

RE: Message to customers re rate announcement

From: "Berry, James (ENERGY)" <james.berry5@ontario.ca>
To: "Teliszewsky, Andrew (ENERGY)" <andrew.teliszewsky@ontario.ca>
Date: Fri, 03 Mar 2017 10:52:45 -0500

I made small changes in parenthesis below. I'm not crazy about the end of the first bullet either. Any thoughts?

I can ask ministry to pull Qs&As together that would be helpful for LDCs.

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

From: Tamar Heisler [mailto:tamar.heisler@alecrautilities.com]
Sent: March-03-17 10:43 AM
To: Berry, James (ENERGY)
Cc: Teliszewsky, Andrew (ENERGY)
Subject: Message to customers re rate announcement

Hi James,
Alectra Utilities would like to send an email to customers on e-billing re the new initiatives. What do you think of what I have below? Will the Ministry be sending out any FAQ's for LDCs to use, particularly for our call centres? Our Customer Service Agents won't be able to respond to questions if asked at this point.
Thank you,
Tamar

Dear customer,

On March 2nd, the Ontario government announced a number of measures aimed at reducing electricity bills for ratepayers. Starting this summer, Ontario's Fair Hydro Plan will provide Ontario households with a 25 per cent [on average] break on their [monthly] bills. People with low incomes and those living in eligible rural communities can be eligible to receive even greater reductions to their electricity bills.

Some of the upcoming changes include:

- The government will be making changes to the Global Adjustment charge in such a way that Regulated Price Plan (RPP) customers will see electricity rates decrease to approximately 2015 levels.
- Rate increases over the next four years will also be held to the rate of inflation for all customers.
- The Ontario Electricity Support (OESP) program will be enhanced in order to increase the amount of money available to eligible customers. The cost of administering the program will be shifted from ratepayers to the province.
- An Affordability Fund will be created to assist electricity customers who do not qualify for low-income conservation programs and need financial assistance to undertake energy efficiency improvements.

As a result of these initiatives, Alectra customers will see benefits as follows:

- The average residential customer (750 kwh a month) will see a 28% reduction on their total bill.
- The average small business customer (2000 kwh a month) will see a 27% reduction on their total bill.

· The average residential customer who has qualified to receive OESP will see approximate savings of 48% on their bill.

Alectra is committed to being an ally to customers in this new world of choice. Our promise is to help customers benefit from the best of new energy solutions with an emphasis on value, service and simplicity. Should you have any questions about these upcoming changes and how they may impact your bill, please contact a customer service representative.

Sent from my iPhone

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