

MC-2017-1190

MC-SC
PC: Reply to Enercare.
Connections Inc.

Cooper, Sarah (ENERGY)

Subject: FW: Letter from Enercare re OFHP on-bill message
Attachments: Letter from Enercare re OFHP bill message.pdf; 2017-06-21 BN Enercare request for alternative messaging under O. Reg. 1....docx; MC-2017-XXXX - Enercare requests to Minister's alternative under O. Reg. 19....docx

Importance: High

re: Alternative language
to
Ontario For Hydro
Plan (OFHP)
messaging.

From: Chatterjee, Jeet (ENERGY)
Sent: June-26-17 9:44 AM
To: Gibbs, Diana (ENERGY); Pitkeathly, Doreen (ENERGY)
Cc: Cooper, Sarah (ENERGY); Lindsay, Ken (ENERGY)
Subject: FW: Letter from Enercare re OFHP on-bill message
Importance: High

S- Energy Policy
X-Ref: DRC-2017-1185

Hi,

Another letter to be prepped for Minister's signature. I believe Sarah is working on the other similar letter to this (to Hydro Ottawa).

Can both be dropped off with me?

Thank you!!

Jeet Chatterjee
Senior Policy Advisor, Deputy Minister's Office
Ontario Ministry of Energy
P: 416-327-7025

From: Feather, Adam (ENERGY)
Sent: June-23-17 2:29 PM
To: Chatterjee, Jeet (ENERGY)
Cc: Berg, Denna (ENERGY); Gibbs, Diana (ENERGY)
Subject: RE: Letter from Enercare re OFHP on-bill message
Importance: High

Jeet:

So it turns out staff were aware of this letter earlier in the week. Not sure by what mechanism but nevertheless we were.

Staff have prepared a draft response and a BN on and to the issue to share with Deputy and with MO as needed. Please note that, like Hydro Ottawa, it is a software limitation that would require substantial cost and time to remedy. Furthermore if no exemption is given they will not be able to meet the July 1st deadline for implementing their alternate messaging.

Please let me know if you have any questions.

A.



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connections

Enercare Connections

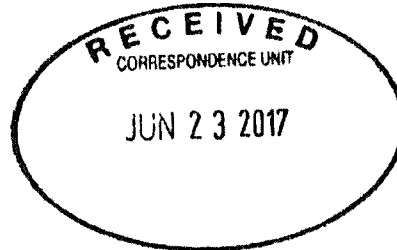
8133 Warden Avenue, Suite 601
Markham, ON L6G 1B3
T. 416-649-1900 | F. 416-649-1901

enercare.ca

June 20, 2017

VIA E-MAIL AND REGULAR MAIL

Minister Glenn Thibeault
Ministry of Energy
900 Bay Street, 4th Floor
Hearst Block
Toronto ON M7A 2E1



Dear Minister:

Ontario Fair Hydro Plan Act, 2017: O. Reg. 196/17 (Invoicing Requirements) – Request for Approval of Alternative On-bill Message

As a regulated unit sub-meter provider, Enercare Connections Inc. ("Enercare") is subject to the requirements of O. Reg. 196/17 (Invoicing Requirements) (the "Regulation") made pursuant to the Ontario Fair Hydro Plan Act, 2017.

Pursuant to section 1 of the Regulation, Enercare is required to include a statement on its customer invoices that would contain 257 characters. As expressed to the Ministry of Energy in my letter of May 8, 2017, Enercare has a 254 character (including spaces) limitation for on-bill messages. This is a technical limitation created by the system requirements of the third party billing software that many electricity vendors and unit sub-meter providers use, including Enercare. As it would be impractical and unreasonably difficult for Enercare to comply with section 1 of the Regulation, Enercare hereby requests, pursuant to s.3(1) of the Regulation, approval from the Minister of Energy to replace the words "eight per cent" with "8%" in the required statement. The resulting statement on Enercare's bills would be as follows:

"Ontario's Fair Hydro Plan substantially lowers electricity bills for typical residential consumers. This includes the 8% rebate introduced in January 2017, and builds on previous initiatives to deliver broad-based relief on all electricity bills."

We believe that the proposed minor change will promote the purposes of the requirement of section 1 of the Regulation. We would greatly appreciate receiving your response as soon as possible and in any event by June 23, 2017 in order to accommodate our operational deadlines for printing messages on July invoices.

Please let us know if we can provide any further detail or clarification with respect to any of the above. Thank you for taking the time to review our request.

Kind regards,

Kevin Neild
Vice President, Customer Operations and Planning
Enercare Connections Inc.
8133 Warden Avenue, Suite 601, Markham, ON L6G 1B3