

FW: Hydro One - Pre-Paid Meters

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Attachments: Hydro One PrePaid Meters - November 22 clean.docx (18.5 kB)

From: Den Heijer, Kevin (ENERGY)
Sent: November-22-17 6:20 PM
To: Forgione, Andrew (OPO)
Cc: McPhail, Blane (OPO); Berry, James (ENERGY); Nikolaichuk, Colin (ENERGY)
Subject: Hydro One - Pre-Paid Meters

Good evening Forge,

Just wanted to follow up on your question about the 'pre-paid smart meters' that the NDP brought up in Question Period today. What they're referring to is an initiative outlined in H1's [Distribution rate application](#) that's before the board right now. I'll post the language that talks about it at the bottom of this email.

Hydro One assured us that even if this is approved by the OEB, no customer would be put on any type of payment plan without a request to do so or their consent. No residential customer will be without power during the winter months, regardless of the type of meter they may choose to have in the future.

They claim that "As a leading electricity service provider, we look at best practices across many different jurisdictions and countries. This is just one of the many options we are exploring to offer our customers more choice on how they manage their electricity accounts. Exploring this technology is an effort to ensure more customer choice."

I have attached our note that we'll be using tomorrow. I expect the NDP will ask about it again, which is good because we have a good response. It'll allow us to hit back hard at the NDP/Tabuns. The NDP claims that this technology will allow Hydro One to just shut off anyone if they don't pay—which is simply false.

Regarding the timing of the rate application decision, we're just not sure. The OEB doesn't share timelines. If I hear anything, I'll update you.

Let me know if you have any questions.

Thanks,

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The following investments are intended to actively control and lower costs through OM&A and capital efficiency gains and are expected to positively impact the measures used to monitor cost efficiency.

Remote Disconnection / Reconnection Program ISD SS 01.

The investment will result in the installation of meters with Remote Disconnect/Reconnect ("RDR") capabilities. Installing RDR capable meters will reduce the number of truck rolls required for disconnection and reconnection of service, required for customer needs such as move in and move out. Over the period 2018to 2022 planning period, 55,625 RDR capable meters will be installed.

Collection Enhancements ISD GP 31

This investment will enhance Hydro One's collections processes and functionality and implement pre-paid metering. This investment will improve collections and reduce bad debt expense at Hydro One leading to an increase in operational efficiency.