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**From:** Susan Nicholson [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F668E601BD2B4865A5C31DCA531047C8-SUSAN NICHOLSON]  
**Sent:** 2017-11-15 11:59:27 AM  
**To:** Idalin McKenzie [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=d7d5b89cca6a4afa88ab3660c7e6c103-Idalin McKe]  
**Subject:** RE: Update on the Redesign Action Plan (RAP) working group

Thanks for the update Idalin. Very helpful.

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**From:** Idalin McKenzie  
**Sent:** November 08, 2017 4:35 PM  
**To:** David Barrett; Jeannette Briggs  
**Cc:** Tam Wagner; Susan Nicholson  
**Subject:** RE: Update on the Redesign Action Plan (RAP) working group

David, Jeannette

Following my last update, there has been three additional meetings as follows:

- August 11, 2017 to provide input on key design elements of a new bill;
- August 31, 2017 to discuss the technical considerations (billing system, design, printing, etc. ) and
- October 16, 2017 to discuss proposed amendments to O.Reg 196/17 and O. Reg 275/04

Following the working group session held on October 16, the Ministry has now posted a proposal regarding the bill re-design, including the display of the Ontario Fair Hydro Plan (OFHP) savings on electricity invoices, on the Regulatory Registry. The posting has 2 components to the changes; dynamic messaging for Fair Hydro Plan and expected method of calculation to determine a customer's OFHP savings; and a new regulatory framework for electricity bills. You can find the posting here: <http://www.ontariocanada.com/registry/view.do?postingId=25366&language=en>. comments are due on November 27<sup>th</sup>.

It was also discussed that the inclusion of the dynamic messaging for the Fair Hydro Plan should be in place for January 1, 2018. I advised that the IESO will seek an exemption and provide information on the FHP discount via an alternate medium and not via the invoice as this requirement currently impacts only one IESO market participant.

Attached are two documents that were shared at the last meeting and may be of interest.

Please let me know if you have any question.

Regards,

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**From:** Idalin McKenzie  
**Sent:** August 02, 2017 1:35 PM  
**To:** David Barrett  
**Cc:** Jeannette Briggs  
**Subject:** Update on the Redesign Action Plan (RAP) working group

Hi David, Jeannette

On August 1, 2017, I attended the meeting at the Ministry of Energy on the Redesign Action Plan (RAP) working group. This was the launch meeting and the purpose was to discuss the Ministry's plan to implement a simplified invoice for consumers by early 2018 with a current target date of January 1, 2018. Concerns were raised about the target date and it was discussed that there may be some flexibility with the Jan 1<sup>st</sup> timeline ; however, the changes should be implemented in early 2018.

The Ministry discussed that electricity bill is one of the most important communication tools in the distributor-consumer relationship and addressing the bill/invoice redesign is necessary given the recent changes arising from the Ontario Fair Hydro Plan Act and other regulatory changes impacting consumers' bills.

It was also noted that the government has the authority to stipulate requirements in relation to the form and content of electricity bills arising the Ontario Energy Board Act, 1998 as well as several regulations, including:

- O. Reg. 275/04 (line items, glossary of terms, consumption, messaging);
- O. Reg 364/16 (8% provincial rebate line item);
- O. Reg 429/04 (disclosure of Global Adjustment);
- O. Reg 196/17 (Ontario's Fair Hydro Plan messaging, bill inserts);

In addition, the Ontario Energy Board (OEB) has established policies relating to information that are required to appear on invoices.

The Ministry recognizes that these various regulations have been criticized for limiting the bill's readability and usefulness for consumers and the objective of the RAP working group is to work with the Ministry to simplify the regulations on invoicing to improve the usefulness of bills for all consumers.

Hydro One also shared their bill redesign process and their work with BE Works that applied behavioural science to the bill redesign.

#### **Next Steps:**

The ministry will be setting up a series of meeting over the summer with the working group to discuss the changes to the regulation and an expected completion date for October/November 2017 and bill redesign implementation for early 2018.

Let me know if you have any question.

Regards,

**Idalin McKenzie** | Senior Manager | Market Settlements | Settlements - Corporate Services

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