

Re: Electricity Bills- LRC item- ADM drafts?

From: "Whittington, Matt (ENERGY)" </o=govon/ou=exchange administrative group (fydibohf23spdlt)/cn=recipients/cn=whittington, matt (energy)cce">
To: "Chatterjee, Jeet (ENERGY)" <jeet.chatterjee@ontario.ca>, "Berry, James (ENERGY)" <james.berry5@ontario.ca>
Cc: "Schlaepfer, Martin (ENERGY)" <martin.schlaepfer@ontario.ca>
Date: Thu, 15 Mar 2018 18:12:32 -0400

All good

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: Chatterjee, Jeet (ENERGY)
Sent: Thursday, March 15, 2018 6:04 PM
To: Whittington, Matt (ENERGY); Berry, James (ENERGY)
Cc: Schlaepfer, Martin (ENERGY)
Subject: Fw: Electricity Bills- LRC item- ADM drafts?

Hi,

CO asked us if any LDCS had requested exemptions from the last round of bill presentment changes and any details on them. Staff have provided the following response. OK to share?
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Alectra:

Alectra has been authorized by the Minister pursuant to section 3 of O. Reg. 196/17 for technical or operational reasons, to use an alternative approach to the customer-specific OFHP messaging, until Q2 2019. Alectra sought to delay implementation of the dynamic OFHP messaging and use the current static message as they are currently in the process of integrating the customer information systems for the 4 merged LDCs into a common system. In order to ensure the most seamless transmission from the four legacy billing systems to one, Alectra requested not introduce the dynamic messaging into the legacy systems, but rather roll it out in the integrated system, once it is successfully consolidated. Alectra will continue to use the static message "Ontario's Fair Hydro Plan substantially lowers electricity for typical residential consumers. This includes the eight per cent rebate introduced in January 2017, and builds on previous initiatives to deliver broad-based relief on all electricity bills" until Q2 2019.

Brantford

Brantford Power Inc. (BPI) has been authorized by the Minister, pursuant to section 3 of O. Reg. 196/17 for technical or operational reasons, to use an alternative approach to the customer-specific OFHP messaging until Q2 2019. BPI is currently in the process of modernizing its customer information systems (CIS), which includes the implementation of a new CIS. BPI has planned its IT

resources for 2018 to ensure a smooth and timely roll-out of the new CIS project. The IT resources needed to implement the dynamic OFHP savings, required under O. Reg. 196/17, are substantial and would risk the implementation of the CIS project if implemented on a simultaneous timeline. BPI will continue to use the static message “Ontario’s Fair Hydro Plan substantially lowers electricity for typical residential consumers. This includes the eight per cent rebate introduced in January 2017, and builds on previous initiatives to deliver broad-based relief on all electricity bills” until Q2 2019.

IESO

The IESO has been authorized by the Minister, pursuant to section 3 of O. Reg. 196/17 for technical or operational reasons, to use an alternative approach to the customer-specific OFHP messaging. IESO indicated that the dynamic messaging requirements are cost prohibitive and only affect two specified customer accounts. Their billing system does not easily incorporate new on-bill messaging and any changes made to their invoicing process would be adopted system-wide; impacting the invoices of all market participants, including consumers, generators, importers, exporters and program participants. IESO has received approval to send the following email message to the specified customers at the same time as their invoices are issued: “You have received your monthly IESO invoice inclusive of Ontario’s Fair Hydro Plan. Ontario’s Fair Hydro Plan saved you “insert specified amount” on your bill. This saving includes the 8% Provincial Rebate.”