2011 LEAP

Emergency Financial Assistance

Program Manual

November 2010

PURPOSE

This 2011 LEAP Emergency Financial Assistance Program Manual (the "LEAP Manual") was developed by the Ontario Energy Board's (the "Board" or "OEB") Financial Assistance Working Group. It is intended to guide the implementation and delivery of the Board's Low-Income Energy Assistance Program (LEAP). As set out in the *Report of the Board: Low Income Energy Assistance Program*, issued in March 2009, the Board believes that emergency financial assistance for low-income energy consumers should be offered on a consistent basis across the province. In particular, low-income energy consumers should have access to similar services irrespective of where they live and the distributor that serves them. To that end, the Board supports the LEAP Manual as it is consistent with the Board's policy and principles regarding assistance to low-income energy consumers. The Board encourages all distributors and their social service agency partners to adhere to the LEAP Manual in order to help ensure consistent delivery of LEAP emergency financial assistance across Ontario.

ACKNOWLEDGEMENTS

The LEAP Manual was developed by the Financial Assistance Working Group, which was comprised of OEB staff and representatives of the following organizations:

- Consumers Council of Canada
- Coalition of Large Distributors
- Cornerstone Hydro Electric Concepts
- Direct Energy
- Enbridge Gas Distribution
- EnerCare Connections[1]
- Housing Help Association of Ontario
- Hydro One Networks Inc.
- Low Income Energy Network
- Ministry of Energy
- Neighbourhood Information Post
- Ontario Power Authority
- Peterborough Distribution Inc.
- Salvation Army Centre of Hope
- Union Gas
- United Way Toronto
- Vulnerable Energy Consumers Coalition / Energy Probe

The LEAP Manual is based on prior work completed by the developers of the Winter Warmth Program Process Manual. Sincere thanks to the following organizations for their prior contributions:

- Enbridge Gas Distribution
- Hydro Ottawa Limited
- Neighbourhood Information Post
- Toronto Hydro-Electric System Limited
- United Way Toronto

---

[1] On behalf of the Smart Sub-Metering Work Group, which is comprised of Carma Industries Inc., EnerCare Connections, Hydro Connection Inc., Intellimeter Canada Inc., Provident Energy Management Inc., Stratacon Inc., and Wyse Meter Solutions.

TABLE OF CONTENTS

1. PROGRAM OVERVIEW

1.1 What is LEAP?

The Low-Income Energy Assistance Program, or LEAP, is a comprehensive and year-round emergency financial assistance program developed by the Ontario Energy Board[2] in order to assist low-income energy customers better manage their bill payments and energy costs.

The delivery of LEAP relies heavily on the cooperation between utilities and social service agencies. It is expected that as agencies screen and assess applicants in need, that they may refer customers not only for LEAP, but also for customer service measures and/or conservation programs.

LEAP is a grant program intended to provide *emergency* relief to eligible low-income customers of utilities and unit sub-metering providers[3] who may be experiencing difficulty paying current arrears. It is not intended to provide regular or ongoing bill payment assistance.

LEAP is similar to the Winter Warmth program which many agencies may already be familiar with and/or had experience delivering.

This LEAP Manual[4] will serve to guide program implementation. The LEAP Manual defines the eligibility criteria, roles of service agencies and applications processes in order to ensure consistent delivery of LEAP throughout Ontario. In order to accommodate the unique needs of the local service agencies and utilities some aspects of the administration of LEAP has been left to the discretion of those agencies and utilities.

1.2 Who Will offer LEAP in 2011?

LEAP is funded by all utility ratepayers through the distribution rates of each utility. The funds provided by a particular utility must be used only for that utility's customers, or customers of unit sub-metering providers operating within that utility's service area. Generally, all electricity and natural gas utilities are required by the OEB to make funds available for their eligible low-income customers for LEAP. However, there are some exceptions that are noted below.

There is one electricity utility and two natural gas utilities whose rates are not regulated by the OEB. This means that the OEB cannot require these utilities to offer LEAP to

[2] The Ontario Energy Board regulates the province's electricity and natural gas sectors in the public interest.
[3] Unit sub-metering providers are companies licensed by the OEB that install and operate meters in multi-unit buildings, such as apartments or condominiums, where the building is connected to a bulk meter.
[4] It is expected that the program rules and processes for LEAP may change over time, and this Manual will be updated accordingly.

their customers, but the OEB has encouraged them to do so. The electricity utility is Cornwall Street Railway Light and Power Company Limited and the natural gas utilities are Utilities Kingston and Kitchener Utilities.

For 2011, Enbridge Gas Distribution and Union Gas will continue to deliver the Winter Warmth program instead of LEAP. Customers of these two utilities who require emergency financial assistance to help with natural gas arrears should be referred to the Winter Warmth program.

LEAP is also available to eligible low-income customers of unit sub-metering providers. The funds for these customers come from the electricity utility that serves the area where the applicant lives. Therefore if an applicant provides an electricity bill from a unit sub-metering provider, the agency must inquire as to the relevant electricity utility. This information can be confirmed by phoning the unit sub-metering provider.

A list of suite metering providers is provided in Appendix D.

2. DELIVERING LEAP: Who Does What?

In some communities, LEAP may be delivered by one agency, which has responsibility for all functions. In other communities it is a network of agencies that are responsible for the basic functions required to deliver the program. These functions essentially break down into two areas: "Intake" functions that work with applicants and "Lead" functions that involve overall program coordination, financial management and reporting. The following sections provide an overview of the roles and responsibilities of the major players in the delivery of LEAP: Intake Agencies, Lead Agencies, Utilities, and Unit Sub-Metering Providers.

2.1 Intake Agencies

Intake Agencies are responsible for the following tasks:

- Screening applicants for eligibility for LEAP, and income eligibility for customer service measures and conservation programs, as appropriate;
- Processing applications including collecting the necessary information (bills, pay stubs, income information), verifying applicant information with the service provider[5] and completing all required forms;
- Ensuring that all necessary documentation and forms are completed;
- Informing the applicant's service provider that assessment of eligibility is being undertaken to ensure appropriate action by the service provider, which may include a hold on a scheduled disconnection;
- Reviewing applications and making recommendations to the Lead Agency within the disconnection hold period;
- Communicating information with the applicant regarding approved or denied applications;
- Tracking information and reporting to the Lead Agency to support the Lead Agency's reporting to utilities;
- Assisting with the gathering of statistics;
- Providing appropriate referrals and follow-up support to applicants.
- Notifying service providers of final decisions on applications so that service providers can take appropriate action (NOTE: It is at the discretion of the Lead and Intake agencies as to which agency is responsible for this task).

2.2 Lead Agencies

Lead Agencies are responsible for the following tasks:

- Performing intake functions where there is no Intake Agency;
- Selecting or contracting with Intake Agencies to undertake intake functions;
- Making final decisions as to whether to approve or deny applications based on recommendations from Intake Agencies;
- Receiving program funds from the utility, and tracking funds appropriately;

[5] "Service Provider" means utility or unit sub-metering provider, as appropriate.

