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**BY E-MAIL AND WEB POSTING**

November 13, 2012

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

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

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Board staff will be conducting two LEAP webcasts for electricity and natural gas distributors, and their social agency partners, to provide training on the emergency financial assistance (“EFA”) program and the low-income customer service rules. These webcasts are designed for distributors and social agencies who would like to refresh their training on these two components of the LEAP program.

### **Emergency Financial Assistance**

The webcasts will cover the following topics related to the EFA Program:

1. LEAP EFA Program Manual;
2. Roles and Responsibilities of Utilities and the Social Agencies;
3. Eligibility Criteria and Grant Amounts;
4. Application Process; and
5. Reporting Requirements.

### **Low-Income Electricity Customer Service Rules**

On October 1, 2011, customer service rules for eligible low-income electricity customers came into effect. The webcasts will provide details on the low-income customer service rules related 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; and
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](http://www.ontarioenergyboard.ca/OEB/ Documents/Press%20Releases/bckgrndr_lowincome.pdf)

### **Low-Income Natural Gas Customer Service Policies**

In September 2012, the Board adopted a rule requiring rate-regulated gas utilities to develop appropriate customer service policies for eligible low-income gas customers and to ensure that they publish and comply with them. These will supplement the updated residential gas customer service policies that came into force on April 1, 2012.

The Board set January 1, 2013 as the coming into force date for the eligible low-income customer service policies. As of that date, rate-regulated gas distributors must update their customer service policies to describe their special low-income customer service policies, and must conduct their business in accordance with those customer service policies.

The low-income gas customer service policies address the following areas:

1. Definition of eligible low-income gas customer;
2. Security deposit waivers;
3. Access to equal billing and equal payment plans;
4. Under-billing adjustments;
5. Disconnection for non-payment notice and procedures; and
6. Arrears payment agreements, including application of late payment charges.

Representatives from Enbridge Gas Distribution and Union Gas will present their respective updated customer service policies during the webcasts.

For more information on the residential and low-income customer service policies of these gas distributors, please visit the following webpages:

**Enbridge Gas Distribution Inc. -**

<https://www.enbridgegas.com/homes/customer-service/Conditions-of-service.aspx>

**Union Gas Limited -** <http://uniongas.com/aboutus/policies/>

## Webcasts

Two sessions are being provided for participation by both distributors and social agencies. The two sessions will cover the same topics. The dates and times are as follows:

Session	Time	Date
1	9:30 a.m. – 12:00 p.m.	Tuesday, November 20
2	1:30 p.m. – 4:00 p.m.	Thursday, November 22

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.

If you plan to participate in the webcast, please register with Veronica Mendes at [veronica.mendes@ontarioenergyboard.ca](mailto: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](mailto:lenore.dougan@ontarioenergyboard.ca). The Board's toll free number is 1-888-632-6273.

Yours truly,

Peter Fraser  
Managing Director, Regulatory Policy

## Attachment A

### INSTRUCTIONS TO JOIN THE WEBCAST

#### IMPORTANT

#### Meeting prerequisites

Install WebEx client or have your IT personnel install it.

**(You have to be an administrator to install new software in your PC/MAC ).**

Go to <https://telusdemo.webex.com/mw0306ld/mywebex/default.do?siteurl=telusdemo>

Go to **Support** → **Downloads** and download the appropriate software for your Operating System . See below



The screenshot shows the WebEx Meeting Center interface. The top navigation bar includes 'Welcome', 'Meeting Center', 'Event Center', 'Support Center', 'More Services', and 'My WebEx'. The main content area is titled 'Meeting Center: Downloads'. On the left, a sidebar menu lists various options, with 'Support' and 'Downloads' highlighted. The main content area is divided into three sections: 'Meeting Center Application', 'Recorder and Players', and 'WebEx Universal Toolkit'. The 'Meeting Center Application' section contains instructions on how to download and install the application, with a note that administrator privileges are required. A yellow box highlights the download links for the Meeting Center application for Internet Explorer, Firefox/Chrome, and Mac OS X (Intel). The 'Recorder and Players' section provides information on recording and playing meetings. The 'WebEx Universal Toolkit' section describes a browser plug-in for sharing multimedia slides.

