FINAL OFFERING - Key Messages

Hydro One Final Offering – Key Messages

- We broadened the ownership in Hydro One to **promote improved long-term performance** and **unlock billions** in value for **investment in major infrastructure projects** that will help **grow Ontario's economy** for years to come.
    - This is the final public offering – **with the completion of this transaction, we've exceeded our budget target of $9 billion generated through the IPO**
- This approach is intended to create an improved company that can **operate more efficiently** and better serve the interests of ratepayers and its customers.
- This approach helps to build new roads, highways bridges, transit and other needed major infrastructure projects.
- To ensure that all **Ontarians will continue to benefit** from ownership in the company, the government of Ontario, by law, will remain the largest shareholder in Hydro One.
- No other shareholder, or group of shareholders, is allowed to own more than 10 per cent of the company.

Improved Company

- In proceeding to broaden the ownership of Hydro One, one of the Province's objectives was to promote **improved corporate performance, including customer service**.
- There are **many examples** of this improved customer focus:
    - Customer billing accuracy is at an all-time high, consistently exceeding 99 per cent
    - Introduced more active customer communication, calling customers directly
    - Expanded e-billing, and working towards mobile billing
    - Ending the practice of security deposits for new customers
    - And, of course, voluntarily banned winter disconnects ahead of government legislation and extended the ban to the end of May

Ombudsman Vacancy

- Hydro One hired a **very strong, professional and experienced** ombudsman in Fiona Crean.
- Ms. Crean recently accepted a new position at another organization, and has stepped down as ombudsman. **A search is underway** for an appropriate replacement.
- In the meantime, staff member Sophie Petrillo is serving as Acting Ombudsman. The office **continues to operate as normal**, with a **full staffing complement**.

Net Proceeds

- The government will dedicate all net proceeds from broadening ownership in Hydro One to the Ontario Trillium Trust to be used for new roads, highways, transit and other infrastructure.
- **This means that the cash will go to infrastructure in communities across Ontario.**

Protecting Ratepayers

- Hydro One does not have the power to set its own rates. Its rates have and will always be set by the independent Ontario Energy Board.
- As part of Ontario's proposed Fair Hydro Plan, rates would be reduced by 25 per cent on average for all Hydro One residential customers and over 100 thousand of its small business and farm customers
    - And a Hydro One low density (R2) customer in a rural or remote community that consume about 2500 kilowatt-hours will see delivery charges for their electricity cut by more than $135 per month