

RE: Follow-up from scrums

From: "Nekolaichuk, Colin (ENERGY)" <colin.nekolaichuk@ontario.ca>
To: "Teliszewsky, Andrew (ENERGY)" <andrew.teliszewsky@ontario.ca>, "Whittington, Matt (ENERGY)" <matt.whittington@ontario.ca>, "Berry, James (ENERGY)" <james.berry5@ontario.ca>
Cc: "Ruttan, Craig (ENERGY)" <craig.ruttan@ontario.ca>, "Campbell, David (ENERGY)" <david.campbell2@ontario.ca>
Date: Wed, 17 May 2017 14:12:04 -0400
Attachments: 175-05-008 Bill Insert Spring2017_3.67x8.5 FINAL2.pdf (444.78 kB)

I find those quite hilarious. Below is what I suggest sending to interested journalists (QPB+CP). I also think it's a good idea to send a copy of the May inserts to make them all seem as innocuous as possible. Let me know if you're ok with this.

Bill inserts are a standard part of the communications mix when informing ratepayers on any changes that affect them, and are part of any LDC's typical administrative costs.

LDCs are required by OEB regulation to inform all ratepayers about important developments such as when the OEB updates rates twice a year, the 8 per cent HST rate cut, and updates to programs like the Ontario Electricity Support Program.

I've attached the latest bill insert from the May rate update so you have one on hand.

Colin Nekolaichuk | Press Secretary
Office of the Hon. Glenn Thibeault | Minister of Energy
T: 416-325-2690 C: 647-504-4928
colin.nekolaichuk@ontario.ca

From: Teliszewsky, Andrew (ENERGY)
Sent: May-17-17 2:01 PM
To: Nekolaichuk, Colin (ENERGY); Whittington, Matt (ENERGY); Berry, James (ENERGY)
Subject: Re: Follow-up from scrums

I also get a paper insert each month advertising e-billing.
I appreciate the irony, but ignore the message.

From: Nekolaichuk, Colin (ENERGY)
Sent: Wednesday, May 17, 2017 1:43 PM
To: Whittington, Matt (ENERGY); Berry, James (ENERGY)
Cc: Teliszewsky, Andrew (ENERGY)
Subject: RE: Follow-up from scrums

Thanks. Very helpful. I'll craft something and run it by you guys.

Colin Nekolaichuk | Press Secretary
Office of the Hon. Glenn Thibeault | Minister of Energy
T: 416-325-2690 C: 647-504-4928
colin.nekolaichuk@ontario.ca

From: Whittington, Matt (ENERGY)
Sent: May-17-17 1:39 PM
To: Nikolaichuk, Colin (ENERGY); Berry, James (ENERGY)
Cc: Teliszewsky, Andrew (ENERGY)
Subject: RE: Follow-up from scrums

We required LDCs by regulation to send the bill insert so they would have been received by all ratepayers. We did not provide the inserts so there was no cost to government.

LDCs often send bill inserts for informational purposes (including when the OEB sets new RPP rates twice a year) and the inclusion of the 8% rebate insert as part of their regular bill mailings would be part of their typical administrative costs.

From: Nikolaichuk, Colin (ENERGY)
Sent: May-17-17 1:18 PM
To: Berry, James (ENERGY)
Cc: Whittington, Matt (ENERGY); Teliszewsky, Andrew (ENERGY)
Subject: RE: Follow-up from scrums

Yes, that's a good point. Matt/Atel, can you shed some light on this? I'd like to lead the agencies with any questions we have. If we leave it open-ended it will take forever. We're also looking at tight deadlines – 2:30pm.

Colin Nikolaichuk | Press Secretary
Office of the Hon. Glenn Thibeault | Minister of Energy
T: 416-325-2690 C: 647-504-4928
colin.nikolaichuk@ontario.ca

From: Berry, James (ENERGY)
Sent: May-17-17 1:14 PM
To: Nikolaichuk, Colin (ENERGY)
Cc: Whittington, Matt (ENERGY)
Subject: RE: Follow-up from scrums

Yeah, for sure. If LDCs printed the inserts on their own accord (we didn't print for them) we very likely won't know the cost. If it was a regulation that asked all LDCs to send them, all customers would've received them. Can definitely use our advertising KMs to inform the response. It would be worthwhile to find out what other inserts gov't/OEB has asked LDCs to send out to educate electricity customers/Ontarians about the bills, available programs, etc. For instance, the OEB would've asked LDCs to put out OESP inserts.

From: Nikolaichuk, Colin (ENERGY)
Sent: May-17-17 1:06 PM
To: Berry, James (ENERGY)
Subject: FW: Follow-up from scrums

FYI – shall we ask Atel about this?

Colin Nikolaichuk | Press Secretary
Office of the Hon. Glenn Thibeault | Minister of Energy
T: 416-325-2690 C: 647-504-4928
colin.nikolaichuk@ontario.ca

From: Smith Cross, Jessica [<mailto:Jessica.SmithCross@thecanadianpress.com>]
Sent: May-17-17 1:03 PM
To: Nikolaichuk, Colin (ENERGY)
Subject: Follow-up from scrums

Hi Colin,

I was wondering if I could get the cost of the 8% rebate bill inserts. And if I can confirm if they went to all ratepayers.

Thanks

Jessica Smith Cross
Desk: 416-325-7843
Cell: 647-268-2376
thecanadianpress.com

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