

**Brian Hewson**

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**From:** Brian Hewson  
**Sent:** August 2, 2017 2:48 PM  
**To:** Chander, Sunita (ENERGY); Smith, Mike (ENERGY)  
**Cc:** Neil Brodie; Donna Kinapen  
**Subject:** RE: Bill Redesign Action Plan Working Group- Contact info

Hi Sunita,

I am responding to Francesca's note below regarding contact for the RAP. After some internal discussions it was decided that my division should be the main OEB contact. I have asked Donna Kinapen to be the point person and participate in the Working Group. Donna heads up our Consumer policy & Compliance Team which would have the most involvement in billing matters and as you know Donna is also very familiar with billing systems and issues from her work as lead on OESP.

Please contact Donna regarding any questions and for attending meetings.

Thanks

Brian

**Brian Hewson**

Vice President, Consumer Protection & Industry Performance

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*Please note my email address has changed to [Brian.Hewson@oeb.ca](mailto:Brian.Hewson@oeb.ca) Please update your address book accordingly*




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**From:** Bungaro-Yemec, Francesca (ENERGY) [<mailto:Francesca.Bungaro-Yemec@ontario.ca>]  
**Sent:** August-02-17 11:33 AM  
**To:** Bungaro-Yemec, Francesca (ENERGY)  
**Cc:** Chander, Sunita (ENERGY); Smith, Mike (ENERGY)  
**Subject:** RE: Bill Redesign Action Plan Working Group- Contact info

Good morning,

Thank you for participating in yesterday's working group meeting on the Redesign Action Plan. We look forward to continue working with you and your teams over the coming months. As noted in yesterday's meeting, can you please notify us of the point person from your organization to participate in future meetings. Please send their contact information to Sunita Chander ([Sunita.Chander@ontario.ca](mailto:Sunita.Chander@ontario.ca)) and Mike Smith ([Mike.Smith@ontario.ca](mailto:Mike.Smith@ontario.ca)) by the end of the week.

Best Regards,  
Francesca

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**From:** Bungaro-Yemec, Francesca (ENERGY)  
**Sent:** July 31, 2017 5:12 PM  
**To:** Bungaro-Yemec, Francesca (ENERGY)  
**Subject:** RE: Bill Redesign Action Plan Working Group- materials 2 of 2

Please find the additional attached materials (part two of two).

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**From:** Bungaro-Yemec, Francesca (ENERGY)  
**Sent:** July 31, 2017 5:10 PM  
**To:** Bungaro-Yemec, Francesca (ENERGY)  
**Subject:** RE: Bill Redesign Action Plan Working Group- materials 1 of 2

Good afternoon,

Please find the attached materials (part one of two) for the Bill Redesign Action Plan Working Group meeting tomorrow, Tuesday, August 1<sup>st</sup> from 3:00-5:00pm at 77 Grenville Street.

Thank you,  
Francesca

**Francesca Bungaro-Yemec | Office Manager**  
 Deputy Minister's Office | Ministry of Energy  
 Tel: 416 327-6734 Email: [francesca.bungaro-yemec@ontario.ca](mailto:francesca.bungaro-yemec@ontario.ca)  
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 Toronto, ON M7A 2E1

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**From:** Bungaro-Yemec, Francesca (ENERGY) **On Behalf Of** Imbrogno, Serge (ENERGY)  
**Sent:** July 20, 2017 2:30 PM  
**Cc:** Bungaro-Yemec, Francesca (ENERGY)  
**Subject:** Bill Redesign Action Plan Working Group

Good afternoon,

As you know, the Ministry of Energy recently introduced new invoicing requirements to support transparency and communication of the changes made under Ontario's Fair Hydro Plan (OFHP). While engaging with the LDC community through the OFHP working group and through the Long-Term Energy Plan (LTEP) consultation process, the Ministry has heard the sector's feedback regarding the importance of the electricity invoice in communicating with consumers. The Ministry agrees that there is an opportunity to further improve the value of electricity bills to all consumers, ensuring they get the most out of their bills – including through empowering LDCs to design more of their bills to be more directly responsive to their customers' preferences.

To initiate this process, the Ministry plans to launch a **Redesign Action Plan (RAP)** aimed at improving

the appearance and clarity of electricity invoices.

The Ministry of Energy would like to invite you to the first **RAP Working Group** meeting on August 1<sup>st</sup>, 2017 at 77 Grenville, Toronto, Ontario. This meeting will be used to set goals and objectives for this initiative, discuss approaches that have worked in other jurisdictions, and identify barriers and considerations to moving forward. Future meetings will be held at a staff level and will delve into the detailed mechanics of bill re-design.

Please feel free to contact Francesca Bungaro-Yemec (416-327-6734) for any questions regarding the logistics for the meeting.

Serge Imbrogno  
Deputy Minister