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BY E-MAIL AND WEB POSTING

November 11, 2010

**To: All Licensed Electricity Distributors
All Natural Gas Distributors**

Re: Training for LEAP Emergency Financial Assistance

The Ontario Energy Board will be conducting Webcasts for electricity and natural gas distributors and social service agencies to provide training on the LEAP Emergency Financial Assistance Program.

On October 20, 2010 the Board issued a letter to provide guidance to distributors as to the rate treatment of LEAP emergency financial assistance, and information about the Board's expectations for distributor partnerships with social service agencies.

As set out in that letter, it is the Board's expectation that, beginning in January 2011, the eligible low-income customers of all licensed rate-regulated electricity distributors and all rate-regulated natural gas distributors in Ontario will be able to access emergency financial assistance.

The letter also noted that each distributor is expected to partner with a social service agency for the purposes of delivering LEAP Emergency Financial Assistance. **Distributors are expected to share this invitation for the webcasts with their social agency partner, so that the agency may participate in one of the sessions targeted to social agencies.**

The dates, times, and target audiences are as follows:

	Thursday November 25	Friday November 26
9:30 – 11:30	Target Audience: Distributors	Target Audience: Social Agencies
1:30 – 3:30	Target Audience: Social Agencies	Target Audience: Distributors

Two sessions are being provided for each target audience to ensure maximum participation. However, the content of each session will be the same. Each webcast will provide an overview of the program, and will focus on the following:

Target Audience: Distributors	Target Audience: Social Agencies
<ul style="list-style-type: none"> • Program Manual • Rate recovery of funds • Roles & responsibilities • Role of unit sub-metering providers • Utility - social agency partnerships • Eligibility criteria & grant amounts • Application process • Reporting 	<ul style="list-style-type: none"> • Program Manual • Relationship between LEAP & Winter Warmth • Roles & responsibilities of • Utility - social agency partnerships • Eligibility criteria & grant amounts • Application process • Reporting

A copy of the LEAP Program Manual will be posted on the Board’s website in advance of the training.

If you plan to participate in the webcast, please register with Veronica Mendes at veronica.mendes@oeb.gov.on.ca, and indicate **your name, organization, and which session you intend to participate in.**

We look forward to your participation. Instructions for logging into the webcast are provided as attachment A to this letter.

Questions relating to the webcast should be directed to the Market Operations Hotline at market.operations@oeb.gov.on.ca. The Board’s toll free number is 1-888-632-6273.

Yours truly,

Original Signed By

Kirsten Walli
Board Secretary

Attachment A

INSTRUCTIONS TO JOIN THE WEBCAST

To join the webcast, click the link below or enter the URL into your browser for the appropriate session. **Please note that the URL and Participant Code are unique to each session.** The link will direct you to a web page where the slide presentation will be available. The audio portion of the meeting will be available via teleconference.

Session	Link to join the webcast & Teleconference dial-in numbers
Thursday November 25 9:30 – 11:30 Distributors	https://www.livemeeting.com/cc/ontarioenergyboard/join?id=8DNKSR&role=attend&pw=N%22%2Czm%406 Local: (416) 340-2217 Outside area code 416, call Toll-free: +1 (866) 696-5910 Participant Code: 3368085
Thursday November 25 1:30 – 3:30 Social Agencies	https://www.livemeeting.com/cc/ontarioenergyboard/join?id=978MFJ&role=attend&pw=g%3F%28X%22M4 Local: (416) 340-2217 Outside area code 416, call Toll-free: +1 (866) 696-5910 Participant Code: 3516454
Friday November 26 9:30 – 11:30 Social Agencies	https://www.livemeeting.com/cc/ontarioenergyboard/join?id=M24D2Q&role=attend&pw=J%26Pwq3P Local: (416) 340-2217 Outside area code 416, call Toll-free: +1 (866) 696-5910 Participant Code: 7322851
Friday November 26 1:30 – 3:30 Distributors	https://www.livemeeting.com/cc/ontarioenergyboard/join?id=NDM49T&role=attend&pw=4%26%3Ak%3CSN Local: (416) 340-2217 Outside area code 416, call Toll-free: +1 (866) 696-5910 Participant Code: 2225866

IMPORTANT

First Time Live Meeting User? Check your system to make sure it is ready to use Microsoft Office Live Meeting by clicking the following URL or entering it into your browser: <http://go.microsoft.com/fwlink/?LinkId=90703>

If your system is not ready, you may wish to contact your local technical support.

To check your browser prior to the meeting, click the following URL or enter it into your browser:
<https://www.livemeeting.com/cc/ontarioenergyboard/join?id=check&role=attend>

FOR **TECHNICAL SUPPORT** contact Ontario Energy Board's Help Desk via e-mail at it.help@oeb.gov.on.ca or call 1-888-632-6273 or 416-481-1967 and dial extension 555 (lthelp)

Troubleshooting

Unable to join the meeting? Follow these steps:

1. Copy this address and paste it into your web browser:
<https://www.livemeeting.com/cc/ontarioenergyboard/join>
2. Copy and paste the required information:
Meeting ID: 4HZH2Z
Entry Code: WP;h86C
Location: <https://www.livemeeting.com/cc/ontarioenergyboard>

If you still cannot enter the meeting, contact support at:
http://r.office.microsoft.com/r/rlidLiveMeeting?p1=12&p2=en_US&p3=LMIInfo&p4=support

Notice

Microsoft Office Live Meeting can be used to record meetings. By participating in this meeting, you agree that your communications may be monitored or recorded at any time during the meeting.