

ENE Messaging: Hydro One a better-run company and Disconnections ban lifted

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ISSUE: Hydro One Q1 results were issued today. The release includes good information about how Hydro One is becoming a better-run company.

MESSAGING:

Hydro One becoming a better-run Company

- Improving customer focus:
 - o Customer billing accuracy at an all-time high, consistently exceeding 99%
 - o \$228M in capital investments to improve reliability and performance of Ontario's electricity grid
 - o Introduced more active customer communication, calling customers directly with issues
 - o Introduced e-billing, and working towards mobile
 - o Ending the practice of security deposits for new customers
 - o And, of course, voluntarily banned winter disconnects ahead of government legislation
- Also improved internal operations
 - o \$60M in cost savings in the first year of new management
 - o This leads directly back to ratepayer savings

ISSUE: Throughout the week, outlets (mostly local) have been reporting on the end of the disconnections moratorium from the OEB. The coverage has been very balanced, often including extensive messaging from the OEB about programs available to help people struggling with their bills.

MESSAGING:

- In February, in response to government action, the OEB banned all disconnections for the winter months, and ordered the reconnection of all customers who needed it
- We were pleased that the OEB acted quickly and decisively on this
- And we trust that they will bring the same energy to the next step in this process...
- That step is to modernize the rules for utilities around disconnections
 - o The OEB has already announced a comprehensive hearing review process for customer service rules, including around disconnections
- It is time for the government to step aside and allow that independent Board to do its diligence
- The next steps will be up to the OEB
- In the meantime, the OEB has already made another announcement – that some of the next steps in the Fair Hydro Plan are coming into effect
 - o Bills across the province will now be reduced by 17%
 - o And the OESP program for low-income households will be expanded

- On this side of the House we look forward to implementing the rest of our Fair Hydro Plan, and reducing bills even further across the province

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