

Re: Rate Mitigation Letter to LDC WG members

From: "Ruttan, Craig (ENERGY)" <craig.ruttan@ontario.ca>
To: "Chatterjee, Jeet (ENERGY)" <jeet.chatterjee@ontario.ca>, "Moulton, Dan (ENERGY)" <dan.moulton@ontario.ca>
Cc: "Whittington, Matt (ENERGY)" <matt.whittington@ontario.ca>, "Katona, Keley (ENERGY)" <keley.katona@ontario.ca>
Date: Wed, 16 Nov 2016 20:36:15 -0500

Hi Jeet,

Please change last sentence of first paragraph from
We received Cabinet approval for the regulations today, but are still waiting on final sign-off before the regulations will be posted and available for your review.

To

Cabinet has approved the regulations, but they must still receive final sign-off before the regulations will be posted and available for your review.

Otherwise, message is good to send.

Thanks,
C

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: Chatterjee, Jeet (ENERGY)
Sent: Wednesday, November 16, 2016 5:00 PM
To: Moulton, Dan (ENERGY); Ruttan, Craig (ENERGY)
Cc: Whittington, Matt (ENERGY); Katona, Keley (ENERGY)
Subject: Rate Mitigation Letter to LDC WG members

Dan/Craig,

Below is the email staff are proposing to send out to the LDC WG members on the bill messaging that was approved by Cabinet earlier this week. They're also planning to set up the next LDC WG meeting on November 21st to walk LDCs through the amended regulations.

If you could let us know soon if you have any concerns, that would much appreciated (staff would like to get this email out to the WG as soon as possible).

Separately, staff will also be putting together a letter from the Minister to all LDCs outlining the changes, which should track in shortly.

Thanks,

Jeet

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

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Dear WG member:

Thank you for your comments related to the electricity mitigation initiative. We appreciate all the work that needs to go into being ready to provide eligible customers with the rebate starting on January 1, 2016. We would like to invite you to attend a de-brief session on Monday, November 21, 2017 (10:00-noon) to walk you through the regulations under the *Ontario Rebate for Electricity Consumers Act, 2016* (ORECA). We received Cabinet approval for the regulations today, but are still waiting on final sign-off before the regulations will be posted and available for your review.

In recognition of the timing constraints associated with system changes needed to support the billing requirements, we want to provide some additional updates on the billing requirements, in advance of our briefing session next Monday. Please find attached mock-ups for the bill and placemat of rebate line, bill insert language and envelope language. The design components of the mock-ups are meant to be illustrative rather than prescriptive. Please be advised the Ministry will send LDCs (and other bill issuers) camera-ready artwork for the bill inserts to assist in meeting the regulatory requirements. LDCs will be required to coordinate printing the bill inserts

### 8% Rebate – on bill requirements

- Bill issuers (including USMPs) will be required to show the 8% rebate as a separate line item on the face of the invoice, below the itemized charges for electricity, delivery, regulatory charge, debt retirement charge and HST and below any line related to financial assistance under the Ontario Electricity Support Program, but above the net amount of the invoice after deducting the credit.
- Credit must be labeled: **"8% Provincial Rebate"**
- The Bill must set out messages to consumers with the following statement **"The Ontario government is providing a rebate on your electricity costs equal to the provincial portion of HST."**
- The credit line shall not appear on a bill issuer's bill until such time as the credit is flowing to consumers and no later than on a bill issued on or after July 1, 2017.

### Envelope requirements:

- Bill issuers (including USMPs) who provide an invoice in paper form must set out the following statement on the face of the envelope: **"Ontario is helping reduce electricity costs for families, businesses and farms"** as well as include in a reasonably prominent location and reasonably prominent font, the words **"8% Provincial Rebate"**
- The proposed regulation will not prescribe a specific design; however, the Ministry will make available some design options to help bill issuers when designing their envelopes
- Bill issuers will be provided 6 month transitional period to begin using the envelopes. However, by no later than July 2017 – all paper bills must be issued in envelopes in a form as prescribed by the regulation.

### Bill Inserts:

- the following text will be required to be issued on a bill insert that includes the Ontario government trillium logo along with the words **"8% provincial rebate"** appearing in a prominent location on the front of the insert

*On January 1, 2017, your electricity costs went down 8%.*

*Ontario's government is reducing electricity costs by rebating an amount equal to the provincial portion of the HST on your monthly hydro bill. That's an 8% rebate for Ontario families, and on average will mean \$130 more in your pocket each year.*

*This is part of Ontario's plan to help people with the costs of everyday living by reducing electricity costs. Across Ontario, about five million residential consumers, farms and small businesses will benefit from this rebate.*

*[Electricity vendor or unit sub-meter provider name] will implement these savings onto your bill by July 1, 2017. Applicable savings will be retroactive to January 1, 2017.*

- A bill issuer will be required to issue a bill insert with the first two bills that includes the credit on a consumer's bill.
- Bill issuers will be permitted to use equivalent wording in French on bills, on envelope, for bill insert; however, a specific French translation will not be provided.

I look forward to meeting with you on November 21, 2017 to have a more detailed debrief of the regulations under the ORECA.