
PREMIER WYNNE'S REMARKS AND AVAIL AT ONTARIO FAIR HYDRO PLAN ANNOUNCEMENT

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Speaker(s): Premier Kathleen Wynne, Energy Minister Glenn Thibeault

PREMIER WYNNE: Good to see you all. So we are here today to talk about the high cost of electricity in Ontario, how it got to this point, how it must be fixed, and how exactly we're going to put that fix in place. For too long, governments, my own included, have made mistakes in the way we've structured Ontario's electricity system. That has resulted in rates that are unfairly high. It's time to fix those mistakes in ways that work for today and for the future.

Electricity is not a frill it's an essential part of our daily lives; I think we all know that. And everywhere I go, I hear from people worried about the price that they're asked to pay for hydro and the impact that it has on their household budgets. And it's not just some people. And it's not just some people in some places. It's everyone and it's in every corner of the province. It's in the north and in the south, it's in rural Ontario and in downtown Toronto.

For the past couple of months, I've made a point of connecting with people who have written to me about this issue. I've called them up or I've seen them on a visit. I've sat and I've talked and I've listened to what they had to say and here's what I've heard. Families have said to me that they don't understand why rates have gone up so much. They also don't understand why rates have gone up so quickly. People have told me that they're confused by bills that charge more for delivery than for the power that's actually been used. And for some families it's gotten to the point where they must choose between keeping the lights on and keeping food in the fridge. That is unacceptable. It's unacceptable to me. People want to know three things. First, they want to know that relief, and by that they mean substantial relief, is on its way. Secondly, they want to know that that relief is going to go to everyone. And third, that the relief will be lasting because it's built on a real change. In other words, that bills won't jump back up in a couple of months or even in a couple of years. So we're going to deliver on all three counts. And that starts by bringing down what people pay on their bills. Last September, I committed to reducing electricity bills by 8 per cent across the board, equivalent to the provincial portion of the HST. But it hasn't been enough. It's made too small a dent in people's bills. And for that reason we're taking more action.

We are tripling the size of the cut we're making to people's hydro bills from 8 per cent to an average of 25 per cent. Electricity rates in Ontario will come down significantly. They're going to stay down and everyone will benefit. And let me emphasize that last point. The cut will go to all households that pay for electricity. There will be no asterisks, no loopholes and no exceptions. Our plan will lower electricity bills by 25 per cent on average for all residential consumers in the province.

And for those living in rural communities or people who are living on low-incomes, the break will be even greater.

[Speaking French] Our measures to reduce electricity bills have not done enough. So we are taking more measures to restructure and refinance the system. The result will be greatly reduced electricity rates in Ontario. We are talking about an average reduction of 25 per cent. Rates will remain low and everyone will benefit. The reduction is for all residential customers. For customers in rural and remote areas or for those with low incomes, the discount will be even higher. This is the right thing to do.

[Speaking English] In addition, this rate relief is designed to last. So after we bring down the bills by 25 per cent, we'll hold them there with rates rising only with inflation or roughly 2 per cent for at least four years. This is the largest cut to electricity rates in the history of Ontario. In dollars and cents, the exact benefit will vary by household. But if, for example, your monthly bill adds up to \$135, this cut will drop it down to about \$101.

So now that I've described what we're doing today, let me turn to how we're doing this. I'll have to begin with a bit of context about the way our electricity system has evolved over the years because the way we bring rates down is not by waving a magic wand. It's by fixing a system that has been structured unwisely and, in some ways, it's been structured unfairly. For decades, Ontario enjoyed one of the largest, most impressive and up-to-date electricity systems in North America, if not the world. Power generation was supported through a combination of hydro, coal and nuclear. Power lines crisscrossed the province and the lights came on because we had a sophisticated, well run distribution system. But over time, there were two problems. First, governments of all stripes let the maintenance and support of that system slide. No politician or premier wants to defend rising rates and for decades the easiest way to avoid the pinch was just to invest as little as possible. But that came at a price. Eventually, systems became outdated, the grid was less reliable and, just like an old house that wasn't kept up, it began to show. We all remember the blackouts in 2003 when it became obvious that our system was long overdue for some significant and expensive upgrades. So let me just pause on that and say that we all bear responsibility for that: Liberal, Conservative, NDP governments. For the better part of 50 years, we didn't pay our way. Until about a decade ago when all of that came to a head. The system needed major rebuilding and that meant a major price tag. Now a lot of that money came in the form of rates, higher bills. So for the past few years, customers have been paying not only for the power that they consume, but for past neglect, for the price of major new refurbishments, and for the cost of renovating a system that went without proper repairs for far too long.

