

Ministry of Energy

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MC-2017-1112

[Ministry-Generated letter to the Coalition of Large Distributors re: Redesign Action Plan]

[Name]
[Title]
[Organization]
[Address]
[City] ON [Postal Code]

Commented [CCM1]: I've tried searching for contact information/intended recipients of CLD to no avail.

Dear [Name]:

I would like to take this opportunity to express my appreciation to the Coalition of Large Distributors for your continued efforts in support of Ontario's Fair Hydro Plan (OFHP), and ensuring the plan's various price mitigation initiatives are implemented on-time for Ontario 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 OFHP initiatives, the Ministry has introduced new invoicing requirements to support transparency and communication of the changes made under this plan for July 1, 2017. Many of these invoicing requirements will directly impact your operations, including requiring on-bill messaging to describe the plan's initiatives, as well as the distribution of quarterly OFHP bill inserts to inform customers about the resultant bill impacts.

To offset these new invoicing requirements, the Ministry has acted upon feedback received from Ontario's distributors and removed outdated informational messaging from invoices to free-up space and avoid potential confusion amongst consumers. This includes removal of the on-bill Debt Retirement Charge (DRC) informational messaging, as well as revocation of the "8% provincial rebate" messaging requirements from invoices and envelopes under O. Reg. 364/16.

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 intends to launch a Redesign Action Plan on simplifying bill presentment beginning this summer. One objective of this process will be to optimize key elements of the bill to help address customer confusion, with the aim of making the bill easier to understand and ensuring customers get the most out of their bills.

To launch this initiative, the Ministry plans to convene a working group in late July to seek feedback from Local Distribution Companies (LDCs), and other interested parties, on the current regulatory framework for billing and to identify areas for improvement. We hope to count on the participation of the members of this coalition in this undertaking, and will reach out with further details next month, once finalized.

Once again, let me thank the Coalition of Large Distributors for your input and hard work over recent months on assisting with the development and implementation of Ontario's Fair Hydro Plan. This was an ambitious effort that will serve the needs of Ontario and its ratepayers now and into the future.

I look forward to continuing to work together, as we embark on improving the usefulness of electricity invoices for all ratepayers.

Sincerely,

Glenn Thibeault
Minister