide microFIT charge annually to ensure it continues to reflect actual costs in accordance with the established methodology. On November 19, 2024, the OEB issued a letter advising electricity distributors that the microFIT charge shall be \$5.00 for the duration of the 2025 rate year (May 1, 2025, to April 30, 2026).²³

²⁰ EB-2024-0282, Decision and Order, December 10, 2024

²¹ EB-2022-0137, Decision and Order, September 8, 2022

²² EB-2010-0219, Report of the Board: “Review of Electricity Distribution Cost Allocation Policy”, March 31, 2011

²³ OEB Letter, “Review of Fixed Monthly Charge for microFIT Generator Service Classification”, issued November 19, 2024

9. ORDER

THE ONTARIO ENERGY BOARD ORDERS THAT

1. The Tariff of Rates and Charges set out in Schedule A of this Decision and Rate Order is approved effective May 1, 2025, for electricity consumed or estimated to have been consumed on and after such date. Synergy North Corporation shall notify its customers of the rate changes no later than the delivery of the first bill reflecting the new rates.

DATED at Toronto, April 3, 2025

ONTARIO ENERGY BOARD

Nancy Marconi
Registrar

SCHEDULE A
DECISION AND RATE ORDER
SYNERGY NORTH CORPORATION
TARIFF OF RATES AND CHARGES
EB-2024-0055
APRIL 3, 2025

Synergy North Corporation
TARIFF OF RATES AND CHARGES
Effective and Implementation Date May 1, 2025
This schedule supersedes and replaces all previously
approved schedules of Rates, Charges and Loss Factors

EB-2024-0055

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	\$	35.41
Smart Metering Entity Charge - effective until December 31, 2027	\$	0.42
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2025) - Applicable only for Thunder Bay Customers - effective until April 30, 2026	\$/kWh	(0.0005)
Rate Rider for Disposition of Global Adjustment Account (2025) - Applicable only for Thunder Bay Non-RPP Customers - effective until April 30, 2026	\$/kWh	0.0004
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2025) - Applicable only for Kenora Customers - effective until April 30, 2026	\$/kWh	(0.0004)
Rate Rider for Disposition of Global Adjustment Account (2025) - Applicable only for Kenora Non-RPP Customers - effective until April 30, 2026	\$/kWh	(0.0006)
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0113
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0069

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	0.0015
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Synergy North Corporation
TARIFF OF RATES AND CHARGES
Effective and Implementation Date May 1, 2025
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EB-2024-0055

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

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	\$	40.50
Distribution Volumetric Rate	\$/kWh	0.0228
Smart Metering Entity Charge - effective until December 31, 2027	\$	0.42
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2025) - Applicable only for Thunder Bay Customers - effective until April 30, 2026	\$/kWh	(0.0002)
Rate Rider for Disposition of Global Adjustment Account (2025) - Applicable only for Thunder Bay Non-RPP Customers - effective until April 30, 2026	\$/kWh	0.0004
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2025) - Applicable only for Kenora Customers - effective until April 30, 2026	\$/kWh	(0.0002)
Rate Rider for Disposition of Global Adjustment Account (2025) - Applicable only for Kenora Non-RPP Customers - effective until April 30, 2026	\$/kWh	(0.0006)
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0106
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0062

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	0.0015
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

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.

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	\$	237.07
Distribution Volumetric Rate	\$/kW	5.3205
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2025) - Applicable only for Thunder Bay Customers - effective until April 30, 2026	\$/kW	(0.0704)
Rate Rider for Disposition of Global Adjustment Account (2025) - Applicable only for Thunder Bay Non-RPP Customers - effective until April 30, 2026	\$/kWh	0.0004
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2025) - Applicable only for Kenora Customers - effective until April 30, 2026	\$/kW	(0.0432)
Rate Rider for Disposition of Global Adjustment Account (2025) - Applicable only for Kenora Non-RPP Customers - effective until April 30, 2026	\$/kWh	(0.0006)

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Retail Transmission Rate - Network Service Rate	\$/kW	4.1409
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	2.6412
Retail Transmission Rate - Network Service Rate - Interval Metered	\$/kW	4.4185
Retail Transmission Rate - Line and Transformation Connection Service Rate - Interval Metered	\$/kW	2.6385

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	0.0015
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

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.

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	\$	3,391.93
Distribution Volumetric Rate	\$/kW	4.1488
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2025) - Applicable only for Thunder Bay Customers - effective until April 30, 2026	\$/kW	(0.0575)
Rate Rider for Disposition of Global Adjustment Account (2025) - Applicable only for Thunder Bay Non-RPP Customers - effective until April 30, 2026	\$/kWh	0.0004
Retail Transmission Rate - Network Service Rate	\$/kW	4.3927
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	2.9196

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	0.0015
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

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 (per connection)	\$	12.26
Distribution Volumetric Rate	\$/kWh	0.0159
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2025) - Applicable only for Thunder Bay Customers - effective until April 30, 2026	\$/kWh	(0.0002)
Rate Rider for Disposition of Global Adjustment Account (2025) - Applicable only for Kenora Non-RPP Customers - effective until April 30, 2026	\$/kWh	(0.0007)
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0106
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0065

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	0.0015
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)	\$	11.38
Distribution Volumetric Rate	\$/kW	9.1216
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2025) - Applicable only for Thunder Bay Customers - effective until April 30, 2026	\$/kW	(0.0606)
Retail Transmission Rate - Network Service Rate	\$/kW	3.1389
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	2.0849

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	0.0015
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

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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

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.

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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)	\$	2.04
Distribution Volumetric Rate	\$/kW	10.6088
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2025) - Applicable only for Thunder Bay Customers - effective until April 30, 2026	\$/kW	(0.0618)
Rate Rider for Disposition of Global Adjustment Account (2025) - Applicable only for Thunder Bay Non-RPP Customers - effective until April 30, 2026	\$/kWh	0.0004
Rate Rider for Disposition of Group 1 Deferral/Variance Accounts (2025) - Applicable only for Kenora Customers - effective until April 30, 2026	\$/kW	(0.0318)
Rate Rider for Disposition of Global Adjustment Account (2025) - Applicable only for Kenora Non-RPP Customers - effective until April 30, 2026	\$/kWh	(0.0006)
Retail Transmission Rate - Network Service Rate	\$/kW	3.1475
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	1.9345

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	0.0015
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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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.

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MONTHLY RATES AND CHARGES - Delivery Component

Service Charge	\$	5.00
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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

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 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.

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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
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)	\$	39.14

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RETAIL SERVICE CHARGES (if applicable)

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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	\$	121.23
Monthly fixed charge, per retailer	\$	48.50
Monthly variable charge, per customer, per retailer	\$/cust.	1.20
Distributor-consolidated billing monthly charge, per customer, per retailer	\$/cust.	0.71
Retailer-consolidated billing monthly credit, per customer, per retailer	\$/cust.	(0.71)
Service Transaction Requests (STR)		
Request fee, per request, applied to the requesting party	\$	0.61
Processing fee, per request, applied to the requesting party	\$	1.20
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)	\$	4.85
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)	\$	2.42

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