So the good news is that we've created an electricity grid that is second to none. In the past few years, we've invested more than \$50 billion in electricity infrastructure: new dams in the south, new towers in the north, \$13 billion to refurbish nuclear power plants alone, and billions more to ensure new transmission and distribution lines everywhere. These are enormously important assets that meet the need for cleaner and reliable power everywhere in the province. These are assets that belong to all of the people of Ontario and they'll serve us for many decades to come. But the way we financed those investments was a mistake. We asked one generation, today's generation, to unfairly shoulder the burden of nearly all of those costs. We had to play catch up and we asked today's ratepayers to cover nearly the whole tab. Think of it in terms of a mortgage. We needed to rebuild the system and so we went to the bank for that money. But the terms that were set weren't fair, particularly the amortization. Instead of paying off the mortgage in 30 years we agreed to a term of 20. That means that we pay things down faster, but the monthly mortgage payments, or in this case your hydro bills, are higher. And it doesn't really make sense since that house, or in this case the electricity system, is an asset that will continue to benefit people for long past that contract term. In effect, this generation has been subsidizing not just those who came before, but those who will come next. And that's not right. And it has

been notably unfair on today's hydro users. So we're fixing that. We're refinancing the mortgage and we're setting a new term that stretches over a longer period. Over time, it will cost a bit more; that's true. And it will take longer to pay off; that's also true. But it is fairer because it doesn't ask this generation of hydro customers alone to pay the freight for everyone who came before and everyone who is going to come after. The burden will now be shared more evenly and more appropriately. So that's the first and the most important fix we're putting in place.

Now there's a second reason that hydro bills have gone up and I want to also acknowledge that. For years, we've fueled part of our electricity grid with dirty coal. It was a relatively cheap way to generate power, but it was costly in terms of environmental and health effects. Smog days, exhaust, particulates, emissions, climate change, these were all dangers of using dirty coal. The previous government under my predecessor changed that. We no longer burn coal to generate electricity in Ontario. And we've since gone farther. We've adopted a range of programs to encourage the development of clean energy here at home, and so...here at home with solar and wind generation, and we've championed conservation. I believe strongly in those policies; they're extremely important. And a growing clean energy sector creates jobs for everyone. Fewer smog days improve the health of us all. And I believe that they will generate benefits far into the future, both environmentally and economically. But they come at a cost and we clearly did not always get the implementation right. For example, the incentives we first put in place to encourage green energy production were too generous and we've had to bring those down. Now it's not just about clean energy policies. We've also had programs in place to give targeted help to certain communities and groups, like the Ontario Electricity Support Program or OESP, which helps to reduce hydro costs for those with lower incomes. There are also people living in rural and remote parts of Ontario who have been paying much higher distribution costs, if you compare them with people who live in urban areas. And we're going to be providing more relief on those delivery charges, supporting some 800,000 families. I think we can all agree that we have to help people who need that extra support. But ratepayers have been carrying the cost of those programs, not taxpayers, and that simply is not fair. As I've said electricity is a necessity. So it only makes sense that we share the cost of making sure that no one has to make those difficult decisions between heating their home and feeding their family.

Of course, the consequence of these big changes, refinancing our electricity system's mortgage and shifting programs off the hydro bill do not come free. Although the refinancing occurs within the electricity system and is accounted for separately, the overall fiscal impact of this relief and restructuring will cost the province about 2.5 billion dollars over the next three years. Now thanks to a provincial economy that's leading all of Canada in growth, we can make this change and stay on track for a balanced budget next year and the years to follow. But it's going to be a lot harder and will remain a lot closer to the line. But let me just say this: it is worth it. It's worth it for a true structural fix that will be long lasting. Not just another short-term stopgap, but something that is sound and sustainable. And that's exactly what we've done. The people and families that I've spoken with in recent months have made it clear this must be our top priority. The burden of high hydro rates has become too great and we have to bring them down. And, frankly, if we're going to bring our budget into balance what better place to direct better newfound financial strength than giving households a break in the high price that they pay for electricity. It is absolutely worth it.

