

Minister's Bullets | St Albert Cheese Co-op
150 St-Paul Street, St. Albert, ON
Thursday, October 5, 2017

- Bonjour tout le monde...
- Merci beaucoup Eric (Lafontaine, General Director, St Albert Cheese Co-op)...
- En ma qualité de ministre de l'Énergie, je me réjouis d'être ici aujourd'hui, afin de célébrer les accomplissements de la Fromagerie St Albert et de Hydro One
- As Minister of Energy, I have the pleasure of visiting a lot of fantastic businesses across the province, but I think this is the first time I've visited a cheese producer
- And I can tell you, it's a visit my staff has been very excited about
- St Albert's cheese curds have become the stuff of legend around Queen's Park
- In fact, I think we're making arrangements to bring some back with us
- It's also my pleasure to be here with Hydro One
- As you can imagine, I'm pretty familiar with the work Hydro One does

- And I can honestly say that since becoming a publicly-traded company, they have turned a corner on their commitment to their customers
- They've become a better-run company, attuned to the needs of the homeowners and businesses in their service territory
- The work they've done here with St Albert has been commendable
- It's also an excellent example of Hydro One's commitment to improving customer service for their 1.3 million customers across the province
- To give you an idea of this commitment, Hydro One has undertaken a full-scale review of all the ways they interact with their customers
 - They're looking to make their bills easier to understand...
 - They've designed and launched a new website for customers
 - They have improved customer focus, and achieved a customer billing accuracy at an all-time high of over 99 per cent...
 - They've ended the practice of charging security deposits for new customers...

- They led the way in customer protection for utilities by voluntarily banning winter disconnections ahead of our government's legislation
- And the list goes on
- Je sais à quel point il est important pour Hydro One de collaborer avec ses clients afin de trouver des façons d'améliorer l'efficacité et de réduire les factures d'électricité
- Ces deux points sont également une priorité pour notre gouvernement
- En tant que ministre de l'Énergie, je suis constamment à la recherche de nouveaux moyens de réduire le prix de l'électricité
- C'est la raison pour laquelle nous avons mis en place le Plan ontarien pour des frais d'électricité équitables
- Le 1er juillet, les factures d'électricité de l'ensemble des consommateurs résidentiels ont été réduites, en vertu de ce Plan, de 25 pour cent, en moyenne...
- ...offrant ainsi à tous les clients un allègement immédiat et important, et garantissant une plus grande équité aux contribuables de l'Ontario
- The reduction will also benefit as many as half a million small businesses and farms

- Low-income Ontarians, and those living in eligible rural and Northern communities, will receive even greater reductions – as much as 40 to 50 per cent
- And on top of this, any electricity rate increases will be held to the rate of inflation for four years
- Taken together, Ontario's Fair Hydro Plan is the single-largest rate cut in our province's history
- And with this plan that is lowering electricity prices and Hydro One's renewed focus on their customers...
- We're working together to deliver clean, reliable and affordable electricity to Ontarians
- I would like to thank Natalie and the rest of the Hydro One team for their work to transform the company
- And I would like to thank St Albert for being a standout Ontario business, for providing employment to the community, and for the outstanding cheese they produce
- Now let's try some
- Thank you. Merci.