

RE: Bill Redesign Action Plan Working Group

From: Gord Eamer <geamer@checenergy.ca>
To: "Imbrogno, Serge (ENERGY)" <serge.imbrogno@ontario.ca>
Cc: "Bungaro-Yemec, Francesca (ENERGY)" <francesca.bungaro-yemec@ontario.ca>, Ken Robertson <krobertson@checenergy.ca>
Date: Wed, 26 Jul 2017 14:25:12 -0400

Francesca: Further to our phone conversation yesterday I would like to confirm that Ken Robertson will be at the August 1st meeting to discuss the redesign action plan.

Please forward the meeting coordinates to Ken along with any support materials for the meeting. Ken's coordinates are on the circulation for this e-mail.

Regards,

Gord



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Achievement Through Collaboration



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From: Bungaro-Yemec, Francesca (ENERGY) [mailto:Francesca.Bungaro-Yemec@ontario.ca] **On Behalf Of** Imbrogno, Serge (ENERGY)
Sent: July 20, 2017 2:30 PM
Cc: Bungaro-Yemec, Francesca (ENERGY)
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