

Donna Kinapen

From: Donna Kinapen
Sent: June 19, 2017 10:14 AM
To: Andrew Stewart
Cc: Singh, Inayat (ENERGY) (Inayat.Singh2@ontario.ca)
Subject: RE: OESP bill messaging

Maybe give them Inayat.Singh2@ontario.ca

Thanks, Donna

Please note that my email address has now changed to donna.kinapen@oeb.ca please update your address book accordingly

From: Andrew Stewart
Sent: June-19-17 10:10 AM
To: Donna Kinapen
Subject: RE: OESP bill messaging

One thing, do you have a name of someone in the Ministry that I could give them?

Andrew Stewart
 Analyst, Energy Consumer Programs
 Consumer Protection & Industry Performance

Ontario Energy Board
 2300 Yonge Street, 27th floor
 P.O. Box 2319
 Toronto, ON M4P 1E4
 Direct: 416-440-7684
 Toll free: 888-632-6273
 Fax: 416-440-7656
 Email: andrew.stewart@oeb.ca

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[Please note my email address has changed. Please update your address book.](#)

From: Donna Kinapen
Sent: June-19-17 10:02 AM
To: Andrew Stewart
Subject: RE: OESP bill messaging

This is not us, it is the Ministry. Section 8.3 of O. Reg. 275/04 (under the OEB Act) allows the Minister to power to require a message concerning the OESP either on or with the invoice.

Thanks, Donna

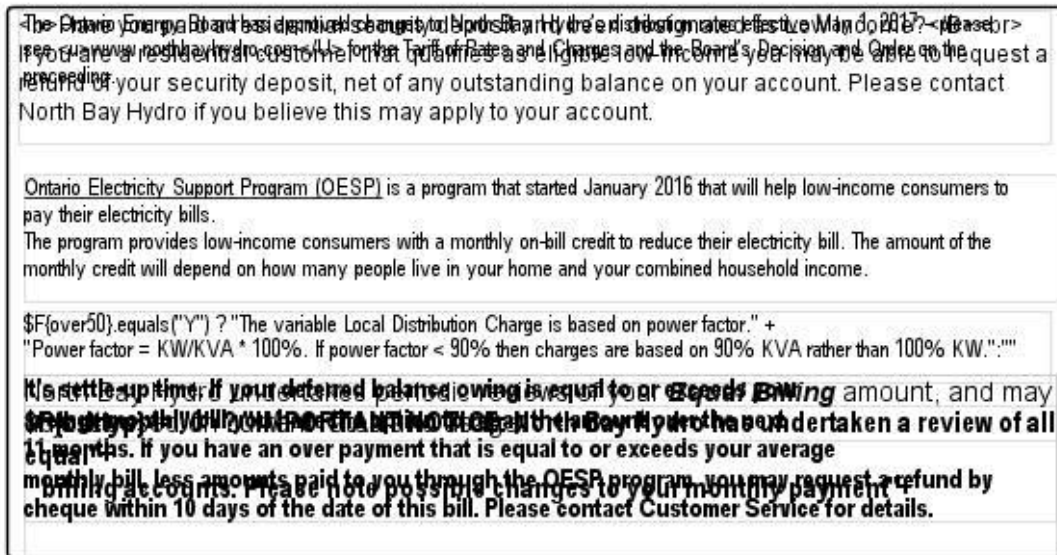
Please note that my email address has now changed to donna.kinapen@oeb.ca please update your address

book accordingly

From: Andrew Stewart
Sent: June-19-17 9:48 AM
To: Donna Kinapen
Subject: FW: OESP bill messaging

Hi Donna,

North Bay Hydro is wondering if the general message placed on all electricity bills as the one below is still a requirement. What say you?



Andrew Stewart
 Analyst, Energy Consumer Programs
 Consumer Protection & Industry Performance

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From: Micheal Roth [<mailto:MRoth@northbayhydro.com>]
Sent: June-19-17 9:42 AM
To: Andrew Stewart
Subject: RE: OESP bill messaging

Sorry to bother you Andrew, but this was left unresolved last week and now the OESP team is away for a week.

