

Message

From: Andrew Dow [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=6268B334C119488B888395BBA8B155D9-ANDREW DOW]
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To: IESO Customer Relations [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=4894f074739d48d087640006cd92d154-IESO Custom]; Carrie Aloussis [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=e34a6017e31243cea020cf50f759daaf-Carrie Alou]; Jennifer Young [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=a02322b87f0d406b83faa52687ecbd63-Jennifer Yo]; Declan Doyle [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=b60e6858e27d46f0bcf505b8672750bf-Declan Doyl]
CC: Jordan Penic [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=7d23bcd450594583bb40b447b35485da-Jordan Peni]; Kate Longmoore [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=c7edab7b7ff941b79736d9f0bcff3464-Kate Longmo]
Subject: Fair Hydro Plan Q&As for Customers
Attachments: FHP key messages and QAs.docx

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Hello,

Key messages and Q&As are attached for those who have been receiving questions from customers about the Fair Hydro Plan and how it impacts their payment of global adjustment.

To summarize: for eligible customers, part of the GA reduction took effect May 1 while the total reduction will take effect on July 1. For non-eligible customers, including most non-RPP Class B and Class As, their payment of global adjustment should be exactly the same as it would have been without the GA refinancing plan.

Kate is working on additional messaging on the topic that we can send, but hopefully in the interim this helps with the GA-impact questions some of you have been receiving.

Let me know if you have any questions about this.

Andrew

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