

RE: Bill Redesign Action Plan Working Group

From: Susan Jamieson <sjamieson@nmhydro.ca>
To: "Imbrogno, Serge (ENERGY)" <serge.imbrogno@ontario.ca>
Cc: "Bungaro-Yemec, Francesca (ENERGY)" <francesca.bungaro-yemec@ontario.ca>
Date: Thu, 20 Jul 2017 14:52:37 -0400

Good afternoon,

Thank-you for the invitation, unfortunately I will be on vacation August 1st, but would be very interested in being a part of this initiative.

Kind regards,

Susan Jamieson
Manager, Billing & Customer Service

Newmarket-Tay Power Distribution Ltd.

590 Steven Crt
Newmarket, ON L3Y 6Z2
sjamieson@nmhydro.ca
(905) 953-8548 ext 2336
(905) 715-0007

"The information contained in this message is directed in confidence solely to the person(s) named above and may not be otherwise distributed, copied or disclosed. The message may contain information that is privileged, proprietary and/or confidential and exempt from disclosure under applicable law. If you have received this message in error, please notify the sender immediately advising of the error and delete the message without making a copy. Thank you."

From: Bungaro-Yemec, Francesca (ENERGY) [<mailto:Francesca.Bungaro-Yemec@ontario.ca>] **On Behalf Of** Imbrogno, Serge (ENERGY)
Sent: July-20-17 2:30 PM
Cc: Bungaro-Yemec, Francesca (ENERGY) <Francesca.Bungaro-Yemec@ontario.ca>
Subject: Bill Redesign Action Plan Working Group

Good afternoon,

As you know, the Ministry of Energy recently introduced new invoicing requirements to support transparency and communication of the changes made under Ontario's Fair Hydro Plan (OFHP). While engaging with the LDC community through the OFHP working group and through the Long-Term Energy Plan (LTEP) consultation process, the Ministry has heard the sector's feedback regarding the importance of the electricity invoice in communicating with consumers. The Ministry agrees that there is an opportunity to further improve the value of electricity bills to all consumers, ensuring they get the most out of their bills – including through empowering LDCs to design more of their bills to be more directly responsive to their customers' preferences.

To initiate this process, the Ministry plans to launch a **Redesign Action Plan (RAP)** aimed at improving the appearance and clarity of electricity invoices.

The Ministry of Energy would like to invite you to the first **RAP Working Group** meeting on August 1st, 2017 at 77 Grenville, Toronto, Ontario. This meeting will be used to set goals and objectives for this initiative, discuss approaches that have worked in other jurisdictions, and identify barriers and

considerations to moving forward. Future meetings will be held at a staff level and will delve into the detailed mechanics of bill re-design.

Please feel free to contact Francesca Bungaro-Yemec (416-327-6734) for any questions regarding the logistics for the meeting.

Serge Imbrogno
Deputy Minister