

March 9, 2021



The Honourable Greg Rickford
Minister of Energy, Northern Development and Mines
Office of the Minister
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Independent Electricity System Operator

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Dear Minister Rickford,

Thank you for your letter dated February 3, 2021 outlining your support for the IESO's recommendations in the *Billing Practices, the Industrial Conservation Initiative and Other Matters* report submitted on February 28, 2020. To date, the IESO has been able to implement the majority of the recommendations described in the report. The IESO has:

- Updated its website, tailored outreach and communications to Industrial Conservation Initiative (ICI) participants and Local Distribution Companies (LDCs) throughout 2020 in order to help understand IESO billing, especially as it relates to the ICI peak hiatus and the Global Adjustment (GA) deferral.
- Updated training materials to include new modules and chapters, in order to help customers better understand their bills.
- Increased the frequency of training sessions and webinars focused on the IESO's billing and commercial reconciliation practices.
- Promoted, and will continue to promote, training opportunities through various channels of communication, including via the IESO bulletin, social media and targeted reminders.

The IESO is committed to continuing its work on the remaining changes recommended in the report and identified in your letter. I am writing to you today to provide an update on the IESO's progress to date on those items.

The IESO will be deploying updates to existing training materials and a new "quick take" guide to enhance understandability of IESO invoices and billing practices, and will continue to explore the update of our bill design in line with the Market Renewal Program's timelines.

With regards to GA estimations, the IESO introduced a new GA estimation methodology in August 2020. In addition to the change in methodology, the IESO will continue to work with the Ontario Energy Board (OEB) and the Ministry on consumer rate design, in order to identify further improvements to reduce GA volatility.

As you noted, the IESO has implemented a process to publish adjusted peak demand data on our website sooner, helping ICI participants make informed decisions on the operation of their business. The IESO supports working with the Ministry to investigate further regulatory amendments to allow the top five peak hours to be identified based on demand measured in real-time.

In addition to the changes identified in your letter and described above, the IESO has reviewed its customer service processes with a focus on consumers, and has identified areas where it can further improve its customer service activities, processes and practices. The vast majority of the customer service initiatives identified in the report have been implemented, with a number to be completed in the coming months.

The IESO will begin sharing the report and the work done to date with stakeholders in the coming weeks.

Please do not hesitate to contact me should you have additional questions.

Yours truly,

A handwritten signature in black ink, appearing to read "Terry Young". The signature is fluid and cursive, with a large initial "Y" and a stylized "Y" at the end.

Terry Young,
Interim President and Chief Executive Officer, IESO

cc: Hon. Bill Walker, Associate Minister of Energy
Stephen Rhodes, Deputy Minister of Energy, Northern Development and Mines
Aaron Silver, Chief of Staff, to the Hon. Greg Rickford, Minister of Energy, Northern Development and Mines
Dominic Roszak, Chief of Staff to the Hon. Bill Walker, Associate Minister of Energy
Steen Hume, Assistant Deputy Minister, Energy Supply Policy Division