

Hydro One - Fair Hydro Plan Savings Calculation

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- Why FHP savings message was developed?
 - FHP savings calculation
 - Effort required to calculate FHP savings calculation
 - Customer reaction?

- Address customer desire to know their specific savings since the “average savings” quoted in media, and other communication channels, are just that
- Needed information for CSR’s to effectively answer customer questions
- Wanted to bring customer attention to fact that they were receiving significant benefits
- Insights will reduce call volumes
- Make ‘customer conversation” more personal
- Improve customer satisfaction

Our Fair Hydro Plan Savings calculation includes the following:

- Calculated savings on commodity charges
- Calculated savings on delivery charges
- Calculated savings on regulatory charges
- 8% provincial rebate on the new charges

- **Commodity Savings Calculation**
 - For RPP customers, the commodity savings is calculated by subtracting the current RPP rates from what they would have been without the FHP Act reduction (this reference price was provided by OEB)
 - For non RPP customers the Global Adjustment Modifier is used to calculate the savings.
- **Delivery Savings Calculation**
 - Calculate the pre FHP costs
 - Calculate the post FHP costs
 - Post to difference for recovery with the IESO and add to the savings for the customer
- **Regulatory Savings Calculation**
 - For Networks customers, Regulatory savings resulted from waiving of the OESP charge and the reduction of the RRRP charge.
- **Provincial Rebate**
 - 8% provincial rebate is calculated on the new charges

- Most of the backend logic was built to calculate and report the information to IESO for settlement purposes - was leveraged to calculate the FHP savings to the customer
- Leveraging the SAP billing engine - all calculations were configured
- To build this solution a small but focused team was formed
- Team comprised of business SME, technical architect, designers, developers and testers from both Billing and Finance Organization
- This effort was completed within two months

- Very positive customer response
 - No calls related to savings calculation
- Resulted in much quicker and more effective conversation with low kWh users as both customer and agent have information at hand
- Significant drop in call volumes post deployment of FHP and bill savings calculation