[date]

Ms. Kim Marshall
Vice-President, Corporate
Services and CFO Independent
Electricity System Operator
(IESO) 1600-120 Adelaide Street
West
Toronto ON M5H 1T1

Dear Ms. Marshall,

<u>Re: Billing requirements under Ontario Regulation 196/17</u>

I am writing in response to your letter dated July 14, 2017, requesting my approval for the IESO to follow an invoicing process and invoice wording that is different than the process and wording required by Ontario Regulation 196/17 (Invoicing Regulation) made under the *Ontario Fair Hydro Plan Act, 2017* (OFHPA).

In your letter, you advised that, for technical and operational reasons, the requirement in clause 1 of the Invoicing Regulation (Invoicing Requirements) would be impractical and unreasonably difficult for the IESO to meet. You explained that the IESO's current systems would have to be changed to satisfy those Invoicing Requirements, that it would cost about $40,000 and close to 400 person-hours to do so, and that it would only be done to accommodate two current IESO customers who would be a specified consumer under the OFHPA.

Based on your letter, I am satisfied that, for technical and operational reasons, the Invoicing Requirements would be impractical for the IESO to meet. I am also satisfied that the alternative invoicing process and wording proposed in your letter and as reproduced below would continue to promote the purposes of the Invoicing Requirements:

- Invoices would be issued with no additional wording. An email would be sent to specified consumers who are IESO customers at the same time as the invoice is issued containing the language: "*You have received your monthly IESO invoice inclusive of Ontario Fair Hydro Plan. Ontario's Fair Hydro Plan substantially lowers electricity bills 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.*" Email to specified customers would continue through the 12-month period ending according to section 2.

This letter is given pursuant to subsection 3 (1) of the Invoicing Regulation.