

[date]

Ms Kim Marshall
Vice-President, Corporate
Services and CFO Independent
Electricity System Operator
(IESO) 1600-120 Adelaide Street
West
Toronto ON M5171,1T1

Dear Ms Marshall,

Re: Billing requirements under Ontario Regulation 196/17

I am writing in response to your letter dated [], 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 or operational reasons, the requirement in clause 1 of the Invoicing Regulation (Invoicing Requirements) would be impractical or 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]** 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 reproduced in the bulleted list below would continue to promote the purposes of the Invoicing Requirements:

- Invoices would be issued with no additional wording, but an email would be sent to specified consumers invoiced by the IESO at the same time as the invoice is issued containing the language "*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.*" **[NTD: this contemplates an email being sent each time an invoice is issued. Do you want to propose it be sent less frequently?]**
[OR]
- Invoices issued to all IESO customers will contain the statement: "The Ontario government's Fair Hydro Plan substantially lowers electricity bills for typical residential consumers." **[NTD: which of the above two options would you want to propose?]**

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