

Ontario Energy Board
P.O. Box 2319
27th Floor
2300 Yonge Street
Toronto ON M4P 1E4
Telephone: 416- 481-1967
Facsimile: 416- 440-7656
Toll free: 1-888-632-6273

Commission de l'énergie de l'Ontario
C.P. 2319
27e étage
2300, rue Yonge
Toronto ON M4P 1E4
Téléphone: 416- 481-1967
Télécopieur: 416- 440-7656
Numéro sans frais: 1-888-632-6273



BY E-MAIL AND WEB POSTING

November 22, 2011

**To: All Licensed Electricity Distributors
All Natural Gas Distributors
LEAP Social Agency Partners**

**Re: LEAP Webcasts on Low-Income Electricity Customer Service Rules, and
Emergency Financial Assistance Reporting Requirements**

Board staff will be conducting a series of LEAP webcasts for electricity distributors, and their social agency partners, to provide training on the new low-income electricity customer service rules. The webcasts will also review the Emergency Financial Assistance program's annual reporting and monthly monitoring requirements.

Low-Income Electricity Customer Service Rules

On October 1, 2011, customer service rules for eligible low-income electricity customers came into effect. The new low-income customer service rules relate to:

1. Eligible Low-Income Customer Definition
2. Security Deposits
3. Under-Billing Adjustments
4. Equal Billing and/or Payment Plan Options
5. Disconnection Period
6. Assistance Information Before Disconnection
7. Arrears Payment Agreements
8. Use of Load Control Devices (applied to all customers)

A summary of the low-income electricity customer service rules may be found at
http://www.ontarioenergyboard.ca/OEB/ Documents/Press%20Releases/bckgrndr_lowincome.pdf

Emergency Financial Assistance Reporting Requirements

The annual Emergency Financial Assistance reporting requirements are outlined in Appendix C.2 of the 2011 LEAP Emergency Financial Assistance Program Manual. Electricity distributors and NRG are expected to file their year-end report with the Board by February 28, 2012. Enbridge and Union are expected to file their year-end report no later than 30 days after they receive the final Winter Warmth program report from their United Way agency partner.

Appendix C.3 outlines the monthly monitoring data requirements that social agency partners are expected to track. Distributors are expected to file a copy of the monthly monitoring data provided by their social agency partners, along with their annual year-end report.

The information collected and reported by distributors and their social agency partners enables the Board to measure and evaluate program performance so as to understand how funds have been disbursed, how effective Emergency Financial Assistance has been in assisting low-income consumers, and whether any changes to the program are needed.

Webcasts

Two sessions are being provided for each target audience to ensure maximum participation. The dates, times, and target audiences are as follows:

	Wednesday, November 30	Thursday, December 1
10:00 – 11:30	Target Audience: Distributors	Target Audience: Social Agencies
2:00 – 3:30	Target Audience: Social Agencies	Target Audience: Distributors

Distributors are expected to share this invitation for the webcasts with their social agency partners, so that they can participate in one of the sessions targeted to social agencies.

If you plan to participate in the webcast, please register with Veronica Mendes at veronica.mendes@ontarioenergyboard.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 webcasts should be directed to the Lenore Dougan, Policy Advisor at (416) 440-8141 or by email at lenore.dougan@ontarioenergyboard.ca. The Board's toll free number is 1-888-632-6273.

Yours truly,

Original Signed By

Peter Fraser
Managing Director, Regulatory Policy

Attachment A

INSTRUCTIONS TO JOIN THE WEBCAST

IMPORTANT

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
Wednesday November 30 10:00 – 11:30 Distributors	https://www.livemeeting.com/cc/ontarioenergyboard/join?id=D8JGR7&role=attend&pw=9q%7C%5B4%3FJ Local: (416) 406-1280 Outside area code 416, call Toll-free: +1 (866) 832-4446 Participant Code: 6354054
Wednesday November 30 2:00 – 3:30 Social Agencies	https://www.livemeeting.com/cc/ontarioenergyboard/join?id=6BMR4C&role=attend&pw=Q%21%7C%2FQx2 Local: (416) 406-1280 Outside area code 416, call Toll-free: +1 (866) 832-4446 Participant Code: 6354054
Thursday December 1 10:00 – 11:30 Social Agencies	https://www.livemeeting.com/cc/ontarioenergyboard/join?id=W845S5&role=attend&pw=S%25R8r%2Bk Local: (416) 406-1280 Outside area code 416, call Toll-free: +1 (866) 832-4446 Participant Code: 6354054
Thursday December 1 2:00 – 3:30 Distributors	https://www.livemeeting.com/cc/ontarioenergyboard/join?id=GR4TZM&role=attend&pw=Wsg%27r96 Local: (416) 406-1280 Outside area code 416, call Toll-free: +1 (866) 832-4446 Participant Code: 6354054

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@ontarioenergyboard.ca or call 1-888-632-6273 or 416-481-1967 and dial extension 555 (lthelp)

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.