

FW: WNH Update: 1) On Bill Messaging - Fair Hydro Plan 2) Bill Redesign

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To: "Whittington, Matt (ENERGY)" <matt.whittington@ontario.ca>
Date: Fri, 24 Nov 2017 12:11:50 -0500
Attachments: WNH_Billtemplate_November23.pdf (742.85 kB)

FYI – so you know how it is progressing.
Justin

From: MBlasman@wnhydro.com [mailto:MBlasman@wnhydro.com]
Sent: Friday, November 24, 2017 9:31 AM
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Subject: WNH Update: 1) On Bill Messaging - Fair Hydro Plan 2) Bill Redesign

Dear Sunita/Mike,

I'd like to provide you with the following update regarding WNH's progress with respect to the 'On Bill Messaging' for the Fair Hydro Plan and the Bill Redesign:

1. On Bill Messaging - Fair Hydro Plan

We have made good progress with our Billing staff, JOMAR and WNH IT on the bill print configuration changes. These changes were loaded on schedule to our test environment. Initial Unit Testing has been successfully completed and we are now poised to begin more extensive regression testing with the billing staff. Our planned startup for the new On Bill Messaging is the first week of January 2018 as discussed during our October 25 meeting.

2. Bill ReDesign

We have also made good progress with the Bill Redesign initiative. We have attached the Residential TOU bill prototype (not yet a system generated bill) for your review. This prototype incorporates the information provided to us from the following sources:

- a) Discussions with you and the other MoE staff members
- b) Sample bills (i.e. Hydro One's presentation, Ottawa Hydro, Newmarket/Tay) and additional discussions with Hydro One
- c) BEWorks Behavioural Analysis reports as provided including recent conversations with their representatives
- d) Internal WNH discussions and feedback from key staff members, Senior Management, billing staff and JOMAR

As we proceed through the system configuration changes and then regression testing, we expect that there may be changes based on technical consideration and other ongoing feedback. We may conduct a low key customer survey for further feedback (via social media and/or specific customer selection) as well as input from our front line staff. We also note that we just introduced a bill redesign earlier this year in March when we cut-over to JOMAR's 'Next Generation CIS System'. Therefore this subsequent Bill Redesign requires careful consideration and planning in terms of its roll-out in order to avoid potential confusion with our Customers.

We are on schedule to complete the Residential TOU bill redesign phase for end of November. Following refinement of the Residential TOU bill, we will proceed to establish the redesign of the small commercial

bill format. We are considering using the same bill redesign for our small commercial with perhaps a change to some of the graphics based on their preferences. Again... as noted above, we are leveraging the considerable work already done in our industry. This allows us to further manage our cost for this initiative.

Reconfiguration or the bill redesign by our CIS vendor (JOMAR) and our internal IT is scheduled to start next week. Incorporation of any feedback for refinement of the bill can easily be done during the configuration phase and subsequent regression testing. We intend to start the regression testing in the middle of December. Noting the downtime for December... regression testing will continue through to January 2018. We will probably roll-out the Residential TOU bill redesign first... followed shortly thereafter with the small commercial bill redesign. We are on schedule for the roll-out of the bill redesign for the start of February.

We welcome your feedback and any questions that you may have regarding our progress on these initiatives. If you wish to have a face-to-face meeting with the EDA we are happy to do so.

Best Regards,

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