

Canadian Press | Qs re: OFHP bill inserts

From: "Berg, Denna (ENERGY)" <denna.berg@ontario.ca>
To: "Imbrogno, Serge (ENERGY)" <serge.imbrogno@ontario.ca>
Cc: "Schlaepfer, Martin (ENERGY)" <martin.schlaepfer@ontario.ca>
Date: Tue, 12 Dec 2017 14:22:46 -0500

Hi Deputy,

Canadian Press had some questions for the Minister following Question Period. Below is our response.
OK to share?

SNAP ADM-approved responses :

Q. When the intended OFHP dynamic messaging reg is effective, will the bill inserts still be included with customers' bills next year (every quarter until July 1 2018 and twice between July 2017 and July 1 2018 for seasonal customers)?

A. The proposed amendments to O. Reg. 196 to enable OHPF dynamic messaging do not impact the current bill inserts requirements. These inserts provide information on the types of programs and recipients that make up OFHP. This is different than the specific savings information to be provided on bills. Under the regulation, LDCs are required to include a bill insert with a customer's invoice on a quarterly basis until July 1, 2018 for customers billed on a monthly basis, and twice annually for customers billed on a seasonal basis.

Q. Is this particular reg/OIC heavy-handed, or has the Province initiated similar regs over the years to ensure LDCs are providing customers with important information on/included with their electricity bills? If so, could we get some examples?

A. The Province, has from time to time, required LDCs to include both on-bill messages and bill inserts with invoices to provide customers with information about specific programs or changes to their invoices. Past examples include on-bill messaging or bill inserts for the 8% Provincial Rebate, the Debt Retirement Charge, and the Ontario Clean Energy Benefit. Additionally, the Province has the authority to require LDCs to include on-bill messaging related to renewables or alternative energy sources, conservation and the Ontario Electricity Support Program.