

Ontario Energy Board

P.O. Box 2319
2300 Yonge Street
27th Floor
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
2300, rue Yonge
27^e étage
Toronto ON M4P 1E4
Téléphone: 416-481-1967
Télécopieur: 416-440-7656
Numéro sans frais: 1-888-632-6273



BY EMAIL AND WEB POSTING

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

Re: 2014 LEAP Emergency Financial Assistance & Winter Warmth Results

This letter provides an update on the results of the Ontario Energy Board's (OEB) Low-Income Energy Assistance Program ("LEAP") Emergency Financial Assistance ("EFA") and Winter Warmth programs reported by electricity and natural gas distributors for 2014. For the complete results see Attachment A to this letter.

2014 LEAP Results – Electricity Distributors

On April 30, 2015, electricity distributors filed their annual LEAP EFA results for the period January 1, 2014 to December 31, 2014, as part of the OEB's Reporting and Record Keeping Requirements. In addition, they filed monthly monitoring data which captures demographic information about the applicants. A snap shot of the 2014 results with a comparison against 2013 is shown in the table below:

Electricity Distributors	2014	2013	Change	% Change
LEAP Funds Available	\$ 5,536,646	\$ 5,031,449	+\$ 505,197	+10.0%
LEAP Funds Disbursed	\$ 4,762,007	\$ 4,279,839	+\$ 482,168	+11.2%
Applicants Assisted	9,656	9,293	+363	+3.9%
Average Grant	\$ 418	\$ 399	+\$ 19	+4.8%
# of Distributors that Exhausted Funds	48 (of 74)	45 (of 75)	+3	6.7%

Some additional highlights:

- There was \$774,643 in remaining funds to be carried forward for use in 2015, in addition to the distributors' 2015 LEAP EFA funds;
- Social agency partners for 18 utilities did not retain administration costs; and
- According to the monthly monitoring data, the typical LEAP applicant is a renter, living in a house. The average monthly income of applicants was \$1,681 with average arrears of \$550.

2014 LEAP Results – Natural Gas Distributors

On April 30, 2015, the natural gas distributors filed their annual LEAP EFA and Winter Warmth results (as applicable) for the period January 1, 2014 to December 31, 2014. In 2014, Union Gas continued to have adequate funding from its court settlement to provide emergency financial assistance through the Winter Warmth program. However, Enbridge delivered funds through the LEAP EFA program.

The highlights of the combined results of LEAP EFA and Winter Warmth programs are shown in the table below. For a full breakdown of the LEAP EFA and Winter Warmth results, see Attachment A to this letter.

Natural Gas Distributors *	2014	2013	Change	% Change
LEAP and WW Funds Available	\$2,760,904	\$ 2,314,018	+\$ 446,886	+19.3%
LEAP and WW Funds Disbursed	\$2,632,808	\$ 2,128,223	+\$ 504,585	+23.7%
Applicants Assisted	6,135	4,971	+1,164	+23.4%
Average Grant	\$369	\$ 364	+\$ 5	+1.4%

Union and Enbridge had \$102,563 in remaining LEAP EFA and Winter Warmth funds to be carried forward for use in 2015.

* Partial LEAP EFA data for Utilities Kingston obtained from their Utilities Kingston *Annual Reports 2014 and 2013*

Questions relating to this letter should be directed to the Board's Industry Relations Enquiry e-mail at IndustryRelations@OntarioEnergyBoard.ca.

Yours truly,

Original signed by

Deb Roberts
Vice President, Executive Office



Ontario Energy Board Commission de l'énergie de l'Ontario



2014 LEAP Emergency Financial Assistance and Winter Warmth Results

Consumer Engagement and Policy Group

October 5, 2015

1. Program Overview
2. Annual Results for Electricity Distributors
3. Annual Results for Natural Gas Distributors
4. Monthly Monitoring Results for Electricity Distributors

LEAP EFA Program Overview

- The Low-Income Energy Assistance Program – Emergency Financial Assistance (LEAP EFA) is a grant program intended to provide emergency relief to eligible low income customers who may be experiencing difficulty paying their bills.
 - Not intended to provide regular or ongoing bill payment assistance
- LEAP EFA is funded by distributors' ratepayers through the distribution rate of each utility.
- Distributors contribute the greater of 0.12% of their total Board-approved distribution revenue, or \$2,000.
 - Up to 15% of funding may be retained for agency administration fees.
- Social agencies are responsible for screening for eligibility, as per criteria and guidelines set out in the LEAP EFA Program Manual.
- Maximum of \$500 per fuel, per household, per calendar year
 - \$600 maximum amount for electrically heated homes

Winter Warmth Program Overview

- Union Gas Limited and Enbridge Gas Distribution Inc. were subject to separate court settlements that required them to contribute to the Winter Warmth program.
- Winter Warmth (WW) is a low-income assistance program designed for natural gas consumers.
- The Winter Warmth framework was used in the development of LEAP EFA.
- In 2014, Union Gas continued to deliver the Winter Warmth program all year long while Enbridge, having depleted its Winter Warmth funds by May 2012, delivered LEAP EFA funds in 2013 and 2014.

Distributors Participating in LEAP EFA in 2014

- 79 distributors participating in LEAP EFA & Winter Warmth:
 - 74 Electricity distributors
 - 5 Natural gas distributors
 - Enbridge Gas, Union Gas, Natural Resource Gas (NRG), Utilities Kingston, Kitchener Utilities
- 116 social service agencies participating in LEAP EFA & Winter Warmth program delivery:
 - 70 lead agencies delivering LEAP EFA in the electricity sector
 - 46 agencies delivering LEAP EFA & Winter Warmth in the natural gas sector

Reporting and Record Keeping Requirements (RRR)

- Licensed electricity and natural gas distributors are required to file the following information annually:

Total Funds Received	Distributor Budget (greater of 0.12% of distribution revenue or \$2,000)
	Non-Distributor Funds (i.e. Donations)
	Unused Funds from Previous Year(s)
Total Funds Disbursed	Grants Disbursed (Distributor and Sub-Metered)
	Administration Cost
Other	Total Unused Funds
	Month in which LEAP Funds were Depleted
	Number of Applicants (Distributor and Sub-Metered)
	Number of Customers Assisted (Distributor and Sub-Metered)
	Number of Customers Denied (Distributor and Sub-Metered)

- Data collected for the period January 1, 2014 to December 31, 2014

LEAP EFA & Winter Warmth (WW) Results Overview

Electricity Distributors	2014	2013	Change	% Change
LEAP Funds Available	\$ 5,536,646	\$ 5,031,449	+\$ 505,197	+10.0%
LEAP Funds Disbursed	\$ 4,762,007	\$ 4,279,839	+\$ 482,168	+11.2%
Applicants Assisted	9,656	9,293	+363	+3.9%
Average Grant	\$ 418	\$ 399	+\$ 19	+4.8%

Natural Gas Distributors *	2014	2013	Change	% Change
LEAP and WW Funds Available	\$2,760,904	\$ 2,314,018	+\$ 446,886	+19.3%
LEAP and WW Funds Disbursed	\$2,632,808	\$ 2,128,223	+\$ 504,585	+23.7%
Applicants Assisted	6,135	4,971	+1,164	+23.4%
Average Grant	\$369	\$ 364	+\$ 5	+1.4%

* Utilities Kingston provides partial LEAP EFA data in their Utilities Kingston *Annual Reports 2014 and 2013*.



