

RE: Alternative OFHP Bill Message Request - Hydro Ottawa

From: "Schlaepfer, Martin (ENERGY)" <martin.schlaepfer@ontario.ca>
To: "Teliszewsky, Andrew (ENERGY)" <andrew.teliszewsky@ontario.ca>
Cc: "Imbrogno, Serge (ENERGY)" <serge.imbrogno@ontario.ca>, "Whittington, Matt (ENERGY)" <matt.whittington@ontario.ca>, "Berry, James (ENERGY)" <james.berry5@ontario.ca>, "Berg, Denna (ENERGY)" <denna.berg@ontario.ca>, "Chatterjee, Jeet (ENERGY)" <jeet.chatterjee@ontario.ca>, "Baker, Carys (ENERGY)" <carys.baker@ontario.ca>
Date: Tue, 27 Jun 2017 17:31:32 -0400

Thanks. This has been dropped off.

Martin

From: Teliszewsky, Andrew (ENERGY)
Sent: June 27, 2017 5:21 PM
To: Schlaepfer, Martin (ENERGY)
Cc: Imbrogno, Serge (ENERGY); Whittington, Matt (ENERGY); Berry, James (ENERGY); Berg, Denna (ENERGY); Chatterjee, Jeet (ENERGY); Baker, Carys (ENERGY)
Subject: Re: Alternative OFHP Bill Message Request - Hydro Ottawa

Ugh. Sure. Let's prep the letter for Minister to sign this evening.

From: Schlaepfer, Martin (ENERGY)
Sent: Tuesday, June 27, 2017 4:42 PM
To: Teliszewsky, Andrew (ENERGY)
Cc: Imbrogno, Serge (ENERGY); Whittington, Matt (ENERGY); Berry, James (ENERGY); Berg, Denna (ENERGY); Chatterjee, Jeet (ENERGY); Baker, Carys (ENERGY)
Subject: RE: Alternative OFHP Bill Message Request - Hydro Ottawa

Hi Andrew,

Just following up to see if you are ok to provide Enercare the same exception.

Please let us know.

Thanks,
Martin

From: Schlaepfer, Martin (ENERGY)
Sent: June 24, 2017 6:33 PM
To: Teliszewsky, Andrew (ENERGY)
Cc: Imbrogno, Serge (ENERGY); Whittington, Matt (ENERGY); Berry, James (ENERGY); Berg, Denna (ENERGY); Chatterjee, Jeet (ENERGY); Baker, Carys (ENERGY)
Subject: RE: Alternative OFHP Bill Message Request - Hydro Ottawa

Thanks, Andrew.

A USMP (Enercare) has raised the same issue Hydro Ottawa raised with the OFHP bill messaging and is proposing the same solution (eight per cent to 8%).

Attached is the BN, incoming letter and proposed draft Minister's letter granting the exception.

We will also ask staff to reach out to all LDCs over the course of the next few days to see if similar issues will arise for others.

Thanks,
Martin

From: Teliszewsky, Andrew (ENERGY)
Sent: Saturday, June 24, 2017 2:32 PM
To: Schlaepfer, Martin (ENERGY)
Cc: Imbrogno, Serge (ENERGY); Whittington, Matt (ENERGY); Berry, James (ENERGY); Berg, Denna (ENERGY); Chatterjee, Jeet (ENERGY); Baker, Carys (ENERGY)
Subject: Re: Alternative OFHP Bill Message Request - Hydro Ottawa

Good Afternoon:

Allow the exemption; but would ask that staff reach out to all LDCs over the course of the next few days to determine if any more of these sort of variants will arise over the course of OFHP implementation, in the months ahead, please.

Many thanks, in advance.

Andrew

Andrew Teliszewsky

Chief of Staff | Office of Hon. Glenn Thibeault
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On Jun 23, 2017, at 2:03 PM, Schlaepfer, Martin (ENERGY) <Martin.Schlaepfer@ontario.ca> wrote:

Hi Andrew,

Staff have gone back to talk to Hydro Ottawa: it would take at least a year to procure a completely new vendor and replace their entire customer service software. They have indicated that the cost of doing so will be in the hundreds of thousands, which they would have to recover through their next rate application. If granted this specific exception, they would be able to meet the July 1st deadline for the remaining alternative messaging.