- Remitting payment back to the utility on behalf of the applicant as per Intake Agency's recommendations, and ensuring each utility's funds are remitted only for that particular utility's customers or customers of unit sub-metering providers within that utility's service area.
- Developing and implementing an appeals/internal review process;
- Tracking applicant names, addresses and account numbers to prevent duplicate requests;
- Providing utility partner(s) with a list of the Intake Agencies, by geographic area, and updated as required, for the purposes of referrals by utility call centre staff;
- Upon request by a unit sub-metering provider, providing a list of the Intake Agencies operating in the relevant utility service areas, for the purposes of referrals by utility call centre staff;
- Tracking program performance & expenditures and reporting to utility in accordance with timelines and metrics set out in Appendix C;
- Providing oversight of intake agency administration, including training and ongoing support;
- Management of customer files, including negotiating the location of storage and process for transferring files with intake agencies;
- Notifying service providers of final decisions on applications so that service providers can take appropriate action. (NOTE: It is at the discretion of the Lead and Intake agencies as to which agency is responsible for this task).

2.3 Utilities

Utilities are responsible for the following tasks:

- Collecting money from ratepayers for LEAP emergency financial assistance in the amount established by the OEB;
- Transferring program funds to Lead Agencies;
- Determining funding allocations within their service territory by geography;
- Establishing partnerships, contracts, and operational procedures with Lead Agencies;
- Receiving, recording and taking appropriate action upon notification from an Intake Agency (or Lead Agency as appropriate) that an assessment of eligibility is being undertaken;
- Receiving, recording and taking appropriate action upon notification from an Intake Agency (or Lead Agency as appropriate) of decisions on applications;
- Training call centre and collections staff on LEAP, customer service rules, and conservation programs;
- Confirming customer and account information used in determining program eligibility, including information on payment history;
- Reporting to the OEB in accordance with OEB reporting requirements.

2.4 Unit Sub-Metering Providers

Unit sub-metering providers are responsible for the following tasks:

- Training call centre and collections staff on LEAP and customer service rules;
- Confirming customer and account information used in determining program eligibility, including information on payment history;
- Receiving, recording and taking appropriate action upon notification from an Intake Agency (or Lead Agency as appropriate) that an assessment of eligibility is being undertaken;
- Receiving, recording and taking appropriate action upon notification from an Intake Agency (or Lead Agency as appropriate) of decisions on applications.

3. UTILITY CUSTOMER CARE TOOLS

Currently, the OEB has rules for electricity utilities and unit sub-metering providers with respect to certain of their customer service policies. The rules for electricity utilities are currently more comprehensive than those for unit sub-metering providers. While the rules apply to all residential customers, some rules may provide specific benefit to low-income energy customers. It is important to note that the OEB does not currently have any customer service rules for natural gas utilities.

The OEB is also currently developing new rules in a number of areas, including:

- Rules for electricity utilities tailored specifically to low-income customers.
- Rules for natural gas utilities, similar to those in place for electricity utilities, and including rules tailored specifically to low-income customers.
- Rules for unit sub-metering providers, similar to those in place for electricity utilities, and including rules tailored specifically to low-income customers.

The LEAP Manual will be updated as needed when these new rules come into effect.

The list below is intended as a reference tool of customer service measures that may provide particular benefit to low income energy customers. However, applicants and social service agencies should contact the relevant utility or unit sub-metering provider for information about the availability and details of these and other customer care tools.

Equal payment plan:

- Provides customers with equal monthly bill amounts to evenly spread the cost of electricity over the course of a year. This can reduce the volatility of bills month to month and help make cash flows more predictable and manageable for consumers.

Arrears payment agreement:

- A payment agreement between a customer and a utility that can assist customers to bring their accounts into good standing by spreading the payment of arrears over several months.

Third party notice:

- Customers can designate, prior to disconnection, a third party to also receive any future notice of disconnection. This may be helpful in cases where a customer is elderly, sick or otherwise in need of assistance with monitoring bill payment obligations. The third party receiving the notice is not responsible for the customer's arrears, but receiving timely notification of a pending disconnection may allow the third party enough time to find assistance for the customer.

Suspension of disconnection:

- A customer that has received a disconnection notice for non-payment of bills may receive a hold on the disconnection if that customer is in the process of applying for some form of bill payment assistance (such as applying for LEAP). These holds allow customers the additional time to go through the normal application process for financial assistance.

4. ENERGY CONSERVATION PROGRAMS

Low-income consumers often live in homes that are in need of energy efficiency upgrades. Energy conservation[6] programs can be effective tools to assist low-income energy consumers to manage their overall energy usage and therefore better manage energy costs.

Some electricity utilities and natural gas utilities offer conservation programs. These may include programs that educate customers on how to lower their energy bills through conservation strategies, and programs that offer energy savings kits and/or the installation of equipment that can improve energy efficiency, which can result in on-going savings for households. These programs may be offered free of charge.

4.1 Natural Gas Conservation Programs

Conservation programs are available for customers of some natural gas utilities. Both Enbridge Gas Distribution and Union Gas are developing a more comprehensive suite of conservation programs for both qualifying low-income customers and non low-income residential customers. More information about the programs can obtained from the utilities.

4.2 Electricity Conservation Programs

In 2011, a low income electricity conservation program delivered by electricity utilities and funded by the Ontario Power Authority[7] (the "OPA") will be available in some parts of the province. This program will offer free direct-installation of energy efficiency measures and conservation education to low-income residential electricity consumers and will be coordinated with natural gas conservation programs offered by natural gas utilities wherever possible. Qualifying participants will receive a home energy audit to determine which measures will be installed in their homes. The program will focus on providing deep retrofits (e.g. attic insulation, replacement of old inefficient refrigerators with new ENERGY STAR refrigerators) in participating homes to help participants reduce their electricity use and manage their utility costs in the long-term.

The program is currently still in the development stage, however it is envisioned that social agencies will be an important source of outreach and referrals to the conservation program. These agencies will be provided with information explaining the conservation program (i.e. eligibility requirements, no-cost services that consumers may receive, etc.) that they can use to inform applicants and customers about the conservation program.

---

[6] In Ontario, the term "conservation and demand management" or "CDM" is typically used in relation to energy conservation programs by electricity utilities, while "demand-side management" or "DSM" is typically used in relation to energy conservation programs by natural gas utilities.

[7] The Ontario Power Authority (OPA) is responsible for ensuring a reliable, cost-effective and sustainable supply of electricity for Ontario. In pursuit of this mandate, its main activities are focused on strategic co-ordination of conservation efforts across the province, planning the power system for the long term and ensuring the development of needed generation resources.

Outreach and intake procedures for the conservation program are currently being developed; additional questions/requested information may be included as part of the application process for LEAP emergency financial assistance to help intake agencies pre-screen applicants for eligibility for the electricity and gas conservation programs. Eligible applicants would then be referred to conservation program staff to complete the application process for the conservation program. Once it is available, intake agencies will receive contact information for the agency responsible for the delivery of the conservation program in each utility's territory.

