

RE: For Approval by 5PM: Posts for Today

From: "Foerster, Carly (OPO)" <carly.foerster@ontario.ca>
To: "Pattillo, Ian (OPO)" <ian.pattillo@ontario.ca>, "Byberg, Ann (OPO)" <ann.byberg@ontario.ca>, "Dibble, Jennifer (OPO)" <jennifer.dibble@ontario.ca>, "MacKenzie, Rebecca (OPO)" <rebecca.mackenzie@ontario.ca>, "Rivers, Grahame (OPO)" <grahame.rivers@ontario.ca>
Date: Tue, 07 Mar 2017 16:35:32 -0500

Good with me.

From: Pattillo, Ian (OPO)
Sent: March-07-17 4:27 PM
To: Byberg, Ann (OPO); Dibble, Jennifer (OPO); Foerster, Carly (OPO); MacKenzie, Rebecca (OPO); Rivers, Grahame (OPO)
Subject: Re: For Approval by 5PM: Posts for Today

Agreed, thanks Ann

From: Byberg, Ann (OPO)
Sent: Tuesday, March 7, 2017 4:23 PM
To: Dibble, Jennifer (OPO); Foerster, Carly (OPO); MacKenzie, Rebecca (OPO); Rivers, Grahame (OPO); Pattillo, Ian (OPO)
Subject: Re: For Approval by 5PM: Posts for Today

I'm fine to leave "we let" in - but at some point, we need to stop talking about that and just talk about fixing it.

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: Dibble, Jennifer (OPO)
Sent: Tuesday, March 7, 2017 4:19 PM
To: Foerster, Carly (OPO); MacKenzie, Rebecca (OPO); Byberg, Ann (OPO); Rivers, Grahame (OPO); Pattillo, Ian (OPO)
Subject: RE: For Approval by 5PM: Posts for Today

Thanks so much for those details of what actually happened, everyone, and thanks for flagging Rebecca!

I like "hear about" in the place of "hear from," if everyone is okay with that. I've edited the posts below to reflect that but happy to edit more if that's not accurate enough.

The video text says "visited a Hydro One call centre to hear people's concerns about their rising bills". I think that's vague enough that it could mean "hear about" rather than talking directly to callers, but if people disagree I'll get CO to edit the text to add in "about".

Looks like we have a tie currently on the "we let" language. I have removed it from the Facebook post

below (it was at the beginning of the second sentence – “We let hydro rates climb...”) but happy to add it back in depending on where we land.

From: Foerster, Carly (OPO)
Sent: March-07-17 4:00 PM
To: MacKenzie, Rebecca (OPO); Dibble, Jennifer (OPO); Byberg, Ann (OPO); Rivers, Grahame (OPO); Pattillo, Ian (OPO)
Subject: RE: For Approval by 5PM: Posts for Today

That's correct, it was a slow morning at the call center so she didn't talk anyone. She did speak with costumer representatives who have been hearing from concerned callers. Does that help?

From: MacKenzie, Rebecca (OPO)
Sent: March-07-17 3:46 PM
To: Dibble, Jennifer (OPO); Byberg, Ann (OPO); Rivers, Grahame (OPO); Pattillo, Ian (OPO); Foerster, Carly (OPO)
Subject: RE: For Approval by 5PM: Posts for Today

Hi, for one, I don't think she actually talked to callers right? Carly can you suggest more accurate wording?

From: Dibble, Jennifer (OPO)
Sent: March-07-17 3:40 PM
To: Byberg, Ann (OPO); Rivers, Grahame (OPO); Pattillo, Ian (OPO); MacKenzie, Rebecca (OPO); Foerster, Carly (OPO)
Subject: RE: For Approval by 5PM: Posts for Today

Thanks Ann – I've edited the post below.

From: Byberg, Ann (OPO)
Sent: March-07-17 2:56 PM
To: Dibble, Jennifer (OPO); Rivers, Grahame (OPO); Pattillo, Ian (OPO); MacKenzie, Rebecca (OPO); Foerster, Carly (OPO)
Subject: Re: For Approval by 5PM: Posts for Today

In the fb : can we take out "we let"?

I think the focus should be on us fixing it.

My two cents.

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: Dibble, Jennifer (OPO)
Sent: Tuesday, March 7, 2017 2:07 PM
To: Rivers, Grahame (OPO); Pattillo, Ian (OPO); MacKenzie, Rebecca (OPO); Byberg, Ann (OPO); Foerster, Carly (OPO)
Subject: For Approval by 5PM: Posts for Today

Hi everyone,

Please see the posts below for approval by 5 PM.

Thanks!
Jen

Twitter – PHOTO:

Today at a Hydro One call centre I heard [about](#) concerned callers about their electricity bills. Lasting relief is coming this summer.

Instagram – PHOTO:

This morning I was at a Hydro One call centre to hear [about](#) callers concerned about their electricity bills. Rates have gone up too much and too quickly. The pressure this has put on people everywhere in Ontario is not fair. So we're fixing it. By summer you'll see an average of 25% off your hydro bill, and it won't rise beyond inflation for at least 4 years.

Facebook – Update VIDEO:

This morning I visited a Hydro One call centre to hear [about](#) callers concerned about their rising electricity bills. [Hydro](#) rates [climbed](#) too much, too quickly, and the financial burden this has put on households across Ontario isn't fair.

I shared with callers that significant, lasting relief is coming. This summer we're cutting everyone's hydro bill by an average of 25% and then keeping increases below inflation for at least 4 years.