

Ministry of Energy

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Mr. Mayo Schmidt
President and CEO
Hydro One
483 Bay Street
8th Floor, South Tower
Toronto ON M5G 2P5

Dear Mr. Schmidt:

I would like to take this opportunity to express my appreciation to Hydro One for its continued efforts in executing Ontario's Fair Hydro Plan, and ensuring the plan's various price mitigation initiatives are implemented on-time for Hydro One ratepayers. This plan recognizes that rising electricity prices are among the highest priorities for Ontarians, and takes the necessary steps to provide significant rate relief and ensure greater fairness.

In anticipation of these new initiatives, the Ministry has introduced new invoicing requirements to support transparency and communication of the changes made under Ontario's Fair Hydro Plan. These requirements introduce new on-bill messaging describing the plan's initiatives, as well as bill inserts designed to inform customers about the resultant bill impacts. In addition, the Ministry has taken steps to remove outdated informational messaging from invoices in order to free-up space and avoid potential confusion amongst consumers.

Looking beyond Ontario's Fair Hydro Plan, we believe there is an opportunity to revise the regulatory framework on bill presentment to improve the value of electricity invoices to all consumers in Ontario. In pursuit of this effort, the Ministry will be launching a Redesign Action Plan this summer aimed at improving the appearance and comprehension of electricity invoices in the province. We intend to convene a working group to launch this initiative in July, consisting of electricity vendors and other interested parties, once the Fair Hydro Plan initiatives have been implemented.

I am aware that Hydro One shares a similar objective, and has been planning and developing several initiatives to enhance its customers' experience when interacting with the company, including its own bill redesign initiative. Likewise, I understand your aim in this redesign process is to increase your customers' comprehension of their electricity charges, improve customer perception of Hydro One and promote new products and services.

In order to facilitate your bill redesign efforts, the Ministry has provided Hydro One with an exemption from the invoicing requirements imposed under O. Reg. 275/04 as of July 1, 2017, as well as the on-bill messaging requirements introduced under the *Ontario Fair Hydro Plan Act*, 2017. These exemptions will allow Hydro One to pursue its “ideal” bill redesign, unencumbered by regulatory requirements. It is our hope that your redesigned bills will begin reaching the marketplace before the end of 2017.

In providing these exemptions, the Ministry will rely on Hydro One to share its learnings from its bill redesign initiative in support of our Redesign Action Plan, including consumer behavioural insights, identification of key bill components and customer feedback in response to the redesigned bills. I am confident that Hydro One’s lessons learned will be most helpful as we embark on this initiative.

Once again, let me thank you and your entire organization for your dedication and hard work over recent months on contributing to Ontario’s Fair Hydro Plan. I look forward to continuing to work together to serve Ontario and its ratepayers.

Sincerely,

Glenn Thibeault
Minister