5. ELIGIBILITY CRITERIA & SCREENING GUIDELINES

LEAP is designed to benefit qualifying low-income households that are customers of a utility or unit sub-metering provider. Each utility contributes funds that benefit only their customers or customers of unit sub-metering providers within the utility's service area.

The following sections outline the eligibility criteria and screening guidelines to be used by agencies in evaluating applications. Generally, to be considered for LEAP, customers must meet the eligibility criteria set out in Section 5.1 (although there is an area of discretion for agencies as set out in Section 5.3 below). A customer that meets the criteria should then be further screened by the agency using the guidelines set out in Section 5.2.

5.1 Eligibility Criteria

In order to be eligible for a LEAP grant, applicants must meet all of the following criteria:

(i) are an existing customer of the utility providing the funding, or are an existing customer of a unit sub-metering provider operating within the service area of the utility;

(ii) reside at the address for which there are arrears; and

(iii) have a pre-tax household income at or below the Statistics Canada Low-Income Cut-Off (LICO) + 15%, taking into account family size and community size. [8]

The LICO figures to be used in assessing eligibility are set out in Appendix B.

5.2 Screening Guidelines

In screening applicants, agencies should also consider the following:

(i) Receipt of financial assistance should allow the applicant to maintain or reconnect energy service, in order to promote the sustainability of the customer's connection.

(ii) The applicant has demonstrated a prior attempt to pay the bill. The service provider, as appropriate, can be contacted for information about the applicant's payment history if necessary. Agencies should consider future sustainability of the applicant's connection in addition to past payment performance.

(iii) The applicant is in threat of disconnection or has been disconnected. Agencies should focus on providing *emergency* assistance, but will need to balance this with early intervention (e.g. assistance to applicant in arrears but who have not yet received a disconnection notice or been disconnected).

[8] As noted in section 4.2, the OPA's conservation program is still under development, and may have a different income threshold than that for LEAP Emergency Financial Assistance.

(iv) Funding should be accessed only once per year per fuel, up to the financial cap (see Section 6).

5.3 Agency Discretion

If an applicant does not meet the income threshold or the screening guidelines set out in Sections 5.1 and 5.2, respectively, the agency may exercise discretion in exceptional circumstances and approve the applicant. In such cases, the agency should have a documented rationale.

However, please note that the criteria to be an existing customer of the utility providing the funding, or existing customer of a unit sub-metering provider operating within the service area of the utility and to reside at the address for which there are arrears (Sections 5.1 (i) and (ii)) are mandatory requirements and must be met.

6. GRANT LEVEL

The grant level is set at a maximum of $500 per fuel per household per year[9]. Agencies may use their judgement for customers with electrically heated homes, to offer up to $600 per household, if necessary.

If the applicant owes *less* than the maximum, the grant cannot exceed the amount owed.

If the applicant owes *more* than the maximum**,** a maximum grant of $500 (or $600 for an approved electrically heated home) may be provided, as long as the applicant will be able to sustain their energy service following the grant. In such cases, the agency should have a documented rationale.

Options for applicants who owe more than the maximum to sustain their energy service include:

- Entering into a payment arrangement with the service provider for the balance owing, and/or
- Supplementary assistance through other funds for the balance. A summary of selected other funds is provided in Section 8.

If these options are not available the applicant may be denied assistance on the basis that they cannot sustain their energy service and should be referred to other programs for assistance. Grants should not include amounts owed for equipment rental (e.g. water heater) or equipment financing charges.

[9] A household could therefore receive $500 for electricity bill arrears, and $500 for natural gas arrears.

7. APPLICATION PROCESS

It is anticipated that referrals to LEAP will come from a variety of sources, including utility or unit sub-metering provider customer service representatives, community service agencies, the 211 Community Service Information line, the OEB's Consumer Relations Centre and governmental and/or political representatives. Applicants should be referred to the Lead / Intake Agency serving the area in which they reside.

7.1 STEP 1: Pre-Screening

To assist with the large number of inquiries during program delivery, workers at each Intake Agency should pre-screen the applicants over the phone prior to booking an appointment. At pre-screening, five questions are asked:

1. Are you a customer of a natural gas or electricity utility or unit sub-metering provider?
2. Do you reside at the address with arrears?
3. What is your yearly/monthly gross (pre-tax) household income?
4. What are your sources of household income? and,
5. How many people are in your household?

Applicants, who are not current utility or unit sub-metering customers, or who do not meet the income criteria, are not eligible for LEAP. They may however be eligible for conservation programs, and should be advised of this. If the applicant is not eligible, they should also be informed and provided with information on other resources.

If, based on the information provided during the pre-screening, the caseworker determines that the applicant may be eligible for assistance, the caseworker should proceed with an application. It is at the discretion of the agency whether they begin the application process over the phone with the applicant and then have the applicant come in for an Application Interview, or whether they require the applicant to come in for an Application Interview to *start* the application process.

Before proceeding with the application, agencies must obtain the applicant's consent for the release of personal information required to effect the application. If the agency starts the application process over the phone, consent may be verbal for this stage, but written consent must be obtained when the applicant comes to the agency for the Application Interview.

In-person interviews are required in most cases during the application process for the purpose of confirming and verifying personal information. However, to address issues related to mobility or transportation issues, or the geographic distance between the applicant and the agency office (in the north in particular), telephone interviews are permitted in some situations, for example where:

- The community served is a large geographical area, where travel required to an in-person interview would cause hardship to the customer (assessed at the discretion of the intake/lead agency);
- The applicant is experiencing mobility or travel difficulties due to age, disability, illness or injury.

In these cases, the agency may conduct telephone interviews to discuss the situation and review documentation. Applicants will still need to provide all required documentation and signatures, for example via fax or email, which may delay the grant process.

7.2 STEP 2: Scheduling Interview Appointments

Each intake caseworker is responsible for booking appointments for their agency and informing the applicant of criteria and documentation required for the Application Interview. The caseworker should record the date of the appointment, client's name, address, service provider and account number.

The applicant must be informed that they're required to bring the following documents to the interview:

1. Current energy bills for their residence – these should verify the amount of arrears;
2. Notice of Service Disconnection, if applicable;
3. Applicant Identification - two pieces of I.D. for the main applicant, and 1 piece of I.D. for each of the other household members are required;
4. Copy of rental receipt, lease or mortgage document;
5. Proof of household income – cheque stubs, a letter from the employer and/or income tax return; and,
6. Bank statement from the most recent month, if required by the agency.

The caseworker should advise the applicant that all adults living in the household should attend the interview, if possible.

7.3 STEP 3: Application Interview

During the Application Interview, the caseworker reviews all the documentation, obtains consent and completes the *LEAP Application Form* with the applicant.

