

Follow-Up on Fair Hydro Plan Bill Comparison

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Date: Mon, 14 Aug 2017 18:00:59 -0400

Matt,

I am following up to our recent discussion on how to help Ontario electricity customers better understand the bill impact of the Fair Hydro Plan. Below is a summary of our capabilities and some dependencies. The below would be for Hydro One customers – we currently work with the utility to deliver energy and billing literacy to their customers. We have not had any discussion on this with Hydro One, I wanted to circle back with you first.

Please let me know if you would like to have a follow up discussion. I am around this week and then will be on PTO next week, but could put you in touch with a colleague if needed.

We Can:

- Create custom billing education reports (separate mailing and design from a Home Energy Report) that can do a historical v. present (e.g. August 2016 v. August 2017) bill comparison.
- The bill comparison would break down the bill amounts into chunks – e.g. think of a bar chart stacked with various bill elements such as generation charge, distribution charge, taxes and fees etc.
- The reports would be custom designed for this purpose and could incorporate messaging / text to describe the Fair Hydro Plan and bill impacts.
- Realistically, March 2018 would be the very earliest we could target for getting the first report out assuming a decision to proceed was made very soon (see below for dependencies w/ Hydro One).

Limitations / Dependencies:

- Hydro One has to agree to and implement a new data feed to Oracle, inclusive of historical data, with the bill elements (this is not what they send us today for our existing partnership)
- These custom billing education reports are a manual services solution by Oracle, they are not a core product, so we could commit to send these reports a few times spaced out over months, but we would not be able to send these for an ongoing, regular cadence like we do with Home Energy Reports.
- We are not able to just insert the bill comparison into an existing Home Energy Report – that approach would not meet a spring 2018 timeline.

Rough Estimate Cost (a formal scoping by Oracle would have to be done):

- Per report cost (by household) ~\$1.50-\$2.00 CAD
- Set-up cost: ~\$150,000 CAD

Thanks,

Marisa

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Note: Opower has been acquired by Oracle. My new email address is marisa.uchin@oracle.com – please update your contact file. Thanks.