

BY EMAIL

November 11, 2019

Brittany Ashby
Synergy North Corporation
34 Cumberland Street North
Thunder Bay ON P7A 4L4
bashby@synergynorth.ca

Dear Ms. Ashby:

Re: EB-2019-0068 – Synergy North Corporation - Application for 2020 Rates

The Ontario Energy Board (OEB) received Synergy North Corporation's 2020 Price Cap IR (Thunder Bay rate zone) and Annual IR Index (Kenora rate zone) application on October 28, 2019. The OEB has assigned file number EB-2019-0068 to the application. The OEB has completed its preliminary review and has determined that it will now commence processing of your application. An employee of the OEB, to whom authority has been delegated under Section 6 of the *Ontario Energy Board Act, 1998*, intends to make a decision on the application without holding a hearing.

Your application is available on the [2020 EDR webpage](#) of the OEB's website. You are directed to make a copy of the application available in a prominent place on your company's website within 3 business days.

OEB staff may have questions regarding the application and will be in contact with you directly throughout the course of the application review. OEB staff may contact you by email and/or by telephone. OEB staff has scheduled a teleconference for December 18, 2019, in the event that there are matters that need to be discussed further. Please ensure that appropriate members of your staff are available at that time, or inform the OEB case manager below if this date is unworkable.

If any additional information is received from you in response to OEB staff questions, OEB staff will update the applicable models as necessary. All changes to the models

will be documented and provided to you no later than January 7, 2020. OEB staff will also outline any additional information that you need to provide.

If you have any comments regarding the updated models, please provide them to OEB staff, along with any additional information requested by OEB staff, no later than January 14, 2020.

Following these steps, the delegated decision maker will provide you with a draft of the decision that he or she proposes to make. You may comment on the draft decision within 7 days. Where possible, a draft rate order and all applicable models will be enclosed for comment. In some circumstances you may be required to file a separate draft rate order. The delegated decision maker will consider your comments and issue a final decision and rate order.

Please note that the timely processing of the application depends on the receipt of information within the specified timelines. Any questions relating to this letter or the process for your application should be directed to Birgit Armstrong at Birgit.Armstrong@oeb.ca or at 416-544-5162. The OEB's toll-free number is 1-888-632-6273. Please also copy the Board Secretary at BoardSec@oeb.ca, with any future correspondence.

Yours truly,

Original signed by

Theodore Antonopoulos
Vice President
Applications Division