Northern Hydro Program Applicant Best Practices Guide

November 16, 2026

Version 1.0

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All capitalized terms in this document have the meaning as ascribed to them in the NHP Program Rules.

The purpose of this document is to provide general best practices about the NHP Application submission process. **This document is not comprehensive and does not replace any provisions in the NHP Program Rules.**

This document outlines key best practices for Applicants participating in the NHP process. Adhering to these practices will help ensure efficient Application review, reduce processing delays, and support timely communication between Applicants and the IESO.

Document Change History

Version	Reason For Change	Date
1	Northern Hydro Program Applicant Best Practices Guide	November 16, 2026

1. Application Submission Best Practices

1.1 Application Communications

The IESO has identified key areas where communication could be improved:

- All NHP Application-related correspondence **must** be sent to the designated NHP mailbox - northernhydroprogram@ieso.ca. Applicants should not send Application documents, requests, updates, or inquiries directly to individual IESO staff members. The NHP team will coordinate internally with the appropriate IESO subject matter experts and review teams as required. Any correspondence sent outside the designated NHP mailbox, may not be responded to.
- For issues related to Online IESO facility value changes that are not associated with submitted NHP Applications or active NHP Contracts, such as updating company information, user access, or facility data, Applicants should follow the applicable Online IESO support process and contact the appropriate Online IESO support channel.

1.2 Application Guidance

The Application form includes guidance for each entry that an Applicant is required to compete. Please see below for some key recommendations for filling out the form:

- If updates are required to the values in Online IESO to reflect the current capability of the facility, Applicants are encouraged to make these changes prior to submitting an Application.If these values need to be updated in Online IESO, please refer to Market Manual 1.5: Market Registration for more information.
- Ensure your application package contains Meter Calibration Certificates for both main and alternate meters for all facilities in the application.
- Refer to your previous contract for key details that are required in the Application, such as Existing Contract Identification Number, Execution Date of Existing Contract, Term Commencement Date of Existing Contract and Expiry Date (Existing Contract).

1.3 Letter of Credit Requirements

Applicants must ensure that the letter of credit (LC) provided **is identical** to the LC template contained in Exhibit C of the NHP Contract.

- Use the **exact wording** contained in Exhibit C.
- Do not add, remove, or modify any language.
- Do not include additional terms, conditions, clauses, or qualifications.
- Ensure the format and content match the Exhibit C template exactly.

- Applicants should submit a draft LC for review with their Application prior to obtaining the final executed LC.

Any deviations from the approved Exhibit C LC template may result in delays to the review process and will require the Applicant to resubmit the LC.

1.4 Application Processing Timelines

The NHP team is committed to reviewing and processing Applications as efficiently as possible and within reasonable timelines. Processing timelines may vary depending on Application complexity, Application volume, and the extent of internal review required.

- Applicants should allow sufficient time for the NHP team and other relevant IESO review groups to assess Application Package materials and provide feedback.

- Where an Applicant has a business or project need requiring an expedited review, the Applicant should communicate the requested timeline to the NHP team as early as possible. The NHP team will make reasonable efforts to accommodate expedited requests; however, expedited review timelines cannot be guaranteed and remain subject to resource availability, review requirements, and the timely provision of complete information by the Applicant.

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