

Ministry of Energy

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MC-2017-XXXX

Mr. Laurie Elliott
Manager, Regulatory Compliance and Reporting
Hydro Ottawa Ltd.
3025 Albion Road North, PO Box 8700
Ottawa, ON K1G 3S4

Re: Ontario Regulation 196/17, Alternative Bill Message Request

Dear Ms. Elliott:

I am writing in response to your letter dated June 14, 2017, requesting my approval for Hydro Ottawa Ltd. ("Hydro Ottawa") to include information on invoices that differs from the wording required by Ontario Regulation 196/17 (Invoicing Requirements) 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 O. Reg. 196/17 (Invoicing Requirements) to include specified on-bill messaging regarding Ontario's Fair Hydro Plan (OFHP) would be impractical or unreasonably difficult for Hydro Ottawa to implement due to on-bill spacing limitations. You explained that Hydro Ottawa's current invoices can only accommodate a 253-character on-bill message, while the message required by O. Reg. 196/17 would exceed this limit by eight characters for English invoices and 46 characters for French invoices.

Based on your letter, I am satisfied that, for technical and operational reasons, the invoicing requirements under s. 1 would be impractical for Hydro Ottawa to meet. I am also satisfied that the alternative English and French 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.

English 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.

French On-Bill Message:

Le Plan ontarien pour des frais d'électricité équitables réduit nettement la facture des clients résidentiels. Il inclut le rabais de 8% instauré en janvier 2017 et repose sur des initiatives visant à alléger toutes les factures d'électricité.

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

Sincerely,

Glenn Thibeault
Minister