

RE: Meeting with MOE regardig New Bill Design

From: "Teliszewsky, Andrew (ENERGY)" </o=govon/ou=exchange administrative group (fydibohf23spdlt)/cn=recipients/cn=teliszewsky, andrew (energy)4fe">
To: ferio.pugliese@hydroone.com
Cc: natalie.poole-moffatt@hydroone.com, daniel.levitan@hydroone.com, warren.lister@hydroone.com, mayo.schmidt@hydroone.com
Date: Wed, 29 Mar 2017 18:28:34 -0400

Good Afternoon:

Thanks for this update.

My calendar shows a "Hydro One Customer Service Update" meeting tomorrow (Thursday) late in the day. Do you think we should tack on a few moments to just do a quick discussion about this then (might be a bit early). Not sure whom from your side attending / leading that briefing tomorrow.

Many thanks, in advance.

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)

From: Ferio.Pugliese@HydroOne.com [mailto:Ferio.Pugliese@HydroOne.com]
Sent: March-29-17 2:14 PM
To: Teliszewsky, Andrew (ENERGY)
Cc: Natalie.Poole-Moffatt@HydroOne.com; Daniel.Levitan@HydroOne.com; Warren.Lister@HydroOne.com; Mayo.Schmidt@HydroOne.com
Subject: Meeting with MOE regardig New Bill Design
Importance: High

Hi Andrew:

As you are aware, over the past several months, we have been working on a redesign of the electricity bill for release to our customers in the third quarter of this year. In our analysis, testing and development we have come up with several mock ups of bills that can be marked improvements to the existing format. One version is what we are calling the "unconstrained bill". It is unconstrained in the sense that we have modified some of the required regulatory language to make the bill easier to understand for the customer and more esthetically pleasing without sacrificing transparency.

The unconstrained format is the format we believe will have the greatest impact on improving satisfaction with all customers and could act as a framework for other LDC's. If you recall this was also an item we discussed at our meeting with the Premier last month. In order to adopt the unconstrained format we would like to propose a modification to the regulation to allow the language to be simplified. If implemented, it is our belief that the combination of the new bill format and the impact of the fair hydro plan will significantly improve customer value and satisfaction. We would like to share these ideas with you and the Minister in the next week if possible and we will adjust our calendars to accommodate. If we are able to arrive at a solution we could be ready for implementation this coming summer.

Many thanks in advance for the consideration.

Best regards,
Ferio

Ferio Pugliese
Executive Vice President Customer Care & Corporate Affairs
483 Bay St. 8th Floor
Toronto, ON. M5G 2P5

Phone 416 345 5254
Email ferio.pugliese@hydroone.com



www.hydroone.com

This email and any attached files are privileged and may contain confidential information intended only for the person or persons named above. Any other distribution, reproduction, copying, disclosure, or other dissemination is strictly prohibited. If you have received this email in error, please notify the sender immediately by reply email and delete the transmission received by you. This statement applies to the initial email as well as any and all copies (replies and/or forwards) of the initial email