Ontario Energy Board

Commission de l'énergie de l'Ontario

Electricity Distributors

LEAP EFA Results for Electricity Distributors

LEAP EFA	2014 Results	% of Total Funding	2013 Results	% Change
Total LEAP Funds Available	\$ 5,536,646 *		\$ 5,031,449 **	+10.0%
Total LEAP Grants Disbursed	\$ 4,038,723	72.9%	\$ 3,703,447	+9.1%
Administration Cost	\$ 723,282 ***	13.1%	\$ 576,391 ***	+25.5%
Total Funds Disbursed	\$ 4,762,007	86.0%	\$ 4,279,839	+11.2%
Total Unused Funds	\$ 774,643	14.0%	\$ 751,609	+3.1%
Total # of Applicants	11,583		11,462	+1.1%
Total # of Applicants Assisted	9,656 ****		9,293 *****	+3.9%
Total # of Applicants Denied	1,927		2,170	-11.2%
Average Grant	\$ 418		\$ 399	+4.8%

* Includes \$800,771 of donations (Hydro One Networks Inc., Innpower Corporation, Peterborough Distribution Incorporated, Westario Power Inc.)

** Includes \$30,508 of donations (Kingston Hydro Corporation, Lakeland Power Distribution Ltd., Tillsonburg Hydro Inc.)

*** 18 distributors did not pay administration costs (down from 21 in 2013)

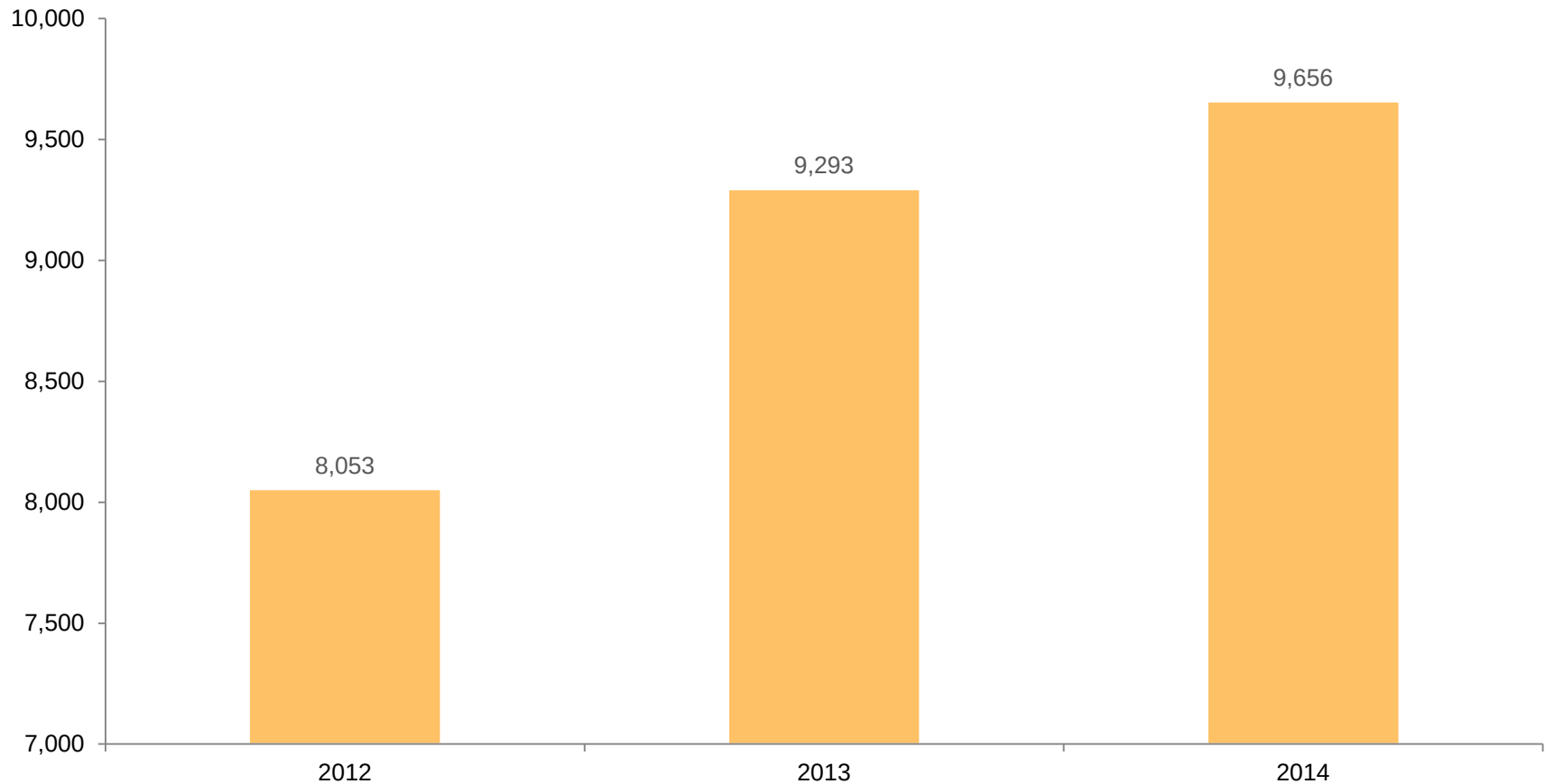
**** Includes 116 unit sub-metering customers; average grant \$396

***** Includes 105 unit sub-metering customers; average grant \$369



LEAP EFA Results for Electricity Distributors

Number of Applicants Assisted



LEAP FUNDS of the Top 12 Distributors by Distribution Revenue - 2014

	Distributor Budget	Non-Distributor Funds	Unused Funds From Previous Year	LEAP Funds Available	% of Total LEAP Funds Available Across All Distributors	Total Grants Disbursed	# of Customers Assisted
Hydro One Networks Inc.	1,685,876	750,000	5,494	2,441,370	44.1%	1,761,214	3,459
Toronto Hydro-Electric System Limited	660,000		95,319	755,319	13.6%	641,868	1,532
PowerStream Inc.	259,098		14,990	274,088	5.0%	235,223	656
Hydro Ottawa Limited	187,300			187,300	3.4%	112,863	329
Enersource Hydro Mississauga Inc.	150,000			150,000	2.7%	128,179	277
Horizon Utilities Corporation	126,798			126,798	2.3%	109,415	340
London Hydro Inc.	100,000			100,000	1.8%	85,000	197
Hydro One Brampton Networks Inc.	71,448		93,813	165,261	3.0%	28,854	70
Veridian Connections Inc.	59,916		1,190	61,106	1.1%	18,388	48
EnWin Utilities Ltd	56,760			56,760	1.0%	49,665	162
Kitchener-Wilmot Hydro Inc.	47,475			47,475	0.9%	40,354	125
Hydro One Remote Communities Inc.	43,048		91,977	135,025	2.4%	23,835	48
Sum (Top 12 Distributors):	3,447,719	750,000	302,783	4,500,502	81.3%	3,234,858	7,243
Grand Total (All Distributors) :	4,248,821	800,771	487,054	5,536,646	100.0%	3,992,795	9,656
% (Top 12 Distributors / All Distributors):	81.1%	93.7%	62.2%	81.3%	81.3%	80.1%	75.0%



Distributors That Did Not Pay Administration Costs in 2014

Distributor Name

- | | |
|---|--|
| 1) Bluewater Power Distribution Corporation | 10) Hydro One Remote Communities Inc. |
| 2) Burlington Hydro Inc. | 11) Kingston Hydro Corporation * |
| 3) Chapleau Public Utilities Corporation | 12) Lakefront Utilities Inc. |
| 4) Erie Thames Powerlines Corporation | 13) Lakeland Power Distribution Ltd. * |
| 5) Espanola Regional Hydro Distribution Corporation | 14) Niagara-on-the-Lake Hydro Inc. |
| 6) Grimsby Power Incorporated | 15) PUC Distribution Inc. |
| 7) Halton Hills Hydro Inc. | 16) Renfrew Hydro Inc. |
| 8) Hearst Power Distribution Company Limited | 17) Tillsonburg Hydro Inc. |
| 9) Hydro 2000 Inc. | 18) West Coast Huron Energy Inc. |

