

Ministry of Energy

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MC-2017-XXXX

June XX, 2017

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

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

Dear Mr. Neild:

I am writing in response to your letter dated June 20, 2017, requesting my approval for Enercare Connections Inc. ("Enercare") to include information on invoices that differs from the wording required by Ontario Regulation 196/17 (Invoicing Requirements) (the "Regulation") made under the *Ontario Fair Hydro Plan Act, 2017* (OFHPA).

In your letter, you advise that, for technical or operational reasons, the requirement in section 1 of the Regulation to include the on-bill messaging regarding Ontario's Fair Hydro Plan (OFHP) would be impractical or unreasonably difficult for Enercare to implement due to character limitations for on-bill messages. You explained that Enercare's English invoices are only able to accommodate a 254 character on-bill message, whereas the message required by the Regulation is 257 characters.

Based on your letter, I am satisfied that, for technical and operational reasons, the invoicing requirements under s. 1 would be impractical for Enercare to meet. I am also satisfied that the alternative wording proposed in your letter, and represented below, would continue to promote the purposes of the regulation and convey the intended meaning of the on-bill message for English invoices.

Proposed on-bill message:

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.

This letter is issued pursuant to subsection 3(1) of O. Reg. 196/17.

Sincerely,

Glenn Thibeault
Minister