Meeting Center: Downloads	
<b>Meeting Center Application</b> To start or join a meeting you will need to download, install, and configure the WebEx Meeting Center application. The first time you join or start a meeting, the Meeting Center application will automatically be installed; however you can also manually download and install it.	Download the installer for your operating system: <ul style="list-style-type: none"><li>• <a href="#">Meeting Center application for Internet Explorer in Windows</a></li><li>• <a href="#">Meeting Center application for Firefox or Chrome browsers in Windows</a></li><li>• <a href="#">Meeting Center application for Mac OS X (Intel)</a></li></ul>
<b>Note:</b> You must have administrator privileges on your computer to use this installer.	
<b>Recorder and Players</b> WebEx offers a variety of recorders and players that you can use to record, play, and edit meetings.	To download and learn more about players or the editor, see the <a href="#">Recording and Playback</a> page.
<b>WebEx Universal Toolkit</b> Use this browser plug-in to create multimedia slides that you can share during events. Add WebEx Recorded Files (.wrf), audio, video, Flash animations, or Web pages and then save the slides as a WebEx Universal Communications Format (.ucf) file. During a meeting, you can share the UCF file and display multimedia effects.	<a href="#">Download now (Login Required)</a>

You will not be able to attend the meeting without installing this software

## 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
Tuesday November 20 <b>9:30 – 12:00</b>	<p><a href="https://ontarioenergyboard.webex.com/ontarioenergyboard/j.php?ED=202184537&amp;UID=1288989287&amp;PW=NYTEzNGQxMGU2&amp;RT=MiMxMQ%3D%3D">https://ontarioenergyboard.webex.com/ontarioenergyboard/j.php?ED=202184537&amp;UID=1288989287&amp;PW=NYTEzNGQxMGU2&amp;RT=MiMxMQ%3D%3D</a></p> <p>If the link does not work go to <a href="https://telusdemo.webex.com">https://telusdemo.webex.com</a></p> <p>Click on the Welcome tab Enter <b>731 579 063</b> in the Meeting Number Enter your information The password for this meeting is <b>OEB!123</b></p> <p>The audio portion of the meeting will be delivered via telephone To access the conference line call: <b>(416) 406-1280</b> or Toll free: <b>1 (866) 832-4446</b> Access number: <b>6354054</b></p> <p>To ask questions click on the chat and enter your question. To see the chat icon click on the green tab at the top of your screen</p> <p><b>TECHNICAL SUPPORT</b></p> <p>If you are unable to see the slides contact your IT personnel.</p> <p>If you still continue to experience problems call OEB ithelp at 416 481 1967 Ext 555 or email <a href="mailto:it.help@ontarioenergyboard.ca">it.help@ontarioenergyboard.ca</a></p>

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<p>Thursday November 22 <b>1:30 – 4:00</b></p>	<p><a href="https://ontarioenergyboard.webex.com/ontarioenergyboard/j.php?ED=202186367&amp;UID=1288996787&amp;PW=NZGE2ZDY2ZTc3&amp;RT=MIMxMQ%3D%3D">https://ontarioenergyboard.webex.com/ontarioenergyboard/j.php?ED=202186367&amp;UID=1288996787&amp;PW=NZGE2ZDY2ZTc3&amp;RT=MIMxMQ%3D%3D</a></p> <p>If the link does not work go to <a href="https://telusdemo.webex.com">https://telusdemo.webex.com</a></p> <p>Click on the Welcome tab Enter <b>735 201 860</b> in the Meeting Number Enter your information The password for this meeting is <b>OEB!4321</b></p> <p>The audio portion of the meeting will be delivered via telephone To access the conference line call: Toll: +1 (416) 406-1280 or Toll free: +1 (866) 832-4446 Access number: <b>6354054</b></p> <p>To ask questions click on the chat and enter your question. To see the chat icon click on the green tab at the top of your screen</p> <p><b>TECHNICAL SUPPORT</b></p> <p>If you are unable to see the slides contact your IT personnel.</p> <p>If you still continue to experience problems call OEB ithelp at 416 481 1967 Ext 555 or email <a href="mailto:it.help@ontarioenergyboard.ca">it.help@ontarioenergyboard.ca</a></p>
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