7.3.1. Obtaining Consent

Before proceeding with the application, agencies must obtain the applicant's consent for the release of personal information required to effect the application. Agencies are asked to have the applicant sign the Consent to Disclosure of Personal Information form (see Appendix F). Note that caseworker may have to complete several different consent forms if advocating on behalf of the client for multiple service providers and social service agencies (i.e. Ontario Works, ODSP, etc.).

The applicant should be informed that no information can be shared with companies or agencies without signed consent provided by the applicant.

7.3.2. Documentation

All required documentation should be checked and copies made for the file. If the applicant does not provide the required documentation at the time of the interview, it's important to explain to the applicant that the application cannot be processed until the applicant provides **all** the necessary documents.

7.3.3. Completing the LEAP Application Form

The *LEAP Application Form* (see Appendix F) should be completed by the caseworker during the Application Interview for all eligible applicants. It is important to complete the form in its entirety for all applicants.

The information recorded on the *LEAP Application Form* must be verified with the applicant and service provider, where appropriate, and checked against the documentation submitted.

For 2011, agencies with existing application forms may use their own forms instead of the LEAP Application Form provided that all of the information required by the LEAP Application Form is collected. References in this LEAP Manual to the LEAP Application Form imply the LEAP Application Form or any suitable replacement used by agencies.

7.4 STEP 4: Verifying with the Service Provider

It is important to verify the arrears-related information provided by the applicant with the applicant's service provider. Information to be confirmed includes the amount owing on the account; whether a disconnection notice has been issued; any payments made on the account; and any discussions the applicant has had with the service provider.

Electricity utilities are required by the OEB to put a hold on a scheduled disconnection in certain circumstances. Therefore social agencies should contact the utility to advise that they are assessing the applicant's eligibility to determine whether they are eligible for LEAP. It is at the discretion of the Lead and Intake agencies as to which agency undertakes this step, and at what stage in the application process they notify the utility of the assessment. However, it is important to note that when a utility issues a disconnection notice for non-payment, a customer has 10 days from the day the notice is received to pay his or her bills to avoid disconnection. Therefore, the utility should be notified of the social agency's assessment within that 10-day period.

There are currently no similar rules for unit sub-metering providers or natural gas utilities regarding putting a hold on disconnection. However, the agency should still contact the unit sub-metering provider, or natural gas utility, as appropriate, to notify them that they are assessing the applicant's eligibility.

Due to privacy concerns, service providers also require that a signed *Consent to Disclosure of Personal Information* form (provided in Appendix F) be faxed before they can discuss customer and account information with caseworkers.

7.5 STEP 5: Recommendation about Funding

Once the application has been completed and signed, and the information verified (including service provider verification), it's up to the intake caseworker to make a recommendation regarding funding. The recommendation should address both whether or not to approve the application, and the amount of the grant to be provided. The caseworker should complete the information in the appropriate section of the *LEAP Application Form*.

One of the key factors to consider when determining a funding recommendation is whether or not the disconnection will be halted and the applicant will still be able to pay their energy bills in the future. LEAP is not intended to provide long-term financial assistance and applicants must be able to maintain their energy costs after the grant has been made.

If the recommendation is to deny the application, it's important to document the reasons why the application is being denied. There is a section on the *LEAP Application Form* to record this information.

7.6 STEP 6: Lead Agency Review

If your community has Lead and Intake agencies, a completed *LEAP Application Form* must be sent to the Lead Agency for processing with all the required documentation attached. The following documentation should be sent to the Lead Agency:

1. A copy of the completed *LEAP Application Form*;
2. A copy of the energy bill;
3. A copy of the applicant's income stub, employment letter, and/or income tax return for all adult occupants within the household;
4. A copy of the signed Consent to Disclosure of Personal Information form;
5. A copy of proof of rent or mortgage amounts; and
6. A copy of most recent monthly bank statement.

The Lead Agency should check the application for completeness and review the recommendation for funding made by the Intake Agency caseworker. Applications that are incomplete will not be processed for funding until complete. It is the duty of each intake caseworker to ensure that all applications are completed prior to submitting them to the Lead Agency.

If the Lead Agency is satisfied that the application is complete, the eligibility criteria are met, or where not met, the Lead Agency is satisfied with the Intake Agency's rationale for approval, and agrees with the worker's recommendation for funding, the application is approved. (If your agency serves both the Lead and Intake functions this step will, of course, not be required.)

Once the application has been approved, the service provider should be contacted and requested to stop any further disconnection or collection action on the applicant's account. If the application is denied, the service provider should be contacted and informed of the decision. It is at the discretion of the Lead and Intake agencies as to which agency is responsible for this step.

7.6.1. Outstanding Questions

If there has been a recommendation by the caseworker for funding but outstanding questions remain regarding the application, the Lead Agency will contact the worker to resolve the issues. The application may be returned to the Intake Agency for completion or denied on the basis of not meeting the criteria.

7.6.2. Notifying the Applicant

At no time is the caseworker permitted to communicate to an applicant that they will receive a grant through LEAP, without first receiving official confirmation from the Lead Agency. Once the Intake Agency receives confirmation from the Lead Agency, the caseworker may contact the applicant and inform him/her of the decision.

It's important that applicants to LEAP be notified as soon as possible whether or not their application has been approved. This is important for two reasons:

1. If the application is approved but payment is not reflected on the applicant's account with the service provider within a reasonable amount of time, the applicant should be directed to the Intake Agency caseworker. The Intake Agency caseworker should then contact the Lead Agency or utility for a status update.

2. If the application has been denied, the applicant needs to be notified so that he/she can make other arrangements regarding payment to the service provider.

7.6.3. Appeals / Request for Internal Review

If the applicant is denied, they must be informed about the appeals process and how to access it. The Lead Agency is responsible for developing and implementing an appeals/internal review process for applicants that are not satisfied with the outcome of their application. Lead Agencies may use an existing process, *provided that* it includes an independent review of the application (i.e. the application must be reviewed by someone that was not part of the original review and assessment). Alternatively, a sample appeals process is included in Appendix E for consideration by Lead Agencies, and a template appeals form is provided in Appendix F.

7.6.4. Grant Payments

Grants are issued by the Lead Agency on behalf of the applicant directly to the service provider**.** The payment is NEVER issued directly to the applicant.

Payments are issued to service providers according to the schedule agreed upon by the Lead Agency and service provider. Each payment (cheque) will reflect amounts to be paid to multiple LEAP recipient accounts. A separate cheque is not issued for each recipient's account. Each cheque is accompanied by a list of approved applicants with their account numbers and other relevant information. Agencies may use the Payment Remittance form provided as Appendix F for this purpose.

Please note: It may take up to two weeks for the cheque to be processed and the payment posted on the recipient's account. Due to the timing of the cheque requisition process, recipients may receive another bill prior to the payment being processed on their account. Recipients should contact the Intake Agency offices for follow-up. If they have questions, his/her worker can contact the Lead Agency for an update on the account. The Lead Agency will work with the caseworker and the service provider or designate to resolve any issues.

