

UNDERTAKING J3.11

Undertaking

TO DETERMINE IF AN INTERNAL COMMUNICATIONS STRATEGY HAS BEEN DEVELOPED TO EXPLAIN THE INCREASES TO ONTARIO CONSUMERS.

Response

No, OPG has not yet developed a communications strategy to explain payment amount increases to consumers. It is expected that such a strategy will be created closer to the time when new payment amounts would be known.

In keeping with the practices of other rate-regulated entities such as Hydro One, OPG will issue a press release once the Ontario Energy Board has made a decision. OPG does not have customers in the traditional sense, but it will communicate with stakeholders via email updates and briefings at site community meetings following the decision.