

# Enabling Customer Choice for RPP TOU Customers

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Working Group Meeting 2

June 18, 2020

EB-2020-0152

# Agenda

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- 9:30 a.m. – Welcome and logistics
- 9:45 a.m. – Presentation and discussion
- 10:45 a.m. – Break
- 11:00 a.m. – Presentation and discussion
- 12:00 p.m. – End

# Topics for Discussion

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The topics for discussion at today's meeting include:

1. Processing times for notification and implementation of election
2. Frequency of switching
3. Rules by use case
4. Dependencies and critical path
5. Next steps

# Recap: What Needs to Happen on Nov 1?

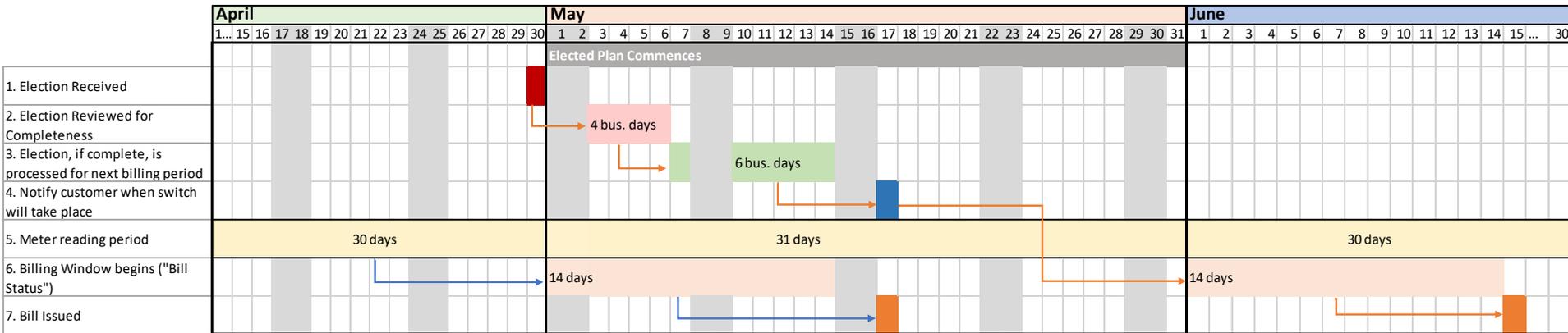
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*Customers are switched from TOU to tiered as of the first day of the billing period that starts on or after November 1, provided they have given required notice*

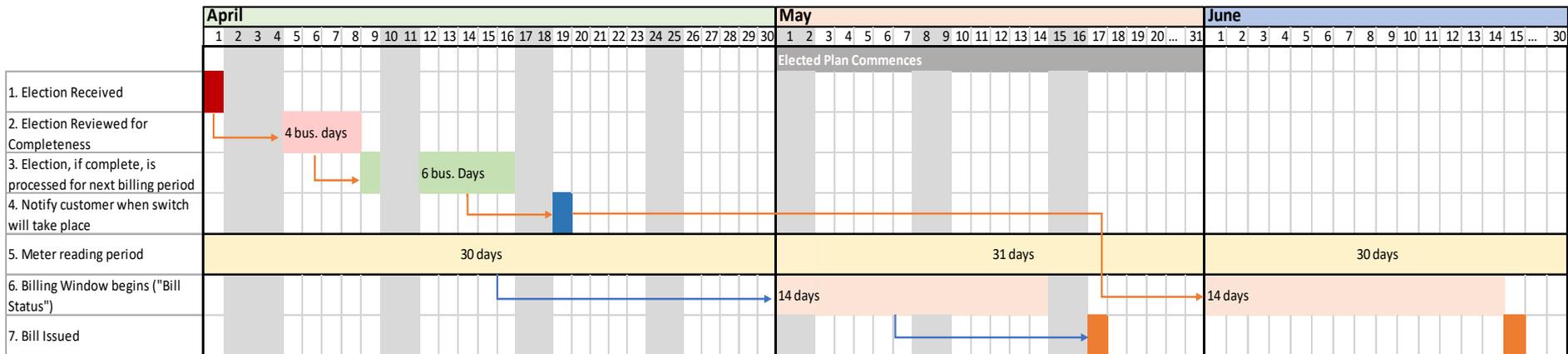
- Provides customer choice starting November 1
- Use of billing period facilitates implementation and can help to manage volumes of change
  - Avoids all early elections to tiered being implemented on November 1
- As a complement, options for delivering a seamless price transition between November 1 and the date of switch will be explored as part of RPP price setting
  - This may help customers, who will have been on fixed pricing since late March

