

Ontario 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 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 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



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| | |
|---|--|
| Meeting Center Application 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. Note: You must have administrator privileges on your computer to use this installer. | Download the installer for your operating system: <ul style="list-style-type: none">Meeting Center application for Internet Explorer in WindowsMeeting Center application for Firefox or Chrome browsers in WindowsMeeting Center application for Mac OS X (Intel) |
| Recorder and Players 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 Recording and Playback page. |
| WebEx Universal Toolkit 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. | Download now (Login Required) |

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 |
|---|--|
| <p>Monday, November 18 1:30 p.m. – 4:00 p.m.</p> | <p>https://ontarioenergyboard.webex.com/ontarioenergyboard/j.php?ED=238680272&UID=504674462&PW=NN2U2ZjRiZjY3&RT=NCMxMQ%3D%3D Local: (416) 406-1280 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</p> |
| <p>Thursday, November 21 9:30 a.m. – 12:00 p.m.</p> | <p>https://ontarioenergyboard.webex.com/ontarioenergyboard/j.php?ED=238682762&UID=504674462&PW=NNjk0Y2IyZmE5&RT=NCMxMQ%3D%3D Local: (416) 406-1280 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</p> |

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 (lthelp)