7.7 STEP 7: Referrals to Other Programs & Services

In addition to, or instead of, LEAP, some applicants could benefit from other assistance programs or services such as conservation programs and/or customer service measures. There is a section on the LEAP Application Form to list where referrals are made. It's important to record each referral provided to an applicant as this allows for the tracking of statistics for the purposes of program reporting and evaluation.

Once the OPA's electricity conservation program is up and running, it is anticipated that if the applicant is eligible based their income and the responses they provide to the conservation pre-screening questions and they consent to sharing their information with the conservation program administrators, their contact information would be forwarded to the agency responsible for administration of the conservation programs in their area (as per the contact list to be provided to all LEAP intake agencies).

7.8 STEP 8: Program Reporting and other Administrative Requirements

The Lead Agency's ***Monthly Report*** must be submitted to their respective utility partner(s) by the 15th day of the following month. This report allows the funding utilities to monitor fund levels and ensure that agencies and call centres are advised when funds are nearing depletion.

The **Year-end Report**, which is required to be submitted by the lead agencies to the utility by January 31st of the following year, serves two functions: the information about program spending is needed by the utilities to fulfill their regulatory reporting obligations to the OEB; and, the demographic information, in addition to the information about program spending, can be used to provide valuable feedback to the OEB, utilities, and social agencies as to the operation of LEAP, and whether any changes to the program are needed.

Since most of the information can only be collected during the interview process with the applicant, it is of vital importance that the applications are completed in their entirety.

The metrics to be tracked and reported are set out in Appendix C.

7.8.1. Files

All application forms and corresponding documentation (whether the application is approved or not) are to be filed and stored at the location and using the method agreed upon between the Lead and Intake Agencies. Files must be stored in compliance with relevant legal requirements.

7.8.2. Confidentiality

The information collected from applicants throughout the application process includes information of a personal nature, such as income, which would normally be viewed as private and confidential. Lead and Intake Agencies should all take reasonable and appropriate steps to safeguard the confidentiality of this information by storing electronic and hard copies of the information securely.

8. OTHER SOURCES OF FUNDING

Applicants may be able to access other sources of funding for assistance with energy arrears. These funds may be particularly helpful for customers who do not qualify for LEAP, or where the maximum grant is not sufficient to cover the customer's arrears.

8.1 Emergency Energy Fund

The Emergency Energy Fund is a provincial government program that provides funding for utility arrears, security deposits and reconnection costs for consumers of electricity, natural gas, oil and other forms of energy. The fund is administered by municipalities, some of which sub-contract delivery to social service agencies. The maximum grant per household is the amount required by the service provider to maintain or reconnect service. Funds are available year round, or at least as long as the annual allocation lasts.

8.2 Recipients of Ontario Works and Ontario Disability Support Program

Applicants that are eligible for Ontario Works (OW) or the Ontario Disability Support Program (ODSP) may be able to obtain assistance with energy arrears through the Community Start-Up and Maintenance Benefit (CSUMB). To assist such applicants with accessing CSUMB, agencies should contact the local OW or ODSP office as appropriate.

8.2.1. Discretionary Benefits under OW and ODSP

Individuals receiving OW or ODSP may be eligible for discretionary benefits for, among other costs, funds for utility and/or heating arrears. The fund is municipally administered.

8.2.2. Advocating for Recipients of OW or ODSP Benefits

The Intake Agency caseworker may advocate on behalf of an applicant receiving OW or ODSP, however, the applicant must provide the appropriate consent, which must be then provided to the applicant's caseworker. Please keep a copy of all signed consent forms with the application package for that applicant, in case it's not received by the caseworker.

8.2.3. Toronto's Shelter Fund

Applicants in Toronto who are eligible for OW or ODSP and who have at least one dependent under the age of 18, may be able to access help with energy arrears through the Shelter Fund if they have exhausted their eligibility for CSUMB. To assist such applicants with accessing the Shelter Fund, agencies should contact the local OW or ODSP office as appropriate.

Appendix A – Application Flowchart
(for communities with Lead and Intake Agencies)

PRE-SCREENING: Client contacts Intake Agency. Pre-screening is done over the phone. If basic eligibility criteria are met an application is started (via phone and/or interview at agency's discretion).

APPLICATION INTERVIEW: Written consent is obtained. Intake Agency interviews applicant. Applicant must attend interview with all necessary documentation for application to be completed.

VERIFICATION: Intake Agency notifies service provider of assessment & verifies information with service provider within 10-day disconnection hold period.

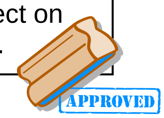
RECOMMENDATION: Intake Agency makes recommendation on whether to approve or deny the application & grant amount & sends required documents to Lead Agency.

LEAD AGENCY REVIEW: Application is reviewed by Lead Agency who verifies that it is complete and fits the LEAP criteria. Lead agency makes final decision on whether to approve application.

QUESTIONS?: If the Lead Agency has questions about the application, it will contact the Intake Agency.

NOTIFYING APPLICANT Intake Agency is responsible for informing applicant of whether the application has been approved or denied.

PAYMENT: Service provider is notified of decision. If the application is approved, payments may take up to two weeks to reflect on the applicant's account.



APPLICATION DENIED: If the application has been denied, the Intake Agency must inform the applicant. Keep documentation on file.

REFERRALS: Referrals to other services may be made for both approved and denied applications. Referrals made should be recorded in the appropriate section on the LEAP Application Form.

APPEALS: If the application has been denied, the applicant must be informed about the appeals process and how to access it.

Appendix B – Income Eligibility Chart

For **LEAP Emergency Financial Assistance**, pre-tax household income must be at or below the **low-income cut-off (LICO) + 15%**, taking into account both family size and community size.

Statistics Canada Low Income Cut Offs (LICO), 2009, before tax (current dollars)[10]:

		LEAP Emergency Financial Assistance				
SIZE OF FAMILY UNIT		**COMMUNITY SIZE**				
		Rural areas	**Less than 30,000**	**30,000 to 99,999**	**100,000 to 499,999**	**500,000 and over**
1 person	LICO	$15,302	$17,409	$19,026	$19,144	$22,229
	+15%	***$17,597***	***$20,020***	***$21,880***	***$22,016***	***$25,563***
2 persons	LICO	$19,050	$21,672	$23,685	$23,832	$27,674
	+15%	***$21,908***	***$24,923***	***$27,238***	***$27,407***	***$31,825***
3 persons	LICO	$23,419	$26,643	$29,118	$29,299	$34,022
	+15%	***$26,932***	***$30,639***	***$33,486***	***$33,694***	***$39,125***
4 persons	LICO	$28,435	$32,349	$35,354	$35,573	$41,307
	+15%	***$32,700***	***$37,201***	***$40,657***	***$40,909***	***$47,503***
5 persons	LICO	$32,250	$36,690	$40,097	$40,345	$46,850
	+15%	***$37,088***	***$42,194***	***$46,112***	***$46,397***	***$53,878***
6 persons	LICO	$36,374	$41,380	$45,223	$45,504	$52,838
	+15%	***$41,830***	***$47,587***	***$52,006***	***$52,330***	***$60,764***
7+ persons	LICO	$40,496	$46,071	$50,350	$50,661	$58,827
	+15%	***$46,570***	***$52,982***	***$57,903***	***$58,260***	***$67,651***

[10] Source: http://www.statcan.gc.ca/pub/75f0002m/2010005/tbl/tbl02-eng.htm

Appendix C – Lead Agency Reporting & Tracking Requirements

Where an agency administers LEAP Emergency Financial Assistance for more than one utility, it is important to remember that utility funds cannot be pooled together. Funds and other reporting information must be separately tracked for each utility.