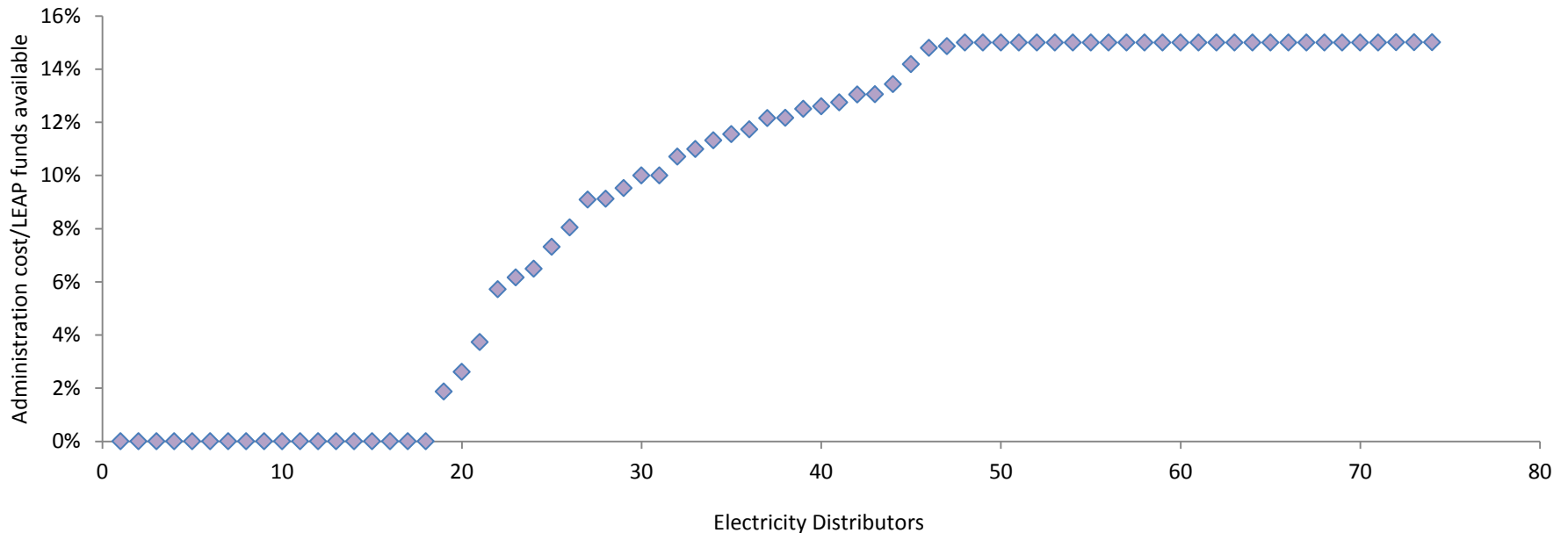
* Distributors that were not on the list in 2013 (down from 21 in 2013)



Administration Cost Analysis

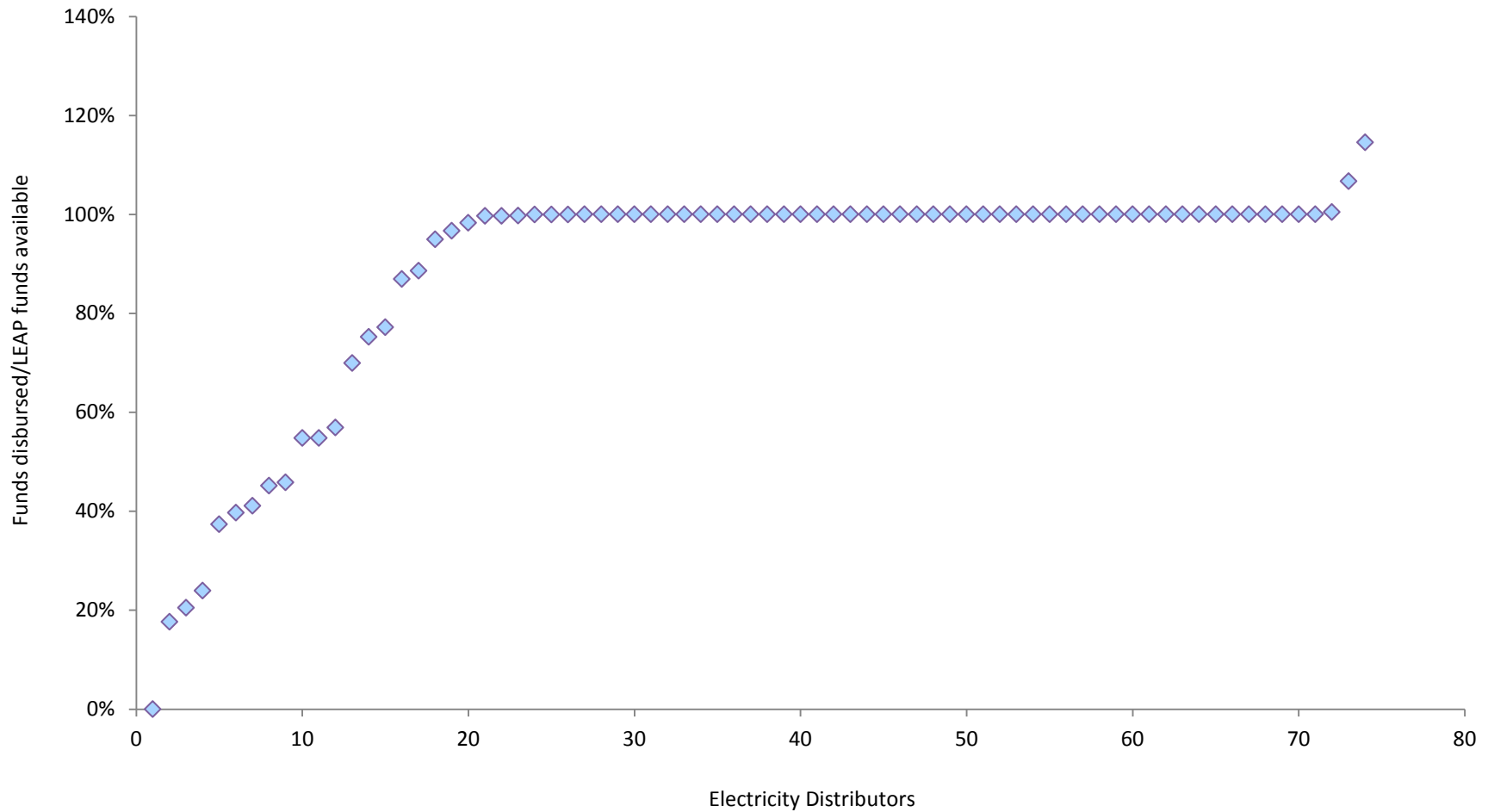
	2014	2013	Change	% Change
Total Administration Cost	\$ 723,282	\$ 576,391	+\$ 146,892	+25.5%
Administration Cost / Applicant	\$ 62.69	\$ 50.29	+\$ 12.40	+24.7%
Administration Cost / Applicant Assisted	\$ 74.90	\$ 62.02	+\$ 12.88	+20.8%

Administration Costs as a Percentage of LEAP Funds Available



Percentage of LEAP Funds Disbursed in 2014

Percentage of LEAP Funds Disbursed



- 48 distributors have fully exhausted their LEAP funds
- 19 distributors have LEAP funds remaining



