

Message

From: Andrew Dow [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=6268B334C119488B888395BBA8B155D9-ANDREW DOW]
Sent: 2017-07-07 2:01:25 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: RE: Fair Hydro Plan Q&As for Customers

Kate!
Kate!
Kate!

Andrew Dow | Analyst, Issues Management
Independent Electricity System Operator (IESO) | T: (416) 506-2827

From: Kate Longmoore
Sent: July 07, 2017 1:59 PM
To: Andrew Dow
Cc: June Too; Jennifer Young
Subject: RE: Fair Hydro Plan Q&As for Customers

Hey guys,

Attached is the comms plan, but it was created before the legislation passed and before the OEB determined how it would be administered.

I'd recommend the OEB site for the details of how its administered: <https://www.oeb.ca/newsroom/2017/fair-hydro-act-2017>

And this: <https://www.oeb.ca/sites/default/files/report-rpp-prices-ga-modifier-20170622.pdf>

As for eligibility, the act says (http://www.ontla.on.ca/web/bills/bills_detail.do?locale=en&Intranet=&BillID=4875)

Specified consumer

(2) For the purposes of clause (a) of the definition of “specified consumer” in subsection (1), the person must meet any one of the following criteria:

1. The person has a demand for electricity of not more than 50 kilowatts, or such other amount as may be prescribed.

2. The person annually uses not more than 250,000 kilowatt hours of electricity, or such other amount as may be prescribed.

3. The person carries on a business that is a farming business for the purposes of the Farm Registration and Farm Organizations Funding Act, 1993 and either holds a valid registration number assigned under that Act or has had the obligation to file a farming business registration form waived pursuant to an order made under subsection 22 (6) of that Act.

4. The person's account with the electricity vendor relates to,
 - i. a dwelling,
 - ii. a property within the meaning of the Condominium Act, 1998,
 - iii. a residential complex within the meaning of subsection 2 (1) of the Residential Tenancies Act, 2006, without regard to section 5 of that Act, or
 - iv. a property that includes one or more housing units and that is owned or leased by a co-operative within the meaning of the Co-operative Corporations Act.
5. The person satisfies such criteria as may be prescribed.

Sandy is taking the lead on updates to the web and I've been working with her. Two items that are still TBD are: Will we post the monthly or annual amount of deferred GA? And should we describe the IESO's role in administering the variance account?

Anything else you guys need?

At your service,
Kate

Kate Longmoore | T: (416) 506-2805 | C: (905) 510-4769

From: Andrew Dow
Sent: July 07, 2017 1:51 PM
To: Kate Longmoore
Cc: June Too; Jennifer Young
Subject: FW: Fair Hydro Plan Q&As for Customers

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?

Andrew Dow | Analyst, Issues Management
Independent Electricity System Operator (IESO) | T: (416) 506-2827

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.

Andrew Dow | Analyst, Issues Management
Independent Electricity System Operator (IESO) | T: (416) 506-2827

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.

Andrew Dow | Analyst, Issues Management
Independent Electricity System Operator (IESO) | T: (416) 506-2827

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

Andrew Dow | Analyst, Issues Management
Independent Electricity System Operator (IESO) | T: (416) 506-2827

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

Andrew Dow | Analyst, Issues Management

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