In that respect - I'm sure that this question will come from many people - let me address the elephant in the room. Why did it take me so long to come to grips with this and why am I only acting now? And those are fair questions. It has taken a long time. But it's not as if I've been unaware of the challenge. I've seen the rising rates; my family gets bills like anyone else. And we did take action with targeted relief, the 8 per cent cut, the Hydro Quebec deals. Those

were very worthwhile initiatives. But ultimately they were too narrow in scope, too limited when the kind of fix that was actually needed was much more fundamental. So beginning last year I started to ask tougher questions about how we got to this point. And I started to ask what could be done about it that was more fundamental. What what could we do to actually change some of the structural drivers of these cost increases? For decades, bad choices have been made. Those governments, including ours, who for decades pushed off the price of reinvesting in the system, that was a mistake. Putting too much of the burden on a single generation of ratepayers, that was a mistake. And asking hydro users alone to pay for policies that ought to be paid for by all taxpayers, that was a mistake too. The policy was wrong and that made the pocketbook pressures impossible. As Premier, I have an obligation to get the policy right, to put in place a fix that will work, and to put in place a fix that will last. Bringing down rates by 25 per cent and fixing the system structure, that's the approach that I believe in. I think it's better for Ontario and I know it's better for families. Thank you very much. Merci.

Q: Premier do you think that this is-- this measure, these measures, this package, this bucket of measures is going to be enough to get your Liberal government out of the tail-spin that it's been in largely over the hydro rates? Yes the province's economy is doing better than other parts of the country but I think the hydro bill-- the rising hydro costs have become an issue that people are fixated on and you've become the face of that. I'm wondering if you are thinking that this will maybe save your bacon politically.

PREMIER KATHLEEN WYNNE: So these changes, this fix to policy that that wasn't working is about helping people to deal with their electricity bills. So I don't expect-- I don't expect a celebration as we make these announcements today. People are struggling with electricity costs that are too much for their families to bear. So you know, stretching the costs over 30 years, recognizing the distribution costs in some parts of the province are too high and recognizing that whatever fix we put in place has to last, has to be in place for a number of years. That's the help that we're putting in place for people and so from my perspective what's going to be really important is that by summer people who are struggling with their electricity costs are going to see that reduction. What that means in terms of their perception of me or the government is very much secondary because the people I've talked to, they're not they're not raising these issues for political reasons. They're raising these issues because they're struggling with their electricity bills. So the fix that I put in place that we put in place has to address those very real burdens that people are carrying.

Q: Follow-up just quickly, so that means you are going to stick around as Liberal leader and Premier until June 7, 2081?

PREMIER WYNNE: Yes I am, but they're two separate issues-- they are two separate issues.

Q: [Speaking French] Premier, cynics will say you are acting right now, one year before the election, while the problem has been going on for some time. What do you have to say to them?

PREMIER WYNNE: Okay, just so I'm clear you're asking the political—

Q: [Inaudible] acting now just a year before an election.

PREMIER WYNNE: Yes, so it's the same question. Okay.

[Speaking French] So I am very, very sure that these changes must be fair for citizens, for Ontarians, because electricity costs more –

[Speaking English] We must bring those electricity prices down. People are bearing too many costs right now and we must change that.

Q: [Speaking French] But why act right now?

PREMIER WYNNE: [Speaking French] Why now? Because we worked very hard to address these costs and right now, we know that we need to do more. And this is when we decided what – how we can improve the situation.

Q: One, are you not concerned that you are just moving this debt down the road? A future generation is going to have pay for this. And you don't even really know how much it's going to cost because you don't know what the interest costs over 30 years are going to be.

PREMIER WYNNE: So again I want to use the analogy of a mortgage because what has happened to this point is that we have been paying down a mortgage very quickly, very upfront costs, and what we have said is that because these assets, the things that we have built are going to last much longer, that 30 year time period makes much more sense. So what we're saying is yes people today have to pay a certain amount but they shouldn't have to pay a disproportionate amount for an asset that is going to last for a longer period of time. So re-mortgaging the system in effect and spreading those costs over 30 years is a much fairer way of approaching this.

Q: You are pushing those costs to another generation, pushing it down the line--

PREMIER WYNNE: No, you know the reality is that people today are still paying and they have been paying and they will continue to pay but they need to pay a fairer freight. And so asking people today to pay something and to pay people-- and to ask people in the future to pay something towards assets that we all are going to use, I think that's the fairness in the change that we're making.

Q: How can you afford this Premier? Right now in the costs you've got a billion dollars a year in the 8-per-cent HST, you've got the 2.5-billion from [Inaudible]. So that's 5.5-billion shifting to the treasury over three years. Where are you getting this money?