Distributors That Fully Exhausted Their LEAP Funds in 2014

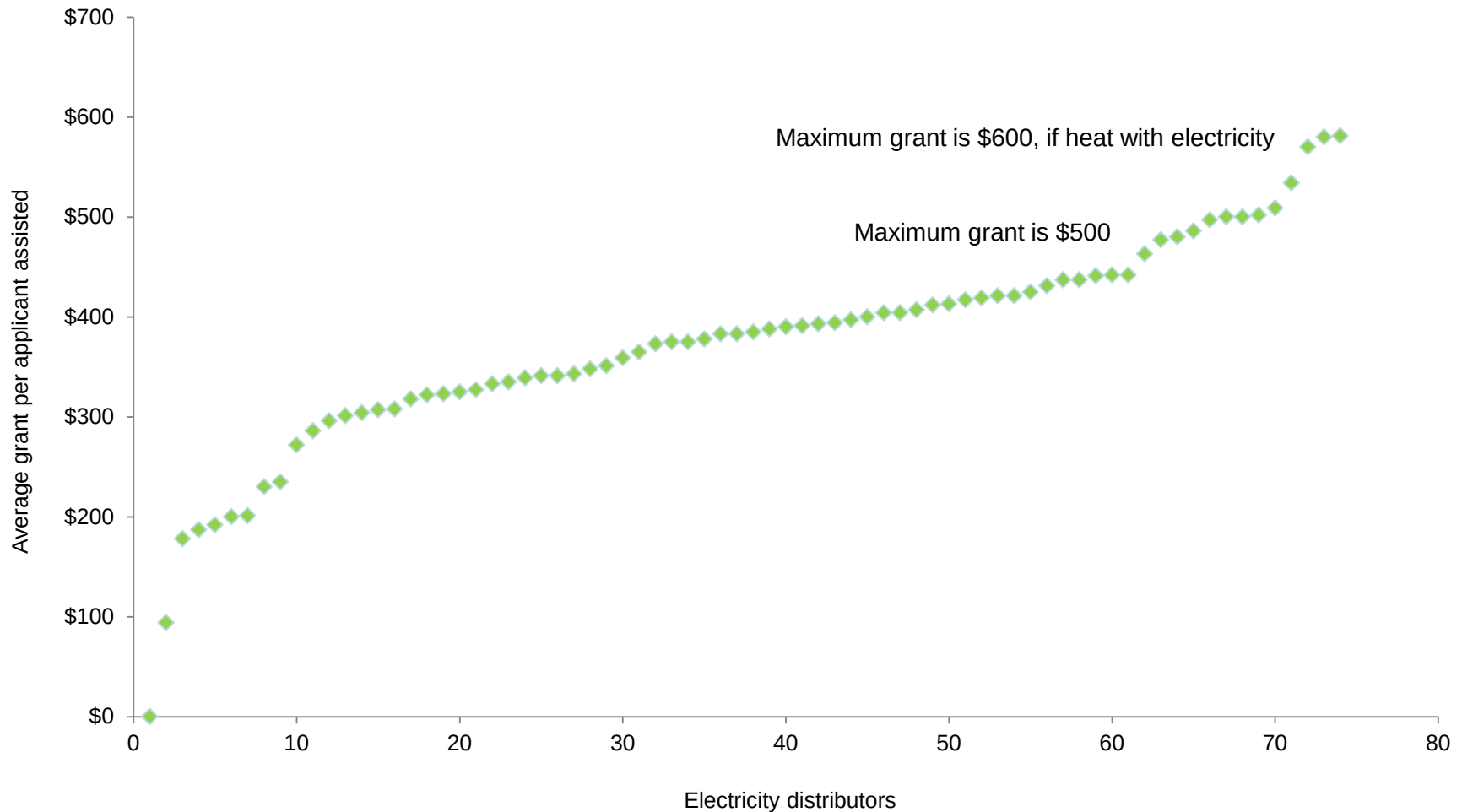
- | | | |
|---|--|---|
| 1. Bluewater Power Distribution Corporation | 20. Hydro 2000 Inc. | 40. Renfrew Hydro Inc. |
| 2. Brant County Power Inc. | 21. Hydro Hawkesbury Inc. | 41. Rideau St. Lawrence Distribution Inc. |
| 3. Brantford Power Inc. | 22. Kenora Hydro Electric Corporation Ltd. | 42. Sioux Lookout Hydro Inc. |
| 4. Cambridge and North Dumfries Hydro Inc. | 23. Kingston Hydro Corporation | 43. Thunder Bay Hydro Electricity Distribution Inc. |
| 5. Canadian Niagara Power Inc. * | 24. Kitchener-Wilmot Hydro Inc. | 44. Tillsonburg Hydro Inc. |
| 6. Chapleau Public Utilities Corporation * | 25. Lakefront Utilities Inc. | 45. Wasaga Distribution Inc. |
| 7. COLLUS PowerStream Corp. | 26. London Hydro Inc. | 46. West Coast Huron Energy Inc. |
| 8. Cooperative Hydro Embrun Inc. * | 27. Milton Hydro Distribution Ltd. | 47. Westario Power Inc. |
| 9. Cornwall Street Railway Light and Power Company Limited* | 28. Newmarket-Tay Power Distribution Ltd. | 48. Woodstock Hydro Services Inc. |
| 10. E.L.K. Energy Inc. | 29. Niagara Peninsula Energy Inc. | |
| 11. Enersource Hydro Mississauga Inc. * | 30. Norfolk Power Distribution Inc. | |
| 12. Entegrus Powerlines Inc. | 31. North Bay Hydro Distribution Limited | |
| 13. EnWin Utilities Ltd. | 32. Oakville Hydro Electricity Distribution Inc. | |
| 14. Erie Thames Powerlines Corporation | 33. Orangeville Hydro Limited | |
| 15. Espanola Regional Hydro Distribution Corporation | 34. Orillia Power Distribution Corporation | |
| 16. Essex Powerlines Corporation | 35. Oshawa PUC Networks Inc. | |
| 17. Fort Frances Power Corporation * | 36. Ottawa River Power Corporation | |
| 18. Greater Sudbury Hydro Inc. | 37. Peterborough Distribution Incorporated | |
| 19. Guelph Hydro Electric Systems Inc. | 38. PowerStream Inc. * | |
| | 39. PUC Distribution Inc. | |



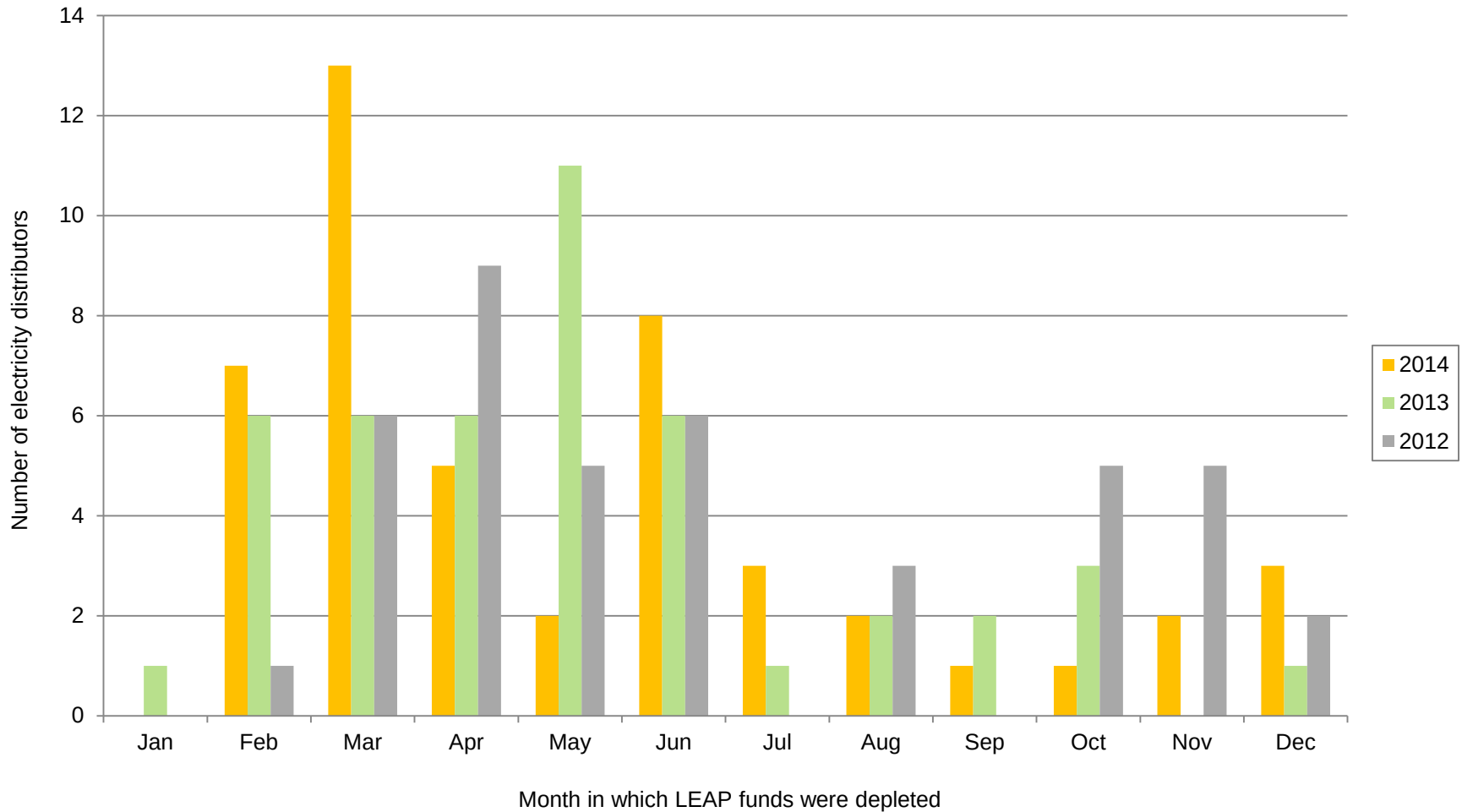
Distributors That Have LEAP Funds Remaining in 2014