For the purposes of this section, an applicant is defined as a household who has had an application form completed and verified. For greater clarity, this includes households that have been approved for assistance and those that have been denied assistance.

1. Monthly Reporting Requirements:

The following is a list of information that must be sent by lead agencies to their respective utility partner(s) on the 15th day of the following month:

- **Funds remaining** - Money that remains after the total spent to date (pay-out) is deducted from the total funds given by the utility at the beginning of the program year. The total spent should include amounts for both grants to customers, and program costs (maximum 15%).

- **Funds dispersed/spent, broken down by:**
  - **Total** – total money spent.
  - **Agency Administration & Program Delivery fee** – total money allocated for agency administration & program delivery (maximum 15%).
  - **Grants to utility customers** – total money spent on grants to direct customers of the utility (i.e. customers that receive a bill directly from a utility listed in Appendix D of the LEAP Manual)
  - **Grants to unit sub-metering customers** – total money spent on grants to customers of unit sub-metering providers that operate in the utility's service area (i.e. customers that receive a bill directly from a unit sub-metering provider listed in Appendix D of the LEAP Manual)

- **# applicants assisted (i.e. applicants approved) broken down by:**:
  - **Total applicants** - total number of applicants who were approved for and received assistance
  - **Utility applicants** - total number of applicants who were approved for and received assistance that were direct customers of a utility
  - **Unit sub-metering applicants** - total number of applicants who were approved for and received assistance that were customers of a unit sub-metering provider

2. Annual Reporting Requirements

The following is a list of information that must be sent by lead agencies to their respective utility partner(s) to support the utility's regulatory reporting obligations to the OEB. The information must be sent to the utility by January 31st of the following year:

- **Budget** – total money received from the utility for one calendar year;
- **Funds dispersed/spent, broken down by:**
  - **Total** – total money spent.
  - **Agency Administration & Program Delivery fee** – total money allocated for agency administration & program delivery (maximum 15%).
  - **Grants to utility customers** – total money spent on grants to direct customers of the utility (i.e. customers that receive a bill directly from a utility listed in Appendix D of the LEAP Manual)
  - **Grants to unit sub-metering customers** – total money spent on grants to customers of unit sub-metering providers that operate in the utility's service area (i.e. customers that receive a bill directly from a unit sub-metering provider listed in Appendix D of the LEAP Manual)

- **# applicants, broken down by:**
  - **Total applicants** - total number of applicants who applied for assistance (both utility customers and unit sub-metering customers)
  - **Utility applicants** - total number of applicants who applied for assistance that were direct customers of a utility
  - **Unit sub-metering applicants** - total number of applicants who applied for assistance that were customers of a unit sub-metering provider

- **# applicants assisted (i.e. applicants approved) broken down by:**:
  - **Total applicants** - total number of applicants who were approved for and received assistance
  - **Utility applicants** - total number of applicants who were approved for and received assistance that were direct customers of a utility
  - **Unit sub-metering applicants** - total number of applicants who were approved for and received assistance that were customers of a unit sub-metering provider

- **# applicants denied, broken down by:**
  - **Total applicants** - Total number of applicants that applied for assistance but were not approved
  - **Utility applicants -** Total number of applicants that applied for assistance but were not approved that were direct customers of a utility
  - **Unit sub-metering applicants** - Total number of applicants that applied for assistance but were not approved that were customers of a unit sub-metering provider

- **Average grant per accepted applicant assisted:**
  - **Total** – average grant amount allocated per applicant, measured across both utility and unit sub-metering customers.
  - **Utility average** - average grant amount allocated per applicant that were direct customers of a utility
  - **Unit sub-metering average** – average grant amount allocated per applicant that were customers of a unit sub-metering provider

- **Non-utility funds** – total funds received from non-utility sources that were earmarked for, and used to top up the LEAP funds.

3. <u>Monthly Monitoring</u>

The following is a list of information that intake and/or lead agencies should track on a monthly basis. This information may be useful for reviewing and evaluating program performance in the future.

- **Total number of adults assisted**
- **Total number of children assisted**
- **Average monthly income per applicant**
- **Primary source of income – total number by:**
  - Employment income
  - Ontario Works (OW)
  - Child Tax Benefit (CTB)
  - Ontario Disability Support Program (ODSP)
  - Workplace Safety and Insurance Board (WSIB)
  - Social assistance (i.e. ODSP, OW, etc.)
  - Employment insurance (EI)
  - Ontario Student Assistance Program (OSAP)
  - Canada Pension Plan (CPP)
  - Other
- **Average arrears owed per applicant**
- **Housing type of applicant – total number by:**
  - Rent
  - Own
  - Community or social housing
  - other
- **Applicant type – total number by:**
  - Single (no children)
  - Single (with children)
  - Married or common-law (no children)
  - Married or common-law (with children)
  - other
- **Reasons applicants not accepted – total number by:**
  - Do not meet income eligibility criteria
  - Already accessed funds during program year
  - Insufficient funds remaining
  - other
- **Number of applications where grant amount was adequate to cover arrears– total number**

- **Reason for needing assistance – total number by:**
  - Job loss
  - Illness
  - Unusually high bill

- Pending EI
- Other

- **How applicants heard about the program – total number by:**
  - Word of mouth
  - Utility referral
  - Utility website
  - Social agency
  - Ontario Energy Board website
  - Ontario Energy Board customer relations centre
  - TV
  - Radio
  - Newspaper
  - Billing Insert
  - Poster
  - Other
- **Total number of applicants where funding not required because advocacy with utility was successful**
- **Total number of applicants also referred to utility conservation programs**

