

Message

From: Andrew Dow [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=6268B334C119488B888395BBA8B155D9-ANDREW DOW]
Sent: 2017-07-07 1:50:31 PM
To: Kate Longmoore [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=c7edab7b7ff941b79736d9f0bcff3464-Kate Longmo]
CC: June Too [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=8051edaacf1040fea3aa2ec81f56bf72-June Too]; Jennifer Young [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=a02322b87f0d406b83faa52687ecbd63-Jennifer Yo]
Subject: FW: Fair Hydro Plan Q&As for Customers
Attachments: FHP key messages and QAs.docx; QA_FHP_Standing Committee on Justice Policy.docx

Hey Kate – do you have Q&As on the FHP as well? June had some questions about how it works.

Did you ever find out who exactly the non-RPP customers are who qualify?

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From: Andrew Dow
Sent: July 07, 2017 1:48 PM
To: June Too; Jennifer Young
Subject: FW: Fair Hydro Plan Q&As for Customers

Here are some very basic key messages and Q&As that I sent around in early June, before the legislation was passed. They explain how each customer class is impacted or not impacted.

Also attached is a Q&A document that was for our appearance before the standing committee on justice policy. This one is less customer-facing and explains the IESO process.

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From: Andrew Dow
Sent: June 05, 2017 2:47 PM
To: David Strickland
Subject: FW: Fair Hydro Plan Q&As for Customers

Hey David – as discussed, here are some simple key messages and Q&As about the Fair Hydro Plan and how it impacts each customer class' payment of GA.

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From: Andrew Dow
Sent: June 05, 2017 2:46 PM
To: IESO Customer Relations; Carrie Aloussis; Jennifer Young; Declan Doyle
Cc: Jordan Penic; Kate Longmoore
Subject: RE: Fair Hydro Plan Q&As for Customers

Hi,

Someone asked me whether the OEB will be setting new TOU rates for July 1 so that the full FHP benefit is in place. I thought I'd respond to the whole group in case this provides more clarity for others as well.

Yes – the OEB will be updating rates for July 1 and this bullet from the government's news release provides some additional information:

- On May 1, 2017, the Ontario Energy Board (OEB) reduced electricity rates across the province, including a portion of the Fair Hydro Plan. The OEB will have 15 days after the legislation comes into force to update rates to reflect the full benefit of the Fair Hydro Plan – delivering the 25 per cent on average reduction for all households and half a million small business and farms. Royal Assent could be scheduled as early as June 1, 2017.

I would suggest keeping it simple where possible and stating that eligible customers will receive the full benefit/reduction as of July 1.

Also, the Q&As don't get into this, but for those wondering why a portion came into effect May 1: apparently it's the OEB's custom to partially include a rate-impacting factor in such matters where something is proposed that impacts rates but has not yet been fully reviewed/implemented, in this case the legislation not having yet passed. That's why part of it was included on May 1 but the full amount won't be until July 1. The OEB doesn't get into this in their public materials about the FHP or the May 1 rates, so I think it's best we don't get into it either and answer any questions about that by simply saying it's an OEB decision.

Let me know if anyone has any other questions.

Andrew

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From: Andrew Dow
Sent: June 02, 2017 5:32 PM
To: IESO Customer Relations; Carrie Aloussis; Jennifer Young; Declan Doyle
Cc: Jordan Penic; Kate Longmoore
Subject: Fair Hydro Plan Q&As for Customers

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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