enercare™
connections

Enercare Connections

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June 20, 2017

VIA E-MAIL AND REGULAR MAIL

Minister Glenn Thibeault
Ministry of Energy
900 Bay Street, 4th Floor
Hearst Block
Toronto ON M7A 2E1

Dear Minister:

Ontario Fair Hydro Plan Act, 2017: O. Reg. 196/17 (Invoicing Requirements) – Request for Approval of Alternative On-bill Message

As a regulated unit sub-meter provider, Enercare Connections Inc. ("Enercare") is subject to the requirements of O. Reg. 196/17 (Invoicing Requirements) (the "Regulation") made pursuant to the Ontario Fair Hydro Plan Act, 2017.

Pursuant to section 1 of the Regulation, Enercare is required to include a statement on its customer invoices that would contain 257 characters. As expressed to the Ministry of Energy in my letter of May 8, 2017, Enercare' has a 254 character (including spaces) limitation for on-bili messages. This is a technical limitation created by the system requirements of the third party billing software that many electricity vendors and unit sub-meter providers use, including Enercare. As it would be impractical and unreasonably difficult for Enercare to comply with section 1 of the Regulation, Enercare hereby requests, pursuant to s.3(1) of the Regulation, approval from the Minister of Energy to replace the words "eight per cent" with "8%" in the required statement. The resulting statement on Enercare's bills would be as follows:

> "Ontario's Fair Hydro Plan substantially lowers electricity bills for typical residential consumers. This includes the 8% rebate introduced in January 2017, and builds on previous initiatives to deliver broad-based relief on all electricity bills."

We believe that the proposed minor change will promote the purposes of the requirement of section 1 of the Regulation. We would greatly appreciate receiving your response as soon as possible and in any event by June 23, 2017 in order to accommodate our operational deadlines for printing messages on July invoices.

Please let us know if we can provide any further detail or clarification with respect to any of the above. Thank you for taking the time to review our request.

Kind regards,

Kevin Neild
Vice President, Customer Operations and Planning
Enercare Connections Inc.
8133 Warden Avenue, Suite 601, Markham, ON L6G 1B3