Staff also wanted to re-iterate that the regulation was designed to be flexible in situations like this, and provided a provision for LDCs to seek alternative to the wording due to technical requirements.

Hydro Ottawa requires the exemption immediately in order to meet the July 1st deadline.

Please confirm if we are okay to go ahead.

Martin

From: Teliszewsky, Andrew (ENERGY)
Sent: June 22, 2017 3:15 PM
To: Schlaepfer, Martin (ENERGY)
Cc: Imbrogno, Serge (ENERGY); Whittington, Matt (ENERGY); Berry, James (ENERGY); Berg,

Denna (ENERGY); Chatterjee, Jeet (ENERGY); Baker, Carys (ENERGY)
Subject: RE: Alternative OFHP Bill Message Request - Hydro Ottawa

Good Afternoon:

What would be their timeline to come into compliance, should the exemption be granted?
Can the exemption be time limited to encourage they come into compliance with the Government of Ontario's Regulation?

Many thanks, in advance.

Andrew Teliszewsky

Chief of Staff | Office of Hon. Glenn Thibeault
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From: Schlaepfer, Martin (ENERGY)
Sent: June-22-17 11:49 AM
To: Teliszewsky, Andrew (ENERGY)
Cc: Imbrogno, Serge (ENERGY); Whittington, Matt (ENERGY); Berry, James (ENERGY); Berg, Denna (ENERGY); Chatterjee, Jeet (ENERGY); Baker, Carys (ENERGY)
Subject: RE: Alternative OFHP Bill Message Request - Hydro Ottawa

Hi Andrew,

Staff have reached out to Hydro Ottawa on this matter.

The character limitations that necessitated this request is fundamentally built into their billing software. Changing it would compromise the software and could void the warranty/contract with the vendor. The software is integral to their customer service operations, and such, the LDC has flagged that there is no way for them to fulfill this ask short of a wholesale replacement of their entire customer service software. They do not have an estimate of the cost currently, but presumably will be very significant. They will also definitely not be able to have the messaging on the bill by July 1st in this case.

Staff have flagged that this was previously raised in a briefing with no concerns expressed at the time.

Let me know if we are good to proceed with the exemption or if you have further questions.

Thanks,
Martin

From: Teliszewsky, Andrew (ENERGY)
Sent: June 21, 2017 3:56 PM
To: Schlaepfer, Martin (ENERGY)
Cc: Imbrogno, Serge (ENERGY); Whittington, Matt (ENERGY); Berry, James (ENERGY); Berg, Denna (ENERGY); Chatterjee, Jeet (ENERGY); Baker, Carys (ENERGY)
Subject: RE: Alternative OFHP Bill Message Request - Hydro Ottawa

Good Afternoon:

Inclined to decline this request but wondering if SNAP has determined how much it would cost for the

LDC to comply with the original regulation, please?

Many thanks, in advance.

Andrew Teliszewsky

Chief of Staff | Office of Hon. Glenn Thibeault
Ministry of Energy

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416-327-3550 (o)

416-436-6370 (m)

From: Schlaepfer, Martin (ENERGY)

Sent: June-21-17 2:20 PM

To: Teliszewsky, Andrew (ENERGY)

Cc: Imbrogno, Serge (ENERGY); Whittington, Matt (ENERGY); Berry, James (ENERGY); Berg, Denna (ENERGY); Chatterjee, Jeet (ENERGY); Baker, Carys (ENERGY)

Subject: Alternative OFHP Bill Message Request - Hydro Ottawa

Hi Andrew,

Hydro Ottawa is seeking alternative OFHP language on bill messaging and has petitioned the Minister. The proposed messaging change is quite simply (changing “eight percent” to “8%”).

Attached is the incoming letter, a briefing note on the issue and proposed letter from the Minister to the utility accepting the change.

Let us know if you have any questions, or if we can prepare for Minister's signature.

Thanks,
Martin