PREMIER WYNNE: Well as I said in my remarks, we are in this situation right now because Ontario's economy is growing. Because we actually have the capacity to take on these extra costs, this is the time to do this. You know it's the time to take what are essentially social programs; you know if you think about the Ontario Electricity Support Program, that's a program that helps people who are living on low income to be able to afford their electricity bills. I think it's only fair that that social program should be borne by all of us. And that's why taking it off the electricity bills and putting it onto the broader the broader population, that's the kind of structural change that makes sense. And because we are, you know we're on track to eliminate the deficit, to balance our budget next year. We have the fiscal room to do that. And it is again that is the fair thing to do.

Q: So is this one big social program?

PREMIER WYNNE: Well no because we're doing a number of things. We're doing a number of things and maybe I'll let the minister speak to that.

GLENN THIBEAULT, MINISTER OF ENERGY: Sure. So in relation to many of the programs that we're bringing forward; there's the RRRP, there's that new affordability fund which is something which will help you know many families who aren't necessarily on the low income piece, and then of course the RRRP. Broadening the RRRP is key for us. But it's-- you can always do the right thing and by making sure that we're working out to make our electricity system fair for everyone right across the province from Kenora to Windsor to Ottawa. This is something that's going to help everyone. And you know we're still moving forward with our long term energy plan which is going to continue. I think the important way of removing the spikes that we have in the system and to keep driving costs down. So we are bringing forward today, as the premier has mentioned, the largest reduction in electricity rates in our province's history because we know families need help now and we're going to continue to find ways to drive costs down as we continue to move forward. All the while still having a system that is clean, that is reliable, and that is 90-per-cent emissions free to ensure that we can make sure that our future generations have that clean air to breathe.

Q: You talked-- in your remarks you mentioned [Inaudible] could you define rural?

PREMIER WYNNE: So I'm going to let the minister speak to that definition but I just want to say something about distribution charge because I've heard about this a lot and to the point about fair policy. What people in some of the more remote and rural areas have said to me is because electricity is essential, They can't live without electricity, they need that electricity, and because the distribution charges in some of our more dense urban communities are much lower, the distribution charges are much lower than in those rural communities, how is that fair when that's a charge, that's a charge that they don't have control over. You know, people are, people are happy to pay for the electricity that they use. But when they feel that they're being asked to pay for something that they have no control over, and that goes up and down and month by month, that is a challenge. So what we've said is in those areas where there's a disproportionate delivery charge being paid, we are going to level that off and we're going to take that into the, into the tax base, take it off the rate base, so that everyone in the province will pay around, in terms of distribution charge, will pay around the same amount as an urban user would pay. So the Minister can speak to the specifics of that.

MINISTER THIBEAULT: So the triple RP is being broadened to support 7 LDCs, and Hydro One R2 and R1 customers, to bring them in line, as the Premier was saying, in terms of urban customers. The way I explain this is downtown Toronto, downtown Sudbury, downtown London, you have 500 people on one pole. In the rural parts of our province, you have a five hundred poles to get to one person. They have been paying a higher proportion on their distribution rate. For example, an R2 customer, we talked about in September an R2 customer getting an additional \$45, bringing them to a \$60 rebate. But that still leaves them proportionally higher than everyone else. On average if it was...let's talk about a larger farmhouse that hasn't had their windows upgraded in a little bit, they're using electric heat and they are about 2,000 kilowatts an hour, right, over the month of usage. They're paying approximately 200, \$210, 175, you know, depending on the average on their distribution. Now take off the 60 that we implemented from the fall economic statement. Now enhancing the RRRP for that R2 customer, they're getting an additional 75 bucks off, bringing them down to the average that everyone will see. This is happening for R2 customers, but it never happened for anyone else before. We're now saying R1 customers who are, you know, small communities, not the person that's living, you know, out there in the rural part on their own, they're going to see a significant reduction, as well, on their distribution rate of about \$59 on average, again, depending on where they fit. And even in those seven other places - Algoma, Atikokan, Chapleau, (inaudible) which is south of Barrie, Sioux Lookout - there are, you know, many other places that will see these reductions

bringing them in line. So their reduction is going to be more than the 25 per cent because they get that reduction, plus the RRRP. So for those folks who have had those, you know, those those higher bills we've heard that loud and clear and we've addressed that.

Q: Premier, is there anything in this to help people who have had their electricity cut off, that owe utilities huge amounts of money, they've had them reconnected because it is now winter, presumably they'll have them disconnected once it becomes spring; is there anything here to help those people with large amounts of money that they owe (inaudible)?