Distributors	Unused Funds	Distributors	Unused Funds
1. Hydro One Networks Inc.	\$318,824	14. Northern Ontario Wires Inc.	\$5,756
2. Hydro One Brampton Networks Inc.	125,690	15. Hearst Power Distribution Company Limited	3,119
3. Hydro One Remote Communities Inc.	111,191	16. Atikokan Hydro Inc.	2,473
4. Hydro Ottawa Limited	46,342 *	17. Welland Hydro-Electric System Corp.	1,561
5. Veridian Connections Inc.	35,999	18. Innpower Corporation	768
6. Burlington Hydro Inc.	28,167	19. Horizon Utilities Corporation	351 *
7. Waterloo North Hydro Inc.	25,955	20. Toronto Hydro-Electric System Limited	161
8. Whitby Hydro Electric Corporation	24,497	21. Wellington North Power Inc.	150
9. Halton Hills Hydro Inc.	13,590	22. Centre Wellington Hydro Ltd.	78
10. Festival Hydro Inc.	12,883	23. Haldimand County Hydro Inc.	71
11. Niagara-on-the-Lake Hydro Inc.	10,397	24. Midland Power Utility Corporation	14 *
12. Grimsby Power Incorporated	8,376	25. St. Thomas Energy Inc.	1 *
13. Algoma Power Inc.	6,368	26. Lakeland Power Distribution Ltd.	1 *

Average 2014 LEAP Grant Disbursed per Applicant Assisted



Month in Which LEAP Funds Were Depleted





Ontario Energy Board

Commission de l'énergie de l'Ontario

Natural Gas Distributors

LEAP EFA Results for Enbridge Gas Distribution Inc.

	LEAP EFA 2014	% of Total Funding	LEAP EFA 2013	% Change
Total LEAP Funds Available	\$ 1,394,996		\$ 1,246,960	+11.9%
Total LEAP Grants Disbursed	\$ 1,109,393	79.5%	\$ 969,255	+14.5%
Administration Cost	\$ 183,040	13.1%	\$ 175,414	+4.3%
Total Funds Disbursed	\$ 1,292,433	91.8%	\$ 1,144,669	+12.9%
Total Unused Funds	\$ 102,563	8.2%	\$ 102,291	+0.3%
Total # of Applicants	3,892		3,164	+23.0%
Total # of Applicants Assisted	3,179		2,715	+17.1%
Total # of Applicants Denied	713		449	+58.8%
Average Grant	\$ 349		\$ 357	-2.2%

Winter Warmth Results for Union Gas Limited

	2014	% of Total Funding	2013	% Change
Total WW Funds Available	\$ 1,293,929		\$ 1,009,079	+28.3%
Total WW Grants Disbursed	\$ 1,089,435	84.2%	\$ 788,309	+38.2%
Administration Cost	\$ 178,962	13.8%	\$ 137,267	+30.4%
Total Funds Disbursed	\$ 1,268,397	98.0%	\$ 925,576	+37.0%
Total Unused Funds	\$ 25,532	2.0%	\$ 83,503	-69.4%
Total # of Applicants *	4,431		4,415	+0.4%
Total # of Applicants Assisted	2,739		2,096	+30.7%
Total # of Applicants Denied	1,692		2,319	-27.0%
Average Grant	\$ 398		\$ 376	+5.9%

LEAP EFA Results for Other Natural Gas Distributors - 2014

	Natural Resource Gas	Kitchener Utilities	Total	% of Total Funding
Total LEAP Funds Available *	\$ 6,401	\$ 42,759	\$ 57,979	
Total LEAP Grants Disbursed	\$ 5,761	\$ 36,345	\$ 51,673	89.1%
Administration Cost	\$ 640	\$ 6,414	\$ 6,305	10.9%
Total Funds Disbursed	\$ 6,401	\$ 42,759	\$ 57,978	100.0%
Total Unused Funds	\$ 0	\$ 0	\$ 1	0%
Total # of Applicants	15	106	160	
Total # of Applicants Assisted	15	106	160	
Total # of Applicants Denied	0	0	0	
Average Grant	\$ 384	\$ 343	\$323	

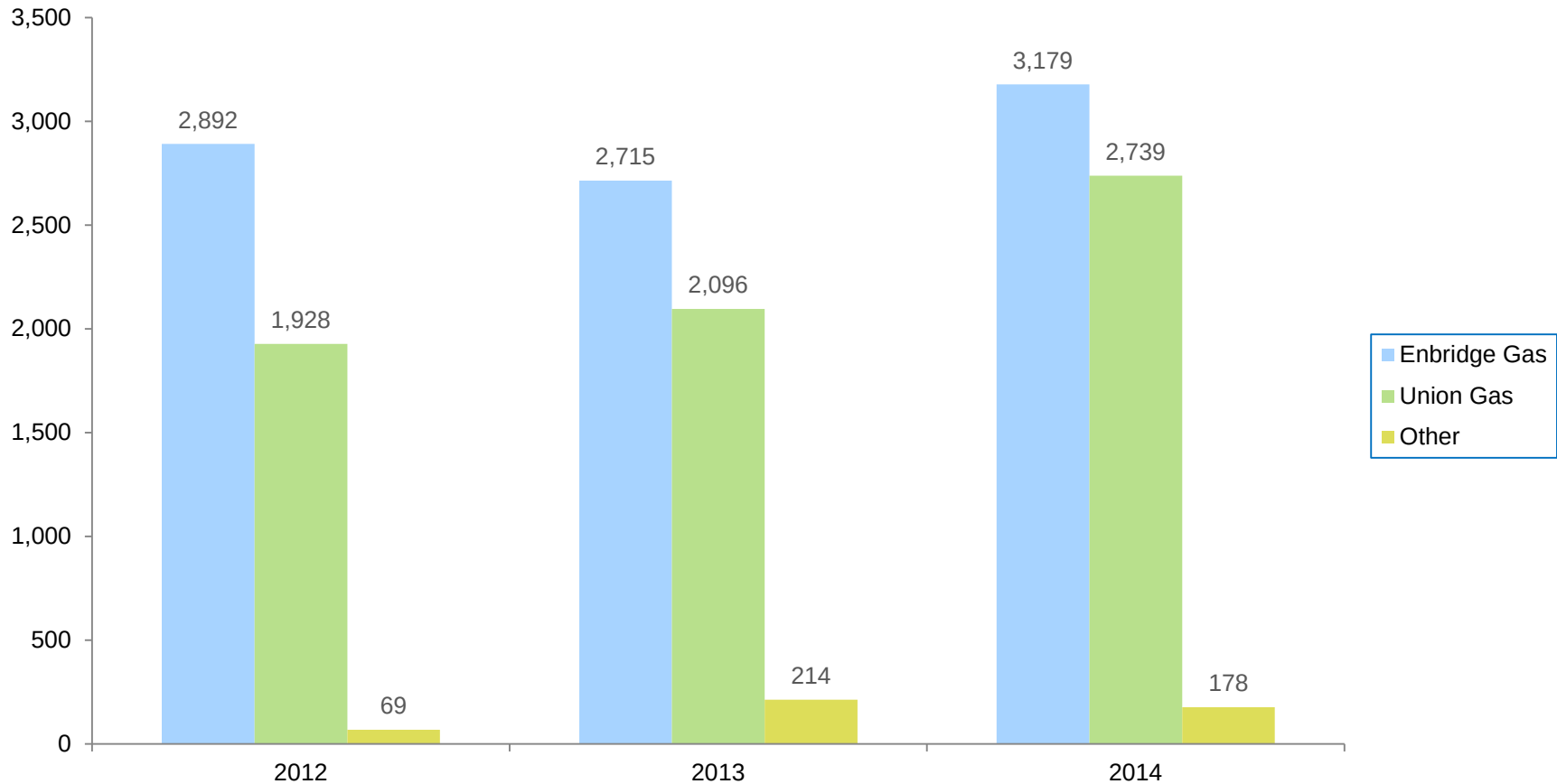
Utilities Kingston delivered LEAP EFA in 2014 distributing \$14,000 in assistance to 57 gas customers receiving an average grant of \$246.

