

RE: CRA Wet Signature...

From: "McEachern, Gillian (OPO)" <"o=govon/ou=exchange administrative group (fydibohf23spdlt)/cn=recipients/cn=mceachern, gillian (opo)501">
To: "Rowe, Mary (OPO)" <mary.rowe@ontario.ca>, "Teliszewsky, Andrew (ENERGY)" <andrew.teliszewsky@ontario.ca>, "Whittington, Matt (ENERGY)" <matt.whittington@ontario.ca>, "Donelson, Philip (OPO)" <philip.donelson@ontario.ca>, "Janeiro, James (OPO)" <james.janeiro@ontario.ca>, "Taglione, Cristina (MCSS)" <crisrina.taglione@ontario.ca>, "Coe, Michael (OPO)" <michael.coe@ontario.ca>
Date: Fri, 31 Mar 2017 07:21:05 -0400

Mary - let's add it to our weekly with Bevan later today. Michael, I'll get a debrief from you on how the discussions went this week and if we need to escalate, that would likely mean Bevan to Butts. But, I'd suggest we see if the recent discussions have had an impact first and decide to decide whether that 27k number should be used publicly at some.

Gillian McEachern
Executive Director of Policy
Office of the Premier of Ontario
416.325.7038

From: Rowe, Mary (OPO)
Sent: Thursday, March 30, 2017 10:01 PM
To: Teliszewsky, Andrew (ENERGY); Whittington, Matt (ENERGY); Donelson, Philip (OPO); Janeiro, James (OPO); McEachern, Gillian (OPO); Taglione, Cristina (MCSS)
Subject: Re: CRA Wet Signature...

Ok gang how do we do this???

Mary W. Rowe
Deputy Principal Secretary
Office of the Premier
Ontario, Canada

On Mar 30, 2017 4:29 PM, "Teliszewsky, Andrew (ENERGY)" <Andrew.Teliszewsky@ontario.ca> wrote:
[Both Michael and I have briefed PMO to express our desire that CRA does better here. But more senior level outreach should also be considered.](#)

From: Rowe, Mary (OPO)
Sent: Thursday, March 30, 2017 1:09 PM
To: Teliszewsky, Andrew (ENERGY); Whittington, Matt (ENERGY); Donelson, Philip (OPO)
Subject: Re: CRA Wet Signature...

GOOD GRIEF. Tell me we can fix this ???

Mary W. Rowe
Deputy Principal Secretary
Office of the Premier
Ontario, Canada

On Mar 30, 2017 6:51 AM, "Teliszewsky, Andrew (ENERGY)" <Andrew.Teliszewsky@ontario.ca> wrote:
Good Morning:

See below. Just got that data point last night. Shocking how much federal government has held up implementation of this low-income program. 27,000+ applications abandoned!

Andrew

Original Message

From: Andrew.Teliszewsky@ontario.ca
Sent: Thursday, March 30, 2017 6:49 AM
To: Coe, Michael (OPO)
Subject: Re: CRA Wet Signature...

Good Morning:

Wanted to get you this additional data-point for continued dialogue with Ottawa - as discussed "abandoned applications" from my note last weekend.

Of the 59,746 applications that were submitted before September 22nd (6 months) that are still pending (either due to missing information, errors to be corrected or awaiting wet consent forms), approximately 46% (27,354) are in the status "awaiting wet consent".

So, while it is challenging to draw a strict inference since some of those 27'K might have ultimately been deemed ineligible / from folks who don't hit particular criteria of household size and income thresholds, it is still 27'K applications that were potentially abandoned due to the annoyance or frustration factor of not being able to complete the form online in one go, as a result of the CRA requirements.

To that end, it would be fair for us to communicate that Federal Government held back up to 27'K applicants because of their arcane policies.

Andrew Teliszewsky
416-327-3550

Original Message

From: Coe, Michael (OPO)
Sent: Friday, March 24, 2017 7:12 PM
To: Teliszewsky, Andrew (ENERGY)
Subject: Re: CRA Wet Signature...