Appendix D – List of Service Providers

Utilities Required to Offer LEAP Emergency Financial Assistance in 2011

Electricity Utilities

Algoma Power Inc.
Atikokan Hydro Inc.
Attawapiskat Power Corporation
Bluewater Power Distribution Corporation
Brant County Power Inc.
Brantford Power Inc.
Burlington Hydro Inc.
COLLUS Power Corporation
Cambridge and North Dumfries Hydro Inc.
Canadian Niagara Power Inc.
Centre Wellington Hydro Ltd.
Chapleau Public Utilities Corporation
Chatham-Kent Hydro Inc.
Clinton Power Corporation
Cooperative Hydro Embrun Inc.
Dubreuil Forest Products Ltd.
E.L.K. Energy Inc.
ENWIN Utilities Ltd.
Enersource Hydro Mississauga Inc.
Erie Thames Powerlines Corporation
Espanola Regional Hydro Distribution Corp.
Essex Powerlines Corporation
Festival Hydro Inc.
Fort Albany Power Corporation
Fort Frances Power Corporation
Greater Sudbury Hydro Inc.
Grimsby Power Inc.
Guelph Hydro Electric Systems Inc.
Haldimand County Hydro Inc.
Halton Hills Hydro Inc.
Hearst Power Distribution Company Limited
Horizon Utilities Corporation
Hydro 2000 Inc.
Hydro Hawkesbury Inc.
Hydro One Brampton Networks Inc.
Hydro One Networks Inc.
Hydro One Networks Inc./Cat Lake Power
Hydro One Remote Communities Inc.
Hydro Ottawa Limited
Innisfil Hydro Distribution Systems Limited
Kashechewan Power Corporation
Kenora Hydro Electric Corporation Ltd.
Kingston Hydro Corporation
Kitchener-Wilmot Hydro Inc.
Lakefront Utilities Inc.
Lakeland Power Distribution Ltd.
London Hydro Inc.
Middlesex Power Distribution Corporation
Midland Power Utility Corporation
Milton Hydro Distribution Inc.
Newmarket - Tay Power Distribution Ltd.
Niagara Peninsula Energy Inc.
Niagara-on-the-Lake Hydro Inc.
Norfolk Power Distribution Inc.
North Bay Hydro Distribution Limited
Northern Ontario Wires Inc.
Oakville Hydro Electricity Distribution Inc.
Orangeville Hydro Limited
Orillia Power Distribution Corporation
Oshawa PUC Networks Inc.
Ottawa River Power Corporation
PUC Distribution Inc.
Parry Sound Power Corporation
Peterborough Distribution Incorporated
Port Colborne Hydro Inc.
PowerStream Inc.
Renfrew Hydro Inc.
Rideau St. Lawrence Distribution Inc.
Sioux Lookout Hydro Inc.
St. Thomas Energy Inc.
Thunder Bay Hydro Electricity Distribution Inc.
Tillsonburg Hydro Inc.
Toronto Hydro-Electric System Limited
Veridian Connections Inc.
Wasaga Distribution Inc.
Waterloo North Hydro Inc.
Welland Hydro-Electric System Corp.
Wellington North Power Inc.
West Coast Huron Energy Inc.
West Perth Power Inc.
Westario Power Inc.
Whitby Hydro Electric Corporation
Woodstock Hydro Services Inc.

Natural Gas Utilities

Natural Resource Gas Limited

Utilities Offering Winter Warmth Program in 2011

Natural Gas Utilities
Enbridge Gas Distribution
Union Gas

Non Rate Regulated Utilities

The following utilities are not rate-regulated by the OEB, which means that the OEB cannot require these utilities to offer LEAP emergency financial assistance.

Non Rate-Regulated Electricity Utilities
Cornwall Street Railway Light and Power Company Limited

Non Rate-Regulated Natural Gas Utilities
Utilities Kingston
Kitchener Utilities

Unit sub-metering Providers

The following are unit sub-metering providers licensed by the OEB.

1221981 Ontario Limited
Atop Communications Inc.
Carma Industries Inc.
Chatham-Kent Utility Services Inc.
David Ferracuti Investments Limited o/aDynergy Energy Management Solutions
EnerCare Connections Inc.
Enercan Energy Management - Division of 373948 Ontario Inc.
Golden Horseshoe Metering Systems Inc.
Hydro Connection Inc.
Intellimeter Canada Inc.
Odem Electric Billing Services Inc.
Olameter Inc.
Priority Submetering Solutions Inc.
Provident Energy Management Inc.
Stratacon Inc.
Triacta Power Technologies, Inc.
Trilliant Energy Services Inc.
Whitby Hydro Energy Services Corp.
Wyse Meter Solutions

Appendix E – Sample Appeals/Internal Review Process

As set out in section 7.6.3 of the LEAP Manual, lead agencies are required to have a review process for those applicants who disagree with the decision regarding their application for LEAP funds. It is suggested that this process is clearly explained to all applicants when they are denied assistance, through phone or letter. Agencies can use the attached template to provide information on the appeals process to applicants whose application has been denied.

It is recommended that the review process for each agency include:

- The process for which applicants can register their request for review. For example, by letter, phone call or application;
- The time frame in which their request for review may be considered. 10 days is a suggested time frame;
- The review of the applicant's denial of assistance must be completed by an agency staff who was not involved in the application process or the decision. If agencies do not have an appropriate internal staff for this, you may consider another partnering agency staff person. A panel may also be considered, containing an internal staff/a partnering agency/board member;
- Reviewers should be provided with the client's application, supporting documents and a description of the client's situation. If this information is provided to an outside agency, it will be important that consent to release information has been signed by the applicant before the information is signed; and,
- There must be an appropriate time frame for the applicant to be informed of the decision resulting from the review. It is recommended that this is no longer than 5 days due to the urgency of the situation. Applicants should be informed in writing or by phone call.

Process for Requesting an Internal Review of a
LEAP Emergency Financial Assistance Application

You may request an Internal Review of your Application for LEAP emergency financial assistance if you disagree with the denial of your Application. A request for a review of your Application can only be made if your Application has been denied. An Internal review cannot be completed for an increase in granted funds. Your request must be made **within 10 days** of your being notified of the denial. You can request an Internal Review by completing the attached Internal Review Form or by written request to the location where the original application was processed. At a minimum, you must provide the following (either in the letter or the Internal Review Form):

* A statement regarding why you think the decision should be reconsidered or was incorrect.
* Your name, date of birth, utility account number, and address
* Signature and date

Your application will be reviewed by an agency member who was not involved in your application or the original grant decision. You will receive verbal or written confirmation informing you of the Internal Review Decision within 5 days.

Appendix F – Standard Forms

Application for LEAP Emergency Financial Assistance
Consent to Disclosure of Personal Information
Payment Remittance form
Request for Internal Review of Application

Application for LEAP Emergency Financial Assistance

Agency Name: ______________________________

The information collected here is for our internal use only. All information collected is considered confidential and will not be discussed with anyone outside our agency and LEAP Emergency Financial Assistance without your permission.