Source: Utilities Kingston *Annual Report 2014*



LEAP EFA and Winter Warmth Results for Gas Distributors 2012 - 2014

Number of Applicants Assisted





Ontario Energy Board

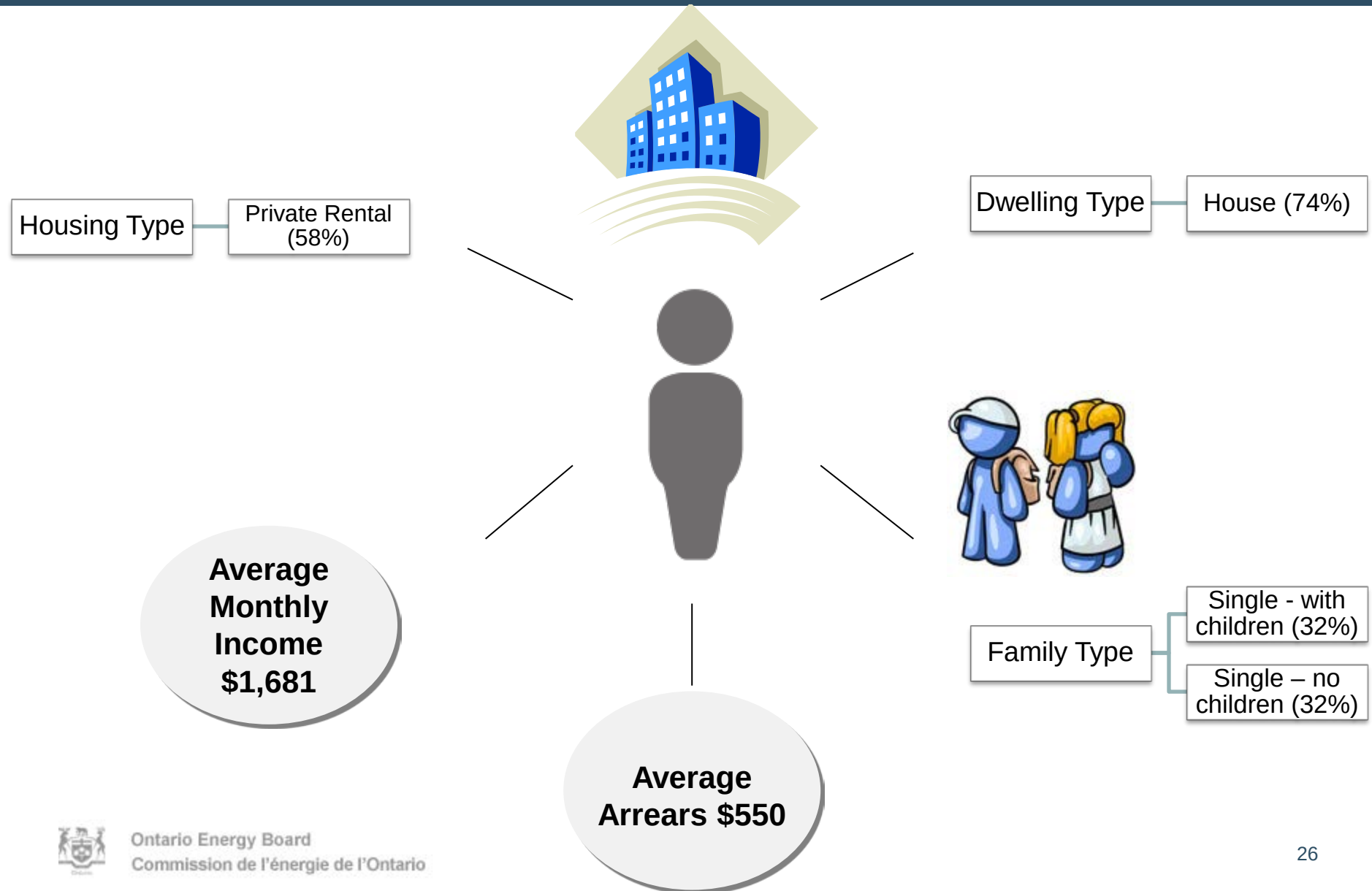
Commission de l'énergie de l'Ontario

2014 Monthly Monitoring Results for Electricity Distributors

LEAP EFA Monthly Monitoring Data

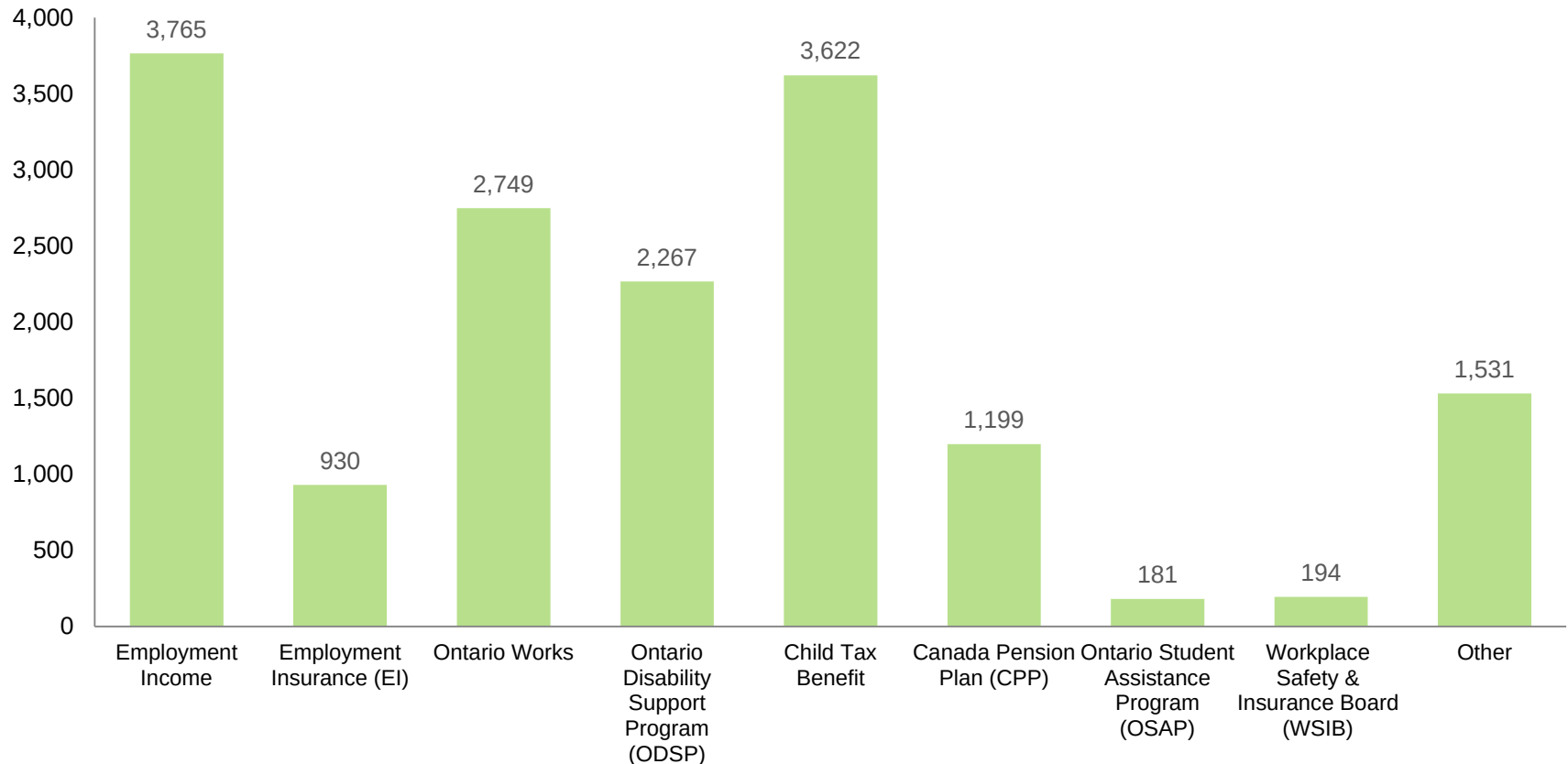
- Electricity distributors were asked to provide applicants' demographic information such as:
 - Primary source of household income
 - Housing Status
 - Dwelling Type
 - Family type
 - Reasons for requesting assistance
 - Reasons for assistance denial
 - Information sources
- 74 electricity distributors provided information on 11,482 applicants who were electricity consumers
- Data was collected for the period Jan. 1, 2014 to Dec. 31, 2014