# Processing Times for Notification and Implementing Election

# Processing Times



# Processing Times



# Election and Implementation

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## Timing

- From your perspective, what should the required processing time be for each of these steps?
  - How many days are required to assess the completeness of an election?
  - How many days must remain in the billing/meter read period to be able to process an election in time for charges under the newly elected RPP price structure to be effective the first day of the next billing period?

# Election and Implementation

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## Transitional provisions

- Are there any transitional provisions that need to be considered for November 1 to manage volumes?

# Frequency of Switching

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Discussion on June 9<sup>th</sup> included the following suggestions from stakeholders:

- After an initial election from TOU to tiered, a customer must wait six months from the date the switch was implemented to request a switch back to tiered and for all subsequent switches between TOU and tiered.
- Switching opportunities should be isolated to certain times of the year

To what degree does each suggestion balance the following:

- Managing distributor workload
- Flexibility for customers (including mitigating risk/impact of making an election that doesn't match their expectations)
- Minimizing gaming opportunities/cross subsidies

What other frequency of switching rule(s) should be considered? Are there alternative minimum periods that would be more effective?

Are there incremental issues to be considered for November 1 as a transitional matter?

# Rules by Use Case

# Use Case Rules

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Staff's proposal:

| Use Case   | Include Opt-Out Opportunity in Account Change Process? |
|--|--|
| Consumer is not moving, but wishes to change billing plans for their current account/premises. | Yes *  |
| Consumer moves in to new premises (within existing service area or a new customer).            | Yes  |
| Consumer on Retail contract.   | No   |
| Consumer Retail contract expiring/cancelled.   | Yes  |

\* Provided consumer is within the prescribed switching frequency limit.

# Use Case Rules

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## Questions

- Is a name change handled the same way as a new or moving customer?
- Is there a difference in how much notice should be required when a customer moves into new premises (a moving customer) vs. a customer who only wishes to change RPP plans in their existing premises (a static customer).

# Dependencies and Critical Path

# Billing Systems

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- What new functionality needs to be introduced to enable TOU customers to switch pricing plans?
  - To what degree does the scope of new functionality required vary by billing system provider/software?
- With a November 1 implementation date, what kind of timeline is required for billing system changes?
  - Are some types of billing system changes more critical than others, and for which the rules therefore need to be defined earlier?
- What are the main drivers of the cost of changes?

# Other Critical Path Items

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- Billing system changes are expected to be critical path items for implementation.
- What other dependencies in your systems have been identified?

# Next Steps

# Next Steps

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- Proposed dates and topics are found in the table below.

| Date                                    | Proposed Topics  |
|---|--|
| Tuesday, June 23 – 9:30 a.m. – 12 p.m.  | TBC <ul style="list-style-type: none"> <li>Process design rules and timing – election, notification and implementation</li> <li>Frequency of switching</li> <li>Transitional prices</li> </ul> |
| Thursday, June 25 - 9:30 a.m. – 12 p.m. | TBC <ul style="list-style-type: none"> <li>Settlement with IESO/SME</li> <li>Customer facing information</li> </ul>  |

- OEB Consultation: EB-2020-0152
- Project webpage: <https://www.oeb.ca/industry/policy-initiatives-and-consultations/implementing-process-enabling-customers-opt-out-time>