Hi Atel,

Very helpful - thank you.

Enjoy your weekend.

Best,

Michael

Sent from my BlackBerry 10 smartphone on the Rogers network.

Original Message

From: Teliszewsky, Andrew (ENERGY)
Sent: Friday, March 24, 2017 7:02 PM
To: Coe, Michael (OPO)
Subject: RE: CRA Wet Signature...

Good Evening:

Thanks for the heads up. Yeah, we've been pushing this for a while.

Basically :

- CRA told OEB to do a bit of work on providing assurance that IF they granted an exemption on "wet signature" that privacy and confidentiality and sign-off could still be met and established.
- Technical discussions occurred for several months and officials / bureaucrats have exchanged paper, etc.

- Recently hearing positive sounds that the work OEB has done to resolve the issue with CRA, however we are not there just yet.
- Have apparently been told that CRA needs a "push" from Ministry of Finance in Ottawa to get this done.

Benefit would be that many more applications would become successful. Right now a low-income individual needs to apply online and then print and send in the form. That final step of mailing in the forms has created a whole category of "abandoned / aborted applications" where the OEB sits and waits for the CRA-required forms and is not able to process the on-bill benefit for low-income customers. Market research from the implementing team tells us that this convenience factor is a major driver of the drop-off in applicants.

Anyway, the one-pager I sent along is a solid primer that doesn't get into too much detail and hopefully the above context is also informative to your dialogue.

Please let me know if you should need anything further and of course, I'd be keen to hear about the results of your discussions.

Take care and have a great weekend.

Andrew Teliszewsky

Chief of Staff | Office of Hon. Glenn Thibeault
Ministry of Energy
andrew.teliszewsky@ontario.ca
416-327-3550 (o)
416-436-6370 (m)

-----Original Message-----

From: Coe, Michael (OPO)
Sent: March-24-17 4:25 PM
To: Teliszewsky, Andrew (ENERGY)
Subject: RE: CRA Wet Signature...

Hi Atel,

I will be in Ottawa on Monday/Tuesday and will be meeting with the Ontario desk. Please let me know if there is anything in particular you think would be helpful for me to do to supplement your message to them.

Best,

Michael

-----Original Message-----

From: Teliszewsky, Andrew (ENERGY)
Sent: March 20, 2017 12:19 PM
To: Rowe, Mary (OPO); Mksyartinian, Jacob (OPO); Coe, Michael (OPO); Ghiassi, Ali (MOF); Whittington, Matt (ENERGY)
Subject: FW: CRA Wet Signature...

Hi.

Was in Ottawa on Friday and was meeting with Ontario guys (Jamie and Lindsay) as they had asked for a whole "Ontario Fair Hydro Plan" briefing.

Used it as an opportunity to mention once again that CRA is holding up some potentially meaningful program updates for the low-income project : Ontario Electricity Support Program (OESP).

Given that PM apparently got an earful about hydro prices on his Tim Horton's tour in new year, they were most receptive about leaning on Federal Finance on this post-budget.

I gave them this memo (enclosed) from OEB about what the ask is to remove "wet signature" requirement.

Ali - your shop did some work with them last year, but we all got punted to CRA vortex.

Overall - I was keen to not rock the fed-prov boat at all, so underscored that order of priorities for Ontario, that always comes from Mr. Coe's shop, for clarity.

Please let me know if you should need anything further.

Andrew Teliszewsky

Chief of Staff | Office of Hon. Glenn Thibeault Ministry of Energy andrew.teliszewsky@ontario.ca
416-327-3550 (o)
416-436-6370 (m)

-----Original Message-----

From: Teliszewsky, Andrew (ENERGY)
Sent: March-17-17 3:45 PM
To: Jamie.kippen@pmo-cpm.gc.ca
Subject: CRA Wet Signature...