Most common characteristics of a LEAP EFA Applicant



Major Sources of Household Income 2014

Number of Applicants by Major Sources of Household Income



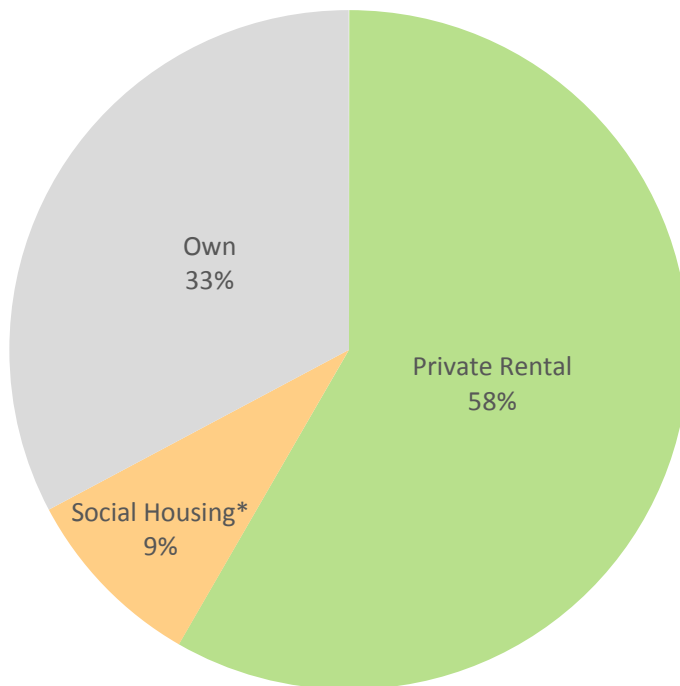
* More than one reason may be selected per applicant

** Other sources include: no income, insurance income, death benefit, CRES, ACSD, OAS, child support, old age benefit, rental income, private pension, band sponsorship, mutual fund



Applicants by Housing Status

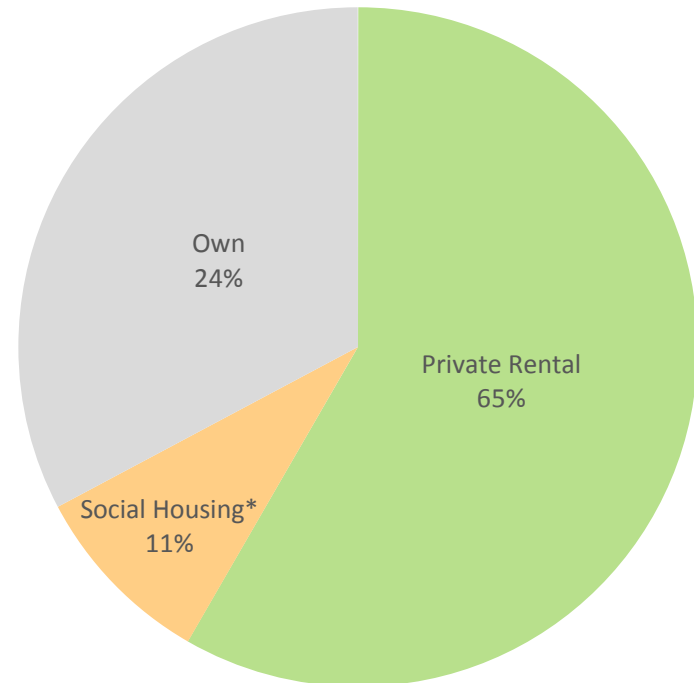
Housing Status (2014)



- Represents 11,125 applicants

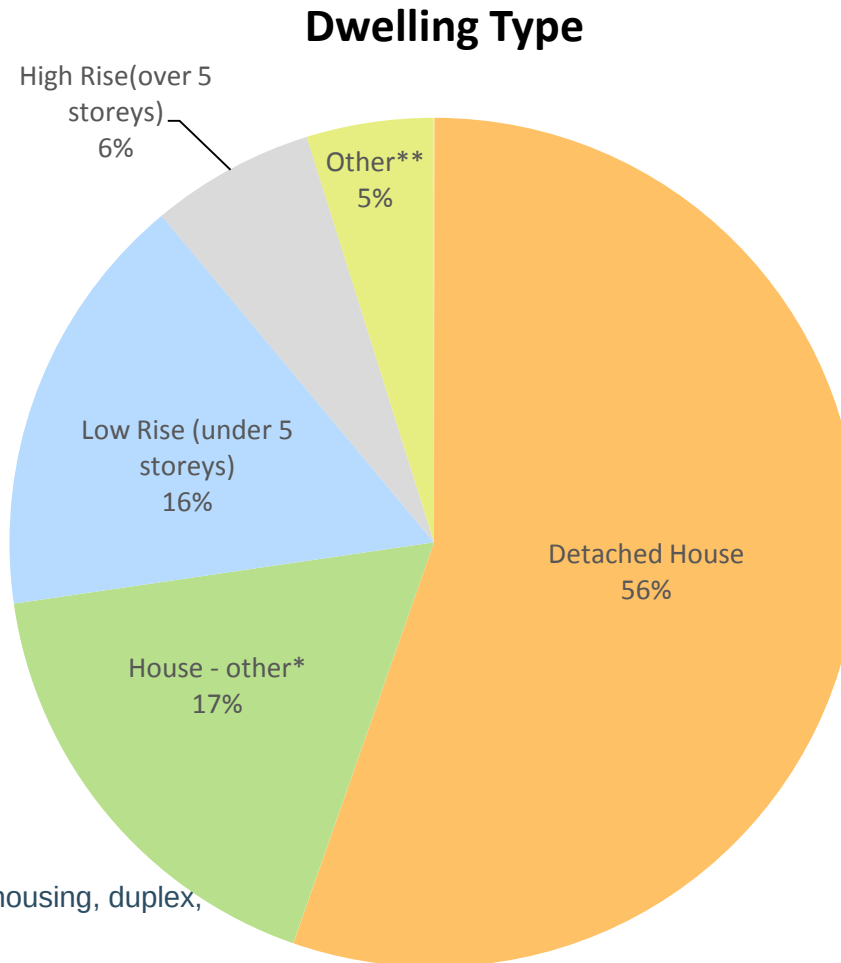
* Social housing added to housing status breakdown in 2013 but reporting is inconsistent

