

Brian Hewson

From: Brian Hewson
Sent: May 12, 2017 9:38 AM
To: Rosemarie Leclair
Subject: Re: Customer Service Review - Announcement

Will do

Brian Hewson

Sent from my iPhone

> On May 12, 2017, at 6:35 AM, Rosemarie Leclair <Rosemarie.Leclair@oeb.ca> wrote:

>

> Great. I don't need to see it again. We should probably inform the board on the 17 that it's going out

>

> Sent from my iPhone

>

>> On May 12, 2017, at 9:26 AM, Brian Hewson <Brian.Hewson@oeb.ca> wrote:

>>

>> Rose,

>>

>> Thank you for the feedback. Yes I see the problem with that sentence we will fix. And can make change to last para as I agree totally that we protect all consumers.

>>

>> In terms of the engagement discussion we can cut back. Thinking was that we have said in other comma that we would engage and it might be helpful to show breadth of possible approaches. The reference to written comments was to assure stakeholders that when we get to code changes there will be a formal comment process - as required, so I now see your point that it's projecting to far ahead. We will address.

>>

>> In the release, there was no specific need to get it out earlier. We had discussed it only briefly and mostly about avoiding FHP. It was more related to getting the broader announcement about charter out. I se John has set out the plan for Thursday and that works fine.

>>

>> Again thanks for the comments.

>>

>> Brian Hewson

>>

>> Sent from my iPhone

>>

>>> On May 12, 2017, at 4:16 AM, Rosemarie Leclair <Rosemarie.Leclair@oeb.ca> wrote:

>>>

>>> Two comments

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>>> First ... in background section the para about gas utilities first sentence ... is not a sentence.? I

think something got skewed in the edits.

>>>

>>> Second ... why do much detail in engagement... I think it's important to say we will reach out to both customers broadly and device providers.. but going into detail that we will invite written comments etc is too far I think to include in letter this early on....

>>>

>>> Also in closing para I would not say " especially low income". Protecting all consumers equitably is what we do.

>>>

>>> Lastly, Brian, not sure if you and I had talked about Monday realease but I'm wondering why we are not sticking with standard Thursday release dates?

>>>

>>> Sent from my iPhone

>>>

>>>> On May 11, 2017, at 3:54 PM, Brian Hewson <Brian.Hewson@oeb.ca> wrote:

>>>>

>>>> Rose,

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>>>> Attached is the draft of the announcement of the Customer Service Review. The draft was created by Donna and her team and has had input from John and Public Affairs.

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>>>> If you are ok with the draft I would propose that we plan to issue on Monday along with the Media Release (re Charter and Review) that John already shared with you last week.

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>>>> Please let me know if you have any comments or questions.

>>>>

>>>> Thanks

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>>>> Brian

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>>>> Sent from my iPad

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>>>> <CSR Review_Ltr to Stakeholders_2017_May 11 clean for approval.docx>