

Re: Meeting with MOE regarding New Bill Design

From: ferio.pugliese@hydroone.com
To: "Teliszewsky, Andrew (ENERGY)" <andrew.teliszewsky@ontario.ca>
Cc: natalie.poole-moffatt@hydroone.com, daniel.levitan@hydroone.com, warren.lister@hydroone.com
Date: Wed, 29 Mar 2017 20:50:52 -0400
Attachments: image001.png (8.79 kB)

Hi Andrew

I'm not aware of a briefing tomorrow. Is so we can arrange to have member of customer team there to provide initial thinking on this. Will confirm in the AM .

Sent from my iPhone

On Mar 29, 2017, at 6:28 PM, Teliszewsky, Andrew (ENERGY) <Andrew.Teliszewsky@ontario.ca> wrote:

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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

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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

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