

**Ministry of Energy**

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MC-2018-XXXX

Ms. Indy Butany-DeSouza  
Vice President, Regulatory Affairs  
Alectra Utilities  
2185 Derry Road West  
Mississauga, ON L5N 7A6

**Re: Ontario Regulation 196/17, Alternative Bill Message Request**

Dear Ms. Butany-DeSouza:

I am writing in response to your letter dated January 16, 2018, requesting my approval for Alectra Utilities. ("Alectra") to include information on invoices that differs from the wording required by the amended Ontario Regulation 196/17 (Invoicing Requirements) made under the *Ontario Fair Hydro Plan Act, 2017* (OFHPA).

In your letter, you advise that, for technical or operational reasons, the requirement in section 1 of O. Reg. 196/17 (Invoicing Requirements) to include customer-specific on-bill messaging regarding Ontario's Fair Hydro Plan (OFHP) would be impractical or unreasonably difficult for Alectra to implement due to the consolidation of the Customer Information Systems (CIS) which is expected to be complete by the end of 2018. You have indicated that the consolidation process has multiple steps and milestones and any interruption of these activities or the addition of new requirements will have an immediate impact on the CIS consolidation schedule. Furthermore, you have estimated that a total of five months and 1600 hours will be required to support the implementation of O. Reg. 196/17, based on significant testing required, as well as current resource constraints.

Based on your letter, I am satisfied that, for technical and operational reasons, the invoicing requirements under s. 1 would be impractical for Alectra to meet. I am also satisfied that continuing to use the static OFHP message, would continue to promote the purposes of the regulation until Alectra is able to display the customer-specific savings.

This letter is issued pursuant to subsection 3(1) of O. Reg. 196/17.

Sincerely,

Glenn Thibeault  
Minister