

# RE: Energy | January 12, 2018

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**From:** "Den Heijer, Kevin (ENERGY)" <kevin.denheijer@ontario.ca>  
**To:** "@OPO-Media Relations and Issues Management" <opo-mediarelationsandissuesmgmt@msgov.gov.on.ca>  
**Cc:** "Berry, James (ENERGY)" <james.berry5@ontario.ca>, "Nekolaichuk, Colin (ENERGY)" <colin.nekolaichuk@ontario.ca>  
**Date:** Fri, 12 Jan 2018 08:05:16 -0500

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Apologies, one minor change below.

## **Kevin Den Heijer | Legislative Assistant & Issues Manager**

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**From:** Den Heijer, Kevin (ENERGY)  
**Sent:** Friday, January 12, 2018 7:58 AM  
**To:** @OPO-Media Relations and Issues Management  
**Cc:** Berry, James (ENERGY); Nekolaichuk, Colin (ENERGY)  
**Subject:** Energy | January 12, 2018

Good morning,

Please find below Energy's messaging for today:

### **1) Hydro One Spending \$15-Million to Redesign Customer Bills**

#### **Media Coverage:**

Globe and Mail, National Post, Toronto Sun, Waterloo Record, Peterborough Examiner, Sarnia Observer, London Free Press, CTV, and Global News

As well as CFTO, CBC, CFPL, CKVR, MCTV, CKCO

Tone: Neutral, and included parts of the statement we sent out yesterday. Most articles also mentioned the Fair Hydro Plan and the fact that it's lowering bills.

#### **KMs:**

- The NDP are trying to distract from the fact that they voted against families, small businesses and farms saving an average of 25 per cent on their hydro bills, and that they have no realistic plan of their own.
- We continue to hear from people across the province who want to understand the Fair Hydro Plan, and how it affects their monthly hydro bill.
- The fact is that hydro bills are now 25 per cent lower, on average, across the province.
- We have a responsibility to communicate this and other accurate information about customer bills, including any important changes.
- With Ontarians wanting clearer bills that are easier to understand, Hydro One's bill redesign project is a necessary improvement that will help customers.
- [The Ontario Energy Board is our independent energy regulator, and reviews any and all proposed costs added to electricity bills.](#)
- Their mandate is to protect ratepayer interests, and have a history of reducing rate

applications.

- Utilities rarely get all they ask for – in the last eight years, the Board has reviewed over 100 major rate applications, including proposals from Hydro One, and reduced requested rate increases by an average of about 40 per cent .
- Reductions from the Fair Hydro Plan are important information for both households and businesses, and it's our job to provide clear, helpful answers whenever possible. We intend to continue doing exactly that.

Have a great day,

Kevin

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