

Message

From: Andrew Dow [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=6268B334C119488B888395BBA8B155D9-ANDREW DOW]
Sent: 2017-06-20 3:56:06 PM
To: Tam Wagner [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=70ad853871354761a98848de59c4c792-Tam Wagner]
Subject: RE: Fair Hydro Plan Q&As for Customers

Hey – cleaning out my inbox and realized I never actually replied to this. Hope you didn't think I was so hurt by your suggestion that I didn't respond haha. That makes sense to me! No need for you to meet with the whole team. I'll try and catch you when you have a minute from time to time to catch up!

Andrew

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

From: Tam Wagner
Sent: June 07, 2017 5:37 PM
To: Andrew Dow
Subject: RE: Fair Hydro Plan Q&As for Customers

Thanks Andrew!

So, it looks like I've got monthly meetings with Anthy and Jane on a GR/Comms side so I'm thinking that it might be a bit much to have those, our meetings and my bi-weekly meetings with Jordan. Can we cancel our monthly meetings? We can have bi-monthly meetings just to catch up – Would love to still hear how you're doing on the work front and otherwise.

Cheers,
-Tam-

From: Andrew Dow
Sent: June 07, 2017 12:38 PM
To: Tam Wagner
Subject: FW: Fair Hydro Plan Q&As for Customers

Hey – as discussed yesterday.

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
Independent Electricity System Operator (IESO) | T: (416) 506-2827
120 Adelaide Street West, Suite 1600, Toronto, ON M5H 1T1
Web: www.ieso.ca | Twitter: [IESO_Tweets](https://twitter.com/IESO_Tweets) | LinkedIn: [IESO](https://www.linkedin.com/company/ieso)