To clarify, we are trying to make room for the on bill massaging for the new Fair Hydro Plan.

We are trying to find out if the current on bill messaging for the OESP program is still a requirement. Note that I am not referring to the disclaimer for OESP recipients that explains that line item on their bill. I am referring to the general message about the program that is on all bills.

Micheal Roth
Accountant
North Bay Hydro Distribution Ltd.
North Bay, ON P1B 8G4
705-474-8100 Ext.263

From: Micheal Roth
Sent: Tuesday, June 13, 2017 8:35 AM
To: 'oespadmin@oeb.ca'
Subject: FW: OESP bill messaging

I'm referring to the below message. This is not mandatory I assume?

Micheal Roth
Accountant
North Bay Hydro Distribution Ltd.
North Bay, ON P1B 8G4
705-474-8100 Ext.263

From: Melissa Casson
Sent: Friday, June 09, 2017 2:57 PM
To: Micheal Roth
Subject: FW: OESP bill messaging

Mike,

I'm referring to the OESP message in the box below – I think Annette is referring to the OREC messaging.

Perhaps that message below was one Neil put on the bill for general communication?

Do you recall what the mandatory message was that you were referring to?

Thx,
Mel

The Ontario Energy Board has identified several North Bay Hydro's distribution rates effective March 2017. Please refer to the attached document for the Tariff of Rates and Charges and the Board's Decision and Order on the request for a refund of your security deposit, net of any outstanding balance on your account. Please contact North Bay Hydro if you believe this may apply to your account.

Ontario Electricity Support Program (OESP) is a program that started January 2016 that will help low-income consumers to pay their electricity bills.

The program provides low-income consumers with a monthly on-bill credit to reduce their electricity bill. The amount of the monthly credit will depend on how many people live in your home and your combined household income.

\$F(over50).equals("Y") ? "The variable Local Distribution Charge is based on power factor." +

"Power factor = KW/KVA * 100%. If power factor < 90% then charges are based on 90% KVA rather than 100% KW." : ""

It's settle up time: If your deferred balance owing is equal to or exceeds your average billing amount, and may be as high as \$100,000, North Bay Hydro has undertaken a review of all 11 months. If you have an over payment that is equal to or exceeds your average monthly bill, less amounts paid to you through the OESP program, you may request a refund by cheque within 10 days of the date of this bill. Please contact Customer Service for details.

Melissa Casson, CPA, CGA
Regulatory Manager

North Bay Hydro

74 Commerce Crescent

North Bay, ON P1A 0B4

705-474-8100 xt: 300

705-474-8579 Fax

mcasson@northbayhydro.com



From: oespadmin [<mailto:oespadmin@oeb.ca>]

Sent: Friday, June 9, 2017 11:05 AM

To: Micheal Roth <MRoth@northbayhydro.com>; oespadmin <oespadmin@oeb.ca>

Cc: Melissa Casson <MCasson@northbayhydro.com>

Subject: RE: OESP bill messaging

Hello Michael,

Just to clarify: when you say "on bill messaging required for the OESP", are you actually referring to the requirements to 1) include the phrase "The Ontario government is providing a rebate on your electricity costs equal to the provincial portion of HST" on your invoices, and 2) provide your paper invoices in envelopes marked with 8% rebate informational messaging.

Thank you,
Annette

Annette Altounian

Program Partnerships Advisor, Energy Consumer Programs

Consumer Protection & Industry Performance

Ontario Energy Board

Phone: 416-440-7668 | 1-888-632-6273 Ext. 668 | **Mobile:** 647-534-9481

E-mail: oespadmin@oeb.ca

Address: 2300 Yonge Street, Toronto, ON M4P 1E4

From: Micheal Roth [<mailto:MRoth@northbayhydro.com>]
Sent: June 8, 2017 10:04 AM
To: oespadmin
Cc: Melissa Casson
Subject: OESP bill messaging

Hello,

Is there a timeline for the on bill messaging required for the OESP. We are working through some bill print issues and were wondering if we are still required to run this message?

Regards,

Micheal Roth
Accountant
North Bay Hydro Distribution Ltd.
North Bay, ON P1B 8G4
705-474-8100 Ext.263

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