PREMIER WYNNE: So, so they will - I'm going to let the Minister speak to that - but they will, they will see these reductions in their bills going forward. You're asking about the backlog and that becomes a conversation with the distribution company. And it is something that that we're concerned about. We've put in place, we put in place the fund. And I'm going to let Glenn speak to that.

MINISTER THIBEAULT: So the affordability fund is something to actually help the people that you're specifically talking about that are stuck in that cycle, right. So they finally get caught up because they work with their LDCs, they get put onto a payment plan, but then it just continues to grow again. The affordability fund has been put in place to ensure that these individuals can now work with their LDC, go to the trust that's going to be handled by Hydro One, and then get access to upgrades to help them upgrade their windows, you know, change their lights, even look at getting a cold air source heat pump that will actually help them reduce their bills even more, so they get out of that cycle. So this fund is actually going to be utilized to look at all of those aspects of helping those individuals and those families, so they don't get caught in that cycle again, so we can move forward, work with the LDCs. And that's the important piece about having this fund and bringing forward this up to 200 million dollars. It's a very important fund that will help many.

Q: They have to pay back the money that they already owe?

MINISTER THIBEAULT: They will have to pay back what they owe, but they do have the opportunity of working with the LDC, the winter disconnect piece that we just brought forward is allowing the OEB to work with our LDCs. But there is legislation that we brought forward giving the OEB power to protect consumers before they even get disconnected, to ensure that they can actually set themselves up with a payment plan, working with the LDCs. And this fund will actually help the LDCs and those families even more avoid those altogether.

Q: Premier, in 2010, about a year before the election, McGuinty brought in a plan to cut hydro rates (inaudible). In 2002, Ernie Eves froze electricity rates, again, about a year before the election. Your plan coming out now, about a year before the election. How is what you are doing any different from these other (inaudible)?

PREMIER WYNNE: Well, in fact we're, we're making some structural changes that that are going to be sustainable over the long term. And I think that's that's the point of what we're what we're saying today that, you know, remortgaging the system, making these changes in terms of policies that have put on a rate base things that actually should be on the tax base, those are fundamental changes in the system. And that's the, that's the difference. Today we are recognizing that there were, you know, there were, there were decisions that were made that really need to be fixed. And that's the fix that we're putting in place. It's sustainable. You know, that 25 per cent reduction across the board, that is going to benefit everybody and it will, it will benefit people into the future. It's not just, it's not just going to help people for a year. It's not

going to, it's not going to mean that in six months or eight months or 12 months they'll see their prices go up because it was a band-aid solution. They are structural changes that are sustainable and are basically going to change the system well into the future.

Q: Well into the future

PREMIER WYNNE: Well, and the...well, and that's where, that's where the writing of the long-term energy plan is important and the Minister is working on that now. And, you know, you're right, there are there are projections that have been, that have been put forward in our long-term energy plans before. They've always gone down, the actual costs have always gone down in relation to the long-term energy plan. And so, you're right, we don't, we don't have the exact numbers going forward. But that's the point of having a long-term energy plan, so I don't know if you want to add to that.

MINISTER THIBEAULT: Just to add on that, Premier, thank you. So we have the long term energy plan and I know we can talk about the examples, you're probably already aware of many of them right, the renegotiating of the Samsung contract, the renegotiating of our FIT prices. All of that stuff if you were to look at what we've done and how we've reduced rates from 2010 in that long term energy plan to 2013 and now with our outlook we are seeing reductions that will continue to help us drive our costs down and that's the focus moving forward. Once I'm done with this announcement we're going to continue to work on the long term energy plan to continue to have rates going down. And let's not forget about the OEB. Part of this plan is to ensure that we work with the OEB and the 70 LDCs to ensure that we can find and continue to find ways to reduce costs from the system. And so we're talking about market reform right, but we're also asking the OEB to do many other things that will find ways to cost -- to drive costs down. Market reform for example by 2021 is going to help us reduce costs by \$200 million. So that is significant and we're going to continue to find ways to make this the most cost- efficient system, the best system that we have that still stays clean and reliable but make it the most affordable that we can.

PREMIER WYNNE: And people -- I guess I just need to come back to this, people have said that over the last few years, and they you know, they can they can point to two, three years, they have said that their costs are going up too quickly and they're going up too much. And so we know that the relief that's needed is immediate. And we also know that we need to make that sustainable and that's what we're doing.

Q: How long is it going to take you to get to the point where you can do the (inaudible) capacity auctions when you can throw hydro supplies out to the lowest bidder? Is that what you were just talking about? By 2021? You know doing it bottom up instead of top down?

