0Ontario Energy Board

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BY E-MAIL AND WEB POSTING

November 4, 2013

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

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
- 5. Reporting Requirements

Low-Income Electricity Customer Service Rules & Natural Gas Customer Service Policies

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
- 8. Use of Load Control Devices (electricity customers only)

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

Representatives from Enbridge Gas Distribution and Union Gas will present their respective 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	1:30 p.m. – 4:00 p.m.	Monday, November 18
2	9:30 a.m. – 12:00 p.m.	Thursday, November 21

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 <u>veronica.mendes@ontarioenergyboard.ca</u>, 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 Robson, Policy Advisor at (416) 440-8141 or by email at lenore.robson@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

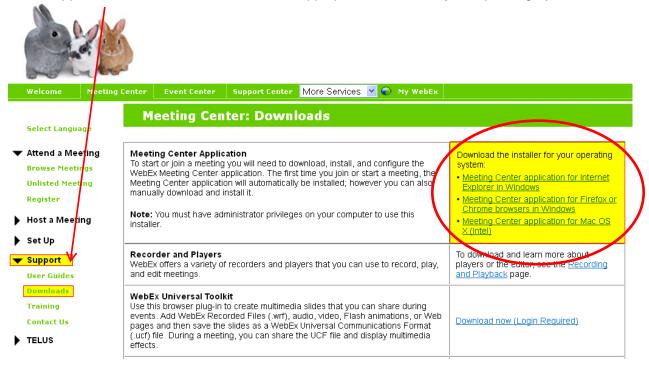
IMPORTANT Meeting prerequisites

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://ontarioenergyboard.webex.com

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



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

To test after the installation use the link below: http://www.webex.com/test-meeting.html

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	
	https://ontarioenergyboard.webex.com/ontarioenergyboard/j.php?ED=238680272&UID=504674462&PW=NN2U2ZjRiZjY3&RT=NCMxMQ%3D%3D	
Monday, November 18	Local: (416) 406-1280	
1:30 p.m. – 4:00 p.m.	Outside area code 416, call Toll-free: +1 (866) 832-4446	
	Participant Code: 2812741	
	If the link does not work go to https://ontarioenergyboard.webex.com Click on Your Meeting	
	Enter 734 671 794 in the Meeting Number ,Enter your information The password for this meeting is Webcast01	
	https://ontarioenergyboard.webex.com/ontarioenergyboard/j.php?ED=238682762&UID=504674462&PW=NNjk0Y2IyZmE5&RT=NCMxMQ%3D%3D	
Thursday, November 21	Local: (416) 406-1280	
9:30 a.m. – 12:00 p.m.	Outside area code 416, call Toll-free: +1 (866) 832-4446	
•	Participant Code: 2812741	
	If the link does not work go to https://ontarioenergyboard.webex.com Click on Your Meeting	
	Enter 737 047 976 in the Meeting Number ,Enter your information The password for this meeting is Webcast02	

FOR **TECHNICAL SUPPORT** contact Your IT Personnel and then 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 (Ithelp)