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**BY E-MAIL AND WEB POSTING**

February 4, 2011

**To: All Licensed Electricity Distributors  
All Natural Gas Distributors  
All Participants in Consultation Process EB-2008-0150**

**Re: Reporting on LEAP Emergency Financial Assistance**

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In March 2009, the Ontario Energy Board (the “Board”) issued its *Report of the Board: Low Income Energy Assistance Program* (the “LEAP Report”) which describes policies and measures to be implemented by electricity and natural gas distributors to assist low-income energy consumers, including emergency financial assistance.

In the LEAP Report, the Board indicated that it will be important to evaluate and measure program performance so as to understand how funds have been disbursed and how effective LEAP has been in “managing low-income energy consumer issues in relation to their use of natural gas and electricity such as disconnections, bad debt expenses, etc”.

To that end, this letter describes the information to be filed by electricity and natural gas distributors in relation to LEAP emergency financial assistance.

### **Licensed Rate-regulated Electricity Distributors**

The information to be reported by all licensed rate-regulated electricity distributors is set out in Attachment A to this letter. Each distributor is required to provide this information under the condition of its licence that requires it to provide information to the Board as the Board may require. The Board will update its Electricity Reporting and Record Keeping Requirements to incorporate this reporting requirement in due course.

The Board understands that compliance with these reporting requirements will require distributors to rely on data collected by their social agency partner(s), as much of the

information will be obtained during the application intake process. The Board expects that distributors will have suitable arrangements in place with their social agency partner(s) to ensure that the necessary information is collected on a timely basis, is accurate and is protected as required to comply with applicable law.

### **Rate-Regulated Natural Gas Distributors**

As acknowledged by the Board in its letter of October 20, 2010, Enbridge Gas Distribution Inc. ("Enbridge") and Union Gas Ltd. ("Union") are currently subject to separate court settlements that require contributions to the Winter Warmth program, as defined and administered by the United Way Toronto (for Enbridge) and the United Way Chatham-Kent (for Union).

The Board understands that Enbridge and Union receive a final report each year from their respective United Way agency that provides summary statistics on the delivery of the Winter Warmth program. The information contained in these reports is similar to that set out in Attachment A to this letter. As such, the Board currently considers that the filing of these final reports will be adequate for the purpose of enabling the Board to evaluate the provision of emergency financial assistance to natural gas consumers.

For Natural Resource Gas Limited ("NRG"), which is expected to deliver LEAP emergency financial assistance but which is not subject to the same court settlement, the information to be filed is the same as for electricity distributors as set out in Attachment A, other than in relation to information pertaining to customers of unit sub-metering providers.

As is the case for rate-regulated licensed electricity distributors, the Board expects rate-regulated gas distributors to have suitable arrangements in place with their social agency partner(s) to enable them to provide the information identified in this letter.

### **Non-Rate Regulated Distributors**

Non-rate regulated electricity and gas distributors are encouraged by the Board to provide LEAP emergency financial assistance. Any non-rate regulated electricity or gas distributor that provides emergency financial assistance to low-income consumers are similarly encouraged to make annual filings with the Board in much the same form and manner, and at the same time, as set out in this letter.

### **Reporting Timelines**

For electricity distributors and NRG, the first annual filing, covering activities in the 2011 calendar year, is due no later than March 31, 2012. Subsequent filings will be due by March 31 of each year, covering activities in the preceding calendar year.

For each of Enbridge and Union, annual filings are due no later than 30 days after the distributor receives the final report on the delivery of the Winter Warmth program from its United Way agency.

More information will be provided at a later date with respect to filing format.

Questions relating to this letter should be directed to the Market Operations Hotline at [market.operations@oeb.gov.on.ca](mailto:market.operations@oeb.gov.on.ca) or at 416-440-7604. The Board's toll free number is 1-888-632-6273.

Yours truly,

*Original Signed By*

John Pickernell  
Assistant Board Secretary

## Attachment A

### LEAP Emergency Financial Assistance Information to be Reported by Licensed Rate Regulated Electricity Distributors and Natural Resource Gas Limited

The following information is to be provided annually and cover activities in the preceding calendar year:

- **Budget** – total money provided by the distributor to social agencies for LEAP emergency financial assistance
- **Funds dispersed/spent, broken down by:**
  - **Agency Administration & Program Delivery fee** – total money allocated for agency administration and program delivery
  - **Grants to distributor customers** – total dollar value of grants provided to customers of the distributor (i.e., customers that receive a bill directly from the distributor)
  - **Grants to unit sub-metered customers** – total dollar value of grants provided to customers of unit sub-metering providers that operate in the distributor's service area (i.e., customers that receive a bill directly from a unit sub-metering provider)
  - **Total** – total money spent
- **Number of applicants, broken down by:**
  - **Distributor customer applicants** - total number of applicants who applied for assistance that were customers of the distributor
  - **Unit sub-metered customer applicants** - total number of applicants who applied for assistance that were customers of unit sub-metering providers operating in the distributor's service area
  - **Total applicants** - total number of applicants who applied for assistance (both distributor customers and unit sub-metered customers)
- **Number of applicants assisted (i.e. applicants approved) broken down by:**
  - **Distributor customer applicants** - total number of applicants who were approved for and received assistance that were customers of the distributor
  - **Unit sub-metered customer applicants** - total number of applicants who were approved for and received assistance that were customers of unit sub-metering providers operating in the distributor's service area
  - **Total applicants** - total number of applicants who were approved for and received assistance (both distributor customers and unit sub-metered customers)
- **Number of applicants denied, broken down by:**
  - **Distributor customers applicants** - total number of applicants that were customers of the distributor and that applied for assistance but were not approved

- **Unit sub-metered customer applicants** - total number of applicants that were customers of unit sub-metering providers operating in the distributor’s service area and that applied for assistance but were not approved
- **Total applicants** - total number of applicants that applied for assistance but were not approved (both distributor customers and unit sub-metered customers)
- **Average grant per accepted applicant assisted:**
  - **Distributor customer average** - average grant amount allocated per applicant, for applicants that were customers of the distributor
  - **Unit sub-metered customer average** – average grant amount allocated per applicant, for applicants that were customers of unit sub-metering providers operating in the distributor’s service area
  - **Average across all customers** – average grant amount allocated per applicant, measured across both distributor and unit sub-metered customers
- **Non-distributor funds** – total funds received by the distributor’s social agency partner(s) from non-distributor sources (i.e. donations) that were earmarked for, and used to top up, the LEAP emergency financial assistance funds
- **Adherence to Manual** – confirmation that the distributor’s social agency partner(s) has/have adhered to the processes and requirements set out in the LEAP Program Manual