Housing Status (2013)



- Represents 11,335 applicants

Applicants by Dwelling Type 2014



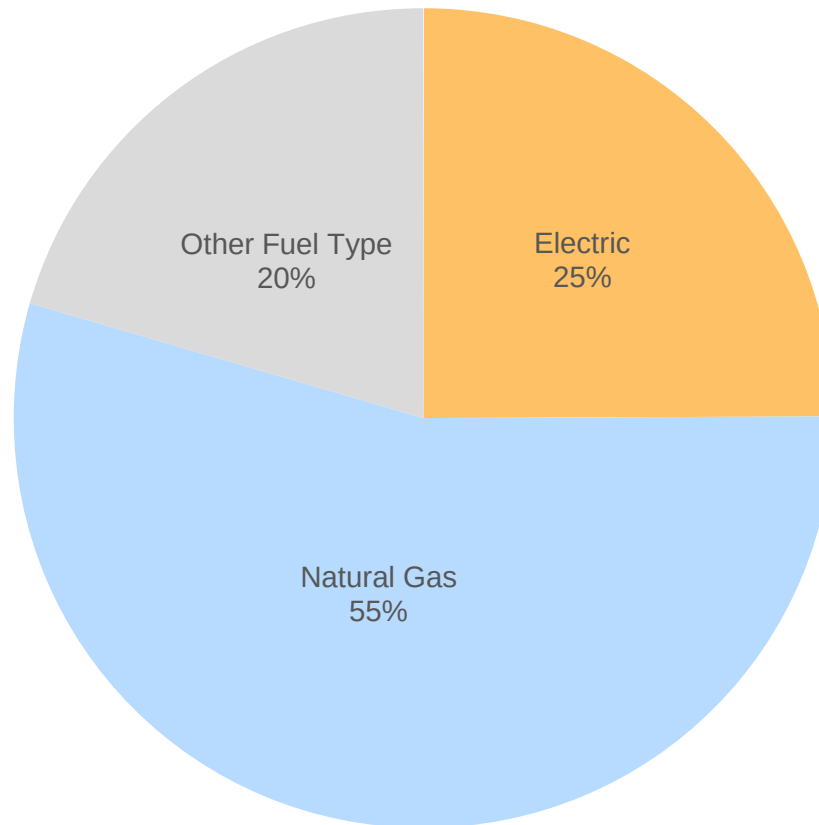
* House – other includes: row-housing, duplex, semi-detached

** Other includes: moveable housing, not specified

• Represents 10,073 applicants

Primary Heating Source 2014

Primary Heating Source

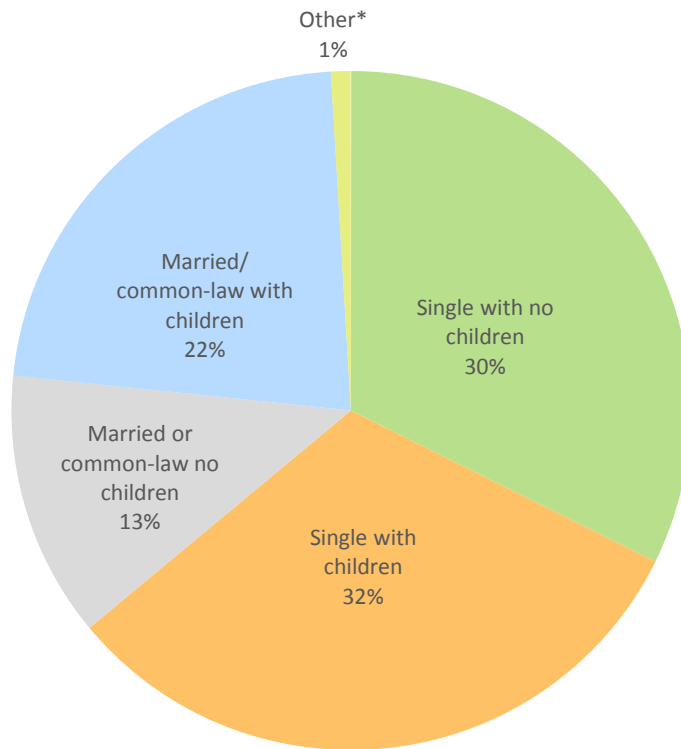


* Represents 9,373 applicants



Applicants by Family Type

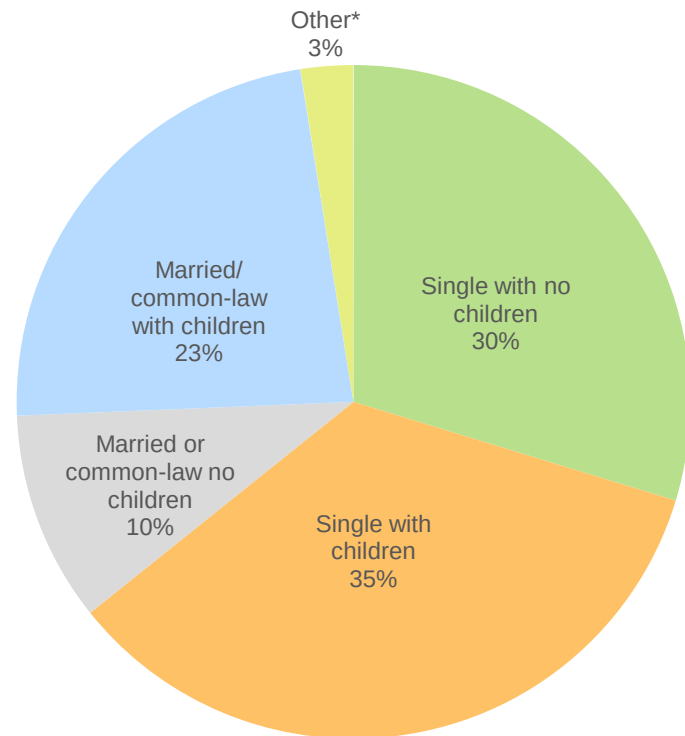
2014



• Represents 10,968 applicants

* Other includes: extended family, living with tenants or roommates

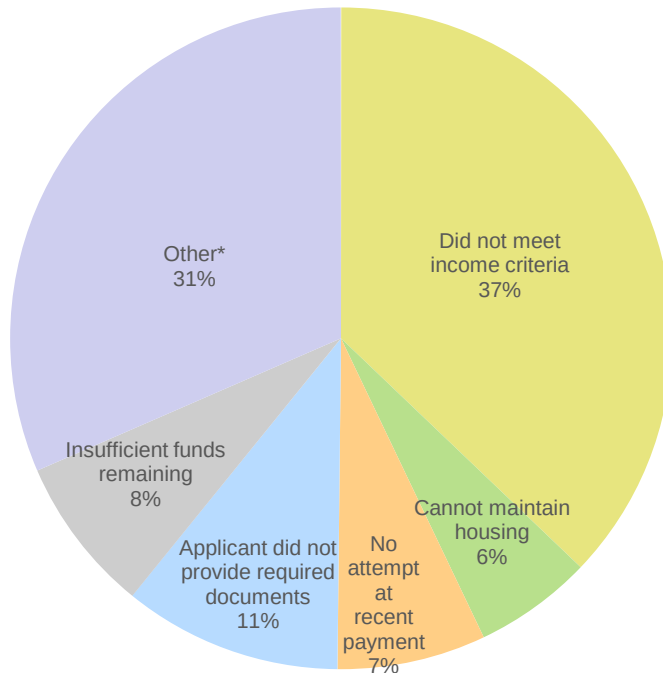
2013



• Represents 11,342 applicants

Reasons for Application Rejections

