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Undertaking #18

MPI to describe its process of consumer engagement with regard to the renewal notice for the '21/'22 year.

RESPONSE:

A cover letter that outlines the CERP changes for 2021-22 will be inserted as the first page of the Annual Statement of Account and Renewal Notice. No public engagement was undertaken on this letter, as it is not MPI's standard practice to conduct public engagement on individual pieces of written communication.