1. Applicant Information

Date of Application: ______________ Date of Follow-Up Interview: ______________

Name of Applicant: ______________ Client #: ______________

Date of Birth: ______________ Gender: ______________

Name of Co-Applicant *(if applicable)*: ______________

Address: ______________ ______ ______________ ______________
Street Address *Unit/Suite* *City* *Postal Code*

Phone #: (H) ______________ (W) ______________ Other Contact #: ______________

Referral from: ______________________________

2. Household Information

	Name	Relationship to Applicant	Date of Birth (day/month/year)	Gender
1)				
2)				
3)				
4)				
5)				
6)				
7)				

3. Housing Information

Do you rent? ☐ or own? ☐

Dwelling type: ☐ House ☐ High rise ☐ Low rise ☐ Social housing

☐ Other (*please specify*): ______________

Primary heating fuel: Electricity ☐ Natural Gas ☐ Other ☐

Monthly rent: $ ______________ Mortgage: $ ______________

Are you interested in learning about energy conservation programs? Yes ☐ No ☐

4. Income Information

Employment income (pre-tax) Verified through documentation?

Applicant: $ ________ ☐

Other household member(s): $ ________ ☐

Support Payments

Employment Insurance $ ________ ☐

Ontario Works $ ________ ☐

Ontario Disability Support Program (ODSP) $ ________ ☐

Child Tax Benefit $ ________ ☐

Canada Pension Plan $ ________ ☐

Ontario Student Assistance Program (OSAP) $ ________ ☐

Loss of Earnings (WSIB) $ ________ ☐

Other (please specify): ________ $ ________ ☐

Other household member's other income: $ ________ ☐

Other (monthly): $ ________ ☐

Total Monthly Income: $ ________ **Total Annual Income: $** ________

If you are on social assistance, have you accessed the Shelter Fund or Community Start-Up and Maintenance Benefits in the last 24 months? Yes: ☐ No: ☐

Social Assistance Worker's Name: ________

Phone Number: ________

5. Arrears & Service Provider Information

Name of Service Provider: ________

Check service provider type that applies: ☐ Utility ☐ Unit Sub-Metering Provider

If Unit Sub-Metering Provider, name of Utility that serves applicant's building:

____

Account Number: ________

Amount of arrears: $ ________ Verified by service provider?: ☐

Do the arrears include a security deposit, reconnection fee, equipment rental and/or financing charges?

Yes: ☐ Amount: $ ________ No: ☐

Reason(s) for current arrears & request for assistance:

☐ High heating costs

☐ Job loss

☐ Illness

☐ Pending EI

☐ Marital breakdown

Other (*provide details*): ________

Grant requested: $ ______________

Has the applicant spoken to Service Provider about arrears? Yes ☐ No ☐

If yes, what was the result of the discussion(s)? *(provide details)*: ______________________

Details on Disconnection notice *(if applicable)*: ______________________

Scheduled date of disconnection *(if applicable)*: ______________________

Last payments made on the account: Date: ______________ Amount: $ ____________

Date of last contact with Service Provider: ______________________

Payment Arrangements *(provide details)*: ______________________

Has the client received a LEAP grant before? Yes: ☐ When: ______________ No: ☐

6. Recommendation

Grant: Yes ☐ Amount: $ ______________ Criteria have been met ☐

No ☐ If no, please give rationale *(check all that apply)*:

- ☐ Does not meet income criteria
- ☐ No attempt to contact utility provider
- ☐ Cannot maintain housing
- ☐ No attempt at recent payment
- ☐ Does not live at address of arrears
- ☐ Not a customer of a service provider
- ☐ Other *(please specify)*: ______________________

____

____

7. Referrals Made to Other Services

Check all that apply:

- ☐ Food Bank
- ☐ OW / ODSP
- ☐ Other in-agency resources
- ☐ Service provider customer service measures
- ☐ Energy conservation programs
- ☐ Other *(please list)*: ______________________
- ☐ Employment Resources
- ☐ Baby Needs
- ☐ Housing services
- ☐ Clothing

____

____

8. Service Agreement

I, the undersigned, affirm the information provided is true. I acknowledge that should any information provided be found not to be true, I will not be eligible for LEAP Emergency Financial Assistance. I understand that payment of funds is not guaranteed, even if preliminary approval is granted. If my bill is in excess of the LEAP Emergency Financial Assistance grants, I agree to make a payment arrangement with my service provider for the balance. I understand that if I fail to make payments, which I have agreed to pay directly to my service provider, my utility service may be disconnected, and I may not be eligible for future LEAP Emergency Financial Assistance. I have read, understood and agree to these conditions and requirements.

Applicant signature	Date
Worker name (please print)	Worker's signature

Consent to Disclosure of Personal Information

Pursuant to the *Personal Information Protection and Electronic Documents Act* (S.C. 2000, chapter 5, as amended) and the applicable Freedom of Information and Protection of Privacy Acts, I ______________________ grant my consent to ______________________
(insert first name, middle initial and last name) *(insert service provider name)*
to disclose my personal information under the terms and conditions set out below to evaluate eligibility for the following:

- ☐ LEAP Emergency Financial Assistance
- ☐ Service Provider customer service measures
- ☐ The following energy conservation programs: ______________________

1. The personal information that may be disclosed is as follows:
(a) Information relating to the status of my account, number ______________________
(hereinafter referred to as "my account")

with ______________________ relating to consumption at:
(insert service provider name)

______________________ ______________________ ______________________ ______________________
(street address) *(Unit/Suite)* *(City)* *(postal code)*

2. The personal information may be disclosed to the following persons and/or organizations:
(a) ______________________ and,
(insert name of person)
(b) Any other representative of ______________________
(insert Agency name – if none insert "None")
(c) Any other representative of ______________________
(insert name of energy conservation program" – if none insert "None")
(d) Any other representative of ______________________
(insert Social Service Agency name– if none insert "None")

3. The consent to disclose my personal information referred to above shall expire on

____
(insert date not less than 30 days after the date of the signature)

4. I certify that I am at least 18 years of age.

______________________ ______________________
Signature of person giving consent *Witness signature*

______________________ ______________________
Date *Date*

Please return completed form to: ______________________ at ______________________
Agency Name *Fax #*

Version: November 2010

Payment Remittance Form

AGENCY NAME: ______________________________

SERVICE PROVIDER: ______________________________

PERIOD: ______________________________

	CUSTOMER NAME		Account #	Grant Amount	Name of Fund	Comments (*if any*)
	Last	First				
1						
2						
3						
4						
5						

Number of customers is: ## **Grant Total:** **$0.00**

LEAP Grants to Customers of Unit Sub-Metering Providers in Utility's Service Area for the Period

(NOTE: not reflected in table above)

Number of Customers: [ ]

LEAP Grant Total: [ ]

Request for Internal Review of LEAP Emergency Financial Assistance Application

Last name	*First name*	*File number (for office use only)*
Address (number, street, apartment number, or rural route)		*Date of birth (Month/Day/Year)*
City/ Town	*Postal Code*	( ) *Telephone number*
Intake worker name (if known)	*OW/ODSP Member ID (if applicable)*	

1. What was the date you were notified of the denial?

2. Why do you disagree with the decision? Provide any additional information that you think would be helpful.

You may include supporting documents. Please forward copies only.

Please sign this form and drop it off to:

(Name of Agency)

(Address of Agency – street address, city/town, postal code)

Signature | Date

Version: November 2010