MINISTER THIBEAULT: Yes so those are things that we have been working on right now with our system operator. The system operator has been at that you know, for the last year or so. I know that I've been talking to many of you about this already. The OEB has pilot projects underway when it's coming to you know, pricing plans. So we are looking at all options that are out there but working with our stakeholders and working with the industry to ensure that we can take those costs out. So you know I'm using one example when it comes to capacity auction but there's many other things like demand response and you know, there's lots of opportunities that are out there for us to continue to drive costs down and we're going to you know, leave no stone unturned when it comes to that when we work with our system operator.

PREMIER WYNNE: Okay here and then I'll go to the other one.

Q: When you pay off a mortgage and you have a house you can (inaudible) you can't do that in this case. So how is this not just again, short term gain but long term pain all in the (inaudible).

PREMIER WYNNE: Well, this is a change that is going to be spread over 30 years. You know these are assets that are going to be useful to the people of Ontario over a 30 year period and all we're saying is that we think that that's the payment schedule. That should be the payment schedule rather than it being front-end loaded to people right now. There should be obviously, and there is a cost associated for people right now but we also believe that over the 30 years of the life of that asset it's reasonable to suggest that people should be bearing that -- sharing that cost.

MINISTER THIBEAULT: Can I add a point on that?

PREMIER WYNNE: Yeah.

MINISTER THIBEAULT: In relation to your talking about the house, our assets are still standing. We're still going to have windmills that we're paying for. We front-end load it at 20 years which are going to last 30. We're still going to have hydroelectric dams that we're paying for that are going to last a lot longer than that. You know, we have solar farms. So we have assets that we are making sure that we are counting as our house that is important. That's what we're doing on that piece.

Q: Are you going to sell them at the end of it? Make (inaudible)?

PREMIER WYNNE: We're using them. We're going to be using them.

MINISTER THIBEAULT: Yes we're going to continue to use them.

PREMIER WYNNE: The people of Ontario going to use them so that the electricity will continue to flow.

Q: [Speaking French] (Inaudible) convince Ontarians (inaudible)

PREMIER WYNNE: [Speaking French] Yes, but this is not -- today, Ontarians don't have to pay more.

[Speaking English] Right now Ontarians need to pay less. That's what they're saying to us. The electricity prices have gone up too much, too high and so right now they need relief.

Q: [Speaking French] But we'll have to pay later.

PREMIER WYNNE: But those 30 years, over those 30 years those assets are going to benefit people for that period of time and so having those assets in place and asking that this generation and the next generation share the costs of those assets from which they're all going to benefit, that's fair.

Q: I'm wondering what you would say to people who would say that this decision fits the pattern of this government, running deficits, taking on debt, that this is just an irresponsible thing to do, an irresponsible way to solve this problem?

PREMIER WYNNE: Well, what I would say is that the policy that has been in place and the reality that government after government of all political stripes has neglected the system and that the system had to be rebuilt and that those costs now have to be borne by people of the province. I would say to them that the fair way of sharing those costs is to spread that cost over a longer period of time. And that's exactly what we're doing. 30 years and the asset has a life of that or longer.

Q: Premier, you telephoned with Libby (inaudible) I understand?

PREMIER WYNNE: I did.

Q: How was that conversation and was she receptive to your plans?

PREMIER WYNNE: She was and I first of all, I thank Libby for – I phoned a few people this morning but Libby was one of them, and I thank Libby for her advocacy because she raised a number of the issues that we're addressing. She raised the overall challenge of electricity bills going up but she also raised the challenge of distribution charge within the delivery charge, that it was too high and that it wasn't fair. And she actually planted the seed of the idea of the affordability fund because she talked to me about you know, having to roll up blankets to keep the air from coming in around her windows. And what she said was that she didn't have enough money to make the upfront investment in those kinds of upgrades. And what the affordability fund will do is it will allow people to apply for money without having to pay for those upfront costs. You know, they will be able to apply for money to do those kinds of retrofits even if they don't have the ability to fully share the cost and pay up front. So Libby was very helpful as were all the people that I've talked to and all the people who have been expressing their concerns for...

Q: Was she just as blunt with you and...

PREMIER WYNNE: She...

Q: [Inaudible] talked about manure right?

PREMIER WYNNE: We didn't talk about manure this morning but I'm quite sure that if what I was suggesting and what we were doing hadn't met the concerns that she had I'm sure she would have told me that. Okay thanks everybody. Merci