

Subject Line: Redesigned Electricity Bill

Quick Summary: The Ministry of Energy is working with electricity providers to redesign electricity bills to make it easier for consumers to understand their electricity charges including the total savings from Ontario's Fair Hydro Plan. As such, the calculation of electricity costs will change for individuals on social assistance.

FYI For:

- Ontario Works Administrators
 - Municipalities and DSSABs
 - First Nations
- Social Assistance Operation Division Directors
- Social Assistance Program Managers
- Program Supervisors
- ODSP Managers and Staff

For Action by:

- Ontario Works Case Managers
- ODSP Caseworkers (including Program Support Clerks)

What's Happening: ~~Electricity providers or local distribution companies (LDCs) across Ontario are starting to roll out redesigned electricity bills for residential customers. The redesigned bills will help consumers better understand their electricity costs, including the amount of individual credits, and their total savings under Ontario's Fair Hydro Plan. Each LDC is developing its own redesigned bill to comply with the new requirements, and will roll out the new bills to customers between January and the end of March 2018. New regulatory requirements that came into effect on January 1, 2018 require electricity providers or local distribution companies (LDCs) to provide a customer-specific calculation of Ontario Fair Hydro Plan (OFHP) savings on their invoices by no later than March 31, 2018. LDCs are required to include the following statement on their invoices: "Ontario's Fair Hydro Plan saved you [insert specified amount] on your bill. This includes the 8% Provincial Rebate." This requirement replaces the previous static OFHP on-bill message.~~

The regulation allows LDCs to petition the Minister for alternative arrangements, should the LDC be unable to implement the regulatory requirement for technical reasons. Some LDCs have petitioned the Minister for an alternative arrangement, including a longer timeline to comply with the new requirements.

Currently, caseworkers identify all credits (such as the 8% rebate, Ontario Electricity Support Program (OESP) and First Nations Delivery Credit (FNDC)) on the bill and add them back into the calculation of utility costs so that shelter allowances are not reduced as a result of these credits. However, caseworkers are not able to identify savings related to pricing adjustments which contribute to lower total costs (e.g. lower time of use rates, regulatory and delivery charges) and, as a result, some individuals were not able to fully benefit from the Ontario Fair Hydro Plan.

~~In the redesigned bills~~With the new regulatory requirements in place, caseworkers will be able to identify a “total savings” amount from the Ontario Fair Hydro Plan, which will include the benefit of these pricing adjustments. As a result, the calculation of electricity costs is changing effective February 2018:

For electricity customers with a redesigned bill (which identifies a total Fair Hydro Plan savings amount):

- Caseworkers should add the total Ontario Fair Hydro Plan savings amount back into the calculation of utility costs once the new bill is implemented.
- Caseworkers should also add any OESP credit amount back into the calculation of utility costs (OESP is not included in the total Fair Hydro Plan savings amount).

For electricity customers with a bill that does not identify a total Ontario Fair Hydro Plan savings amount:

- In the interim period (for customers whose LDC has yet to roll out the redesigned bills), caseworkers should continue to add all of the individual on-bill credits (e.g., OESP, 8% rebate, FNDC) back into the calculation of electricity costs as per the current policy.

Caseworkers should apply the new calculation method on a “go-forward” basis beginning in the February electricity billing cycle.

Key Date: February 1, 2018

More Information: A Q&A document is attached and will be available through the SA Extranet shortly.

English version of updated directives is attached. Both English and French versions will be available on the ministry website shortly.

Link: [Previous OFHP communication](#)

Contact: If you have questions about this communication, please contact:

- Ontario Works - Lee Tregwin at 416-326-6683 or Lee.Tregwin@ontario.ca or
- ODSP - Chris Ste-Croix at 416-325-5208 or Christopher.Ste-Croix@ontario.ca

If you have questions about the redesigned electricity bills, please contact the local distribution company directly.

Sent from

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