

Fw: Important Information: Government Announces Relief Measures

From: "Katona, Keley (ENERGY)" <keley.katona@ontario.ca>
To: "Imbrogno, Serge (ENERGY)" <serge.imbrogno@ontario.ca>
Date: Fri, 10 Mar 2017 08:34:30 -0500

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: Sermat-Harding, Kaili (ENERGY) <Kaili.Sermat-Harding@ontario.ca>
Sent: Friday, March 10, 2017 8:22 AM
To: Imbrogno, Serge (ENERGY)
Cc: Katona, Keley (ENERGY)
Subject: FW: Important Information: Government Announces Relief Measures

FYI. We weren't aware of Hydro One's Fair Hydro Plan marketing. At our meeting last Friday, we agreed with Hydro One that we should have in place a common set of Qs and As that could be used for public/customer inquiries on the Fund. Next step was for Hydro One to send us a draft. We're following up with them with this morning to request an opportunity to review (as we had agreed). With this marketing, they could expect to start getting customer calls. The reference to a 20 per cent reduction of GA may be a bit confusing for customers.

From: Thompson, Erin (ENERGY)
Sent: March-09-17 10:27 PM
To: Sermat-Harding, Kaili (ENERGY)
Subject: FYI: Important Information: Government Announces Relief Measures

FYI

From: Schwab-Pflug, Emma (ENERGY)
Sent: March 9, 2017 10:23 PM
To: Syed, Usman (ENERGY); Di Tullio, Yvonne (ENERGY); Qureshi, Musab (ENERGY); Cook, Cory (ENERGY)
Cc: Thompson, Erin (ENERGY)
Subject: Fw: Important Information: Government Announces Relief Measures

FYI, Hydro One is already marketing the Affordability Fund, see below.

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: Emma Schwab-Pflug <emma.schwab.pflug@gmail.com>
Sent: Thursday, March 9, 2017 10:19 PM
To: Schwab-Pflug, Emma (ENERGY)
Subject: Fwd: Important Information: Government Announces Relief Measures

Sent from my iPhone

Begin forwarded message:

From: "Hydro One" <noreply@HydroOne.com>

Date: March 9, 2017 at 6:05:50 PM EST

To: <emma.schwab.pflug@gmail.com>

Subject: Important Information: Government Announces Relief Measures

To view this email as a web page, go [here](#).



WHO WILL THESE RELIEF MEASURES AFFECT?

All Hydro One residential and small business customers will see a reduction in the electricity generation line on their bill.

Rural and Northern customers, particularly those who use electric heating, will see their delivery charge drop to be in line with the provincial average – close to the cost of delivering power in Toronto.

Customers facing acute hardship will have greater access to support programs.

Details to follow in the coming months.

CUSTOMER SERVICE

1-888-664-9376



The government just announced changes that will provide significant electricity bill relief. Hydro One customers will start to see their monthly bills drop by an average of 31% each month as early as this summer. We advocated for these changes because we heard your concerns. That's the new Hydro One. To learn more, go to HydroOne.com/FlipTheSwitch



ELECTRICITY BILL RELIEF IS HERE

The Province has introduced plans to bring relief and fairness to electricity bills by:



The Hydro One & Design trade-mark is owned by Hydro One Inc. "Partners in Powerful Communities" is an Office Mark owned by Hydro One Networks Inc.



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