

### Alectra RPP Pilots - Project Timelines

Milestone	Deliverable	Start Date	End Date
OEB Project Proposal	Pilot approval		April 25, 2017
Rates	Confirmed rates for Summer 2017 for each of three rate programs	April 26, 2017	June 15, 2017
IESO Contract Signed	Executed Contract	June 12, 2017	January 31 2018
Billing system changes	Refinement to legacy PowerStream billing system to enable customer exposure to alternative rates	May 1, 2017	Dec 31, 2017
Opt-out customer selection	<ol style="list-style-type: none"> <li>1. Control and Opt-out (Enhanced TOU) initial customer lists;</li> <li>2. Customer communications;</li> <li>3. Collect baseline survey responses;</li> <li>4. Refill Enhanced customer list (to make-up for opt out and moved outs)</li> </ol>	<ol style="list-style-type: none"> <li>1. May 1, 2017</li> <li>2. Sep 1, 2017</li> <li>3. Dec 1, 2017</li> <li>4. December 2017</li> </ol>	<ol style="list-style-type: none"> <li>1. June 30, 2017</li> <li>2. Sep 30, 2017</li> <li>3. Feb 28, 2018</li> <li>4. January 2018</li> </ol>
Opt-in customer recruitment	<ol style="list-style-type: none"> <li>1. Participation agreement; marketing materials; Registration materials;</li> <li>2. Collect baseline survey responses;</li> <li>3. Enrolled customers;</li> </ol>	<ol style="list-style-type: none"> <li>1. July 4, 2017</li> <li>2. Oct 1, 2017</li> <li>3. Oct 1, 2017</li> </ol>	<ol style="list-style-type: none"> <li>1. Oct 15, 2017</li> <li>2. Feb 28, 2018</li> <li>3. Feb 28, 2018</li> </ol>
Technology enablement	Install and/or enable customer technology to assist response to rates; agreements with technology providers;	August 1, 2017	February 28, 2019
Launch of rates – trial period	<ol style="list-style-type: none"> <li>1. Enrolled customers start to be billed using alternative rates in risk-free period.</li> <li>2. Access to web portal for access to billing data (opt-in and opt-out)</li> </ol>	<ol style="list-style-type: none"> <li>1. September 1, 2017</li> <li>2. January 2018</li> </ol>	<ol style="list-style-type: none"> <li>1. February 28, 2018</li> <li>2. April, 2019</li> </ol>
Customer billing comparison report	Monthly report to customer to identify cost impacts of new rates vs. TOU	December, 2017	March, 2019
Launch of rates – customer responsibility	Customer communications; monthly bill adjustment (credit/debit) based on commodity cost difference between TOU and alternative rate	March 2018 (upon customer billing cycle start date)	March 2019
Enhanced communications	Regular communication to customers to encourage behavioural response	March 2018	March 2019
Survey #2	Interim survey	August 2018	September 2018
Interim report	Interim report on impacts and customer perception	September 2018	October 2018
Final customer communications	Outreach to customers to inform them of program and technology next steps	February 1, 2019	February 28, 2019

Survey #3	Final survey	February 1, 2019	March 31, 2019
Final Report	Final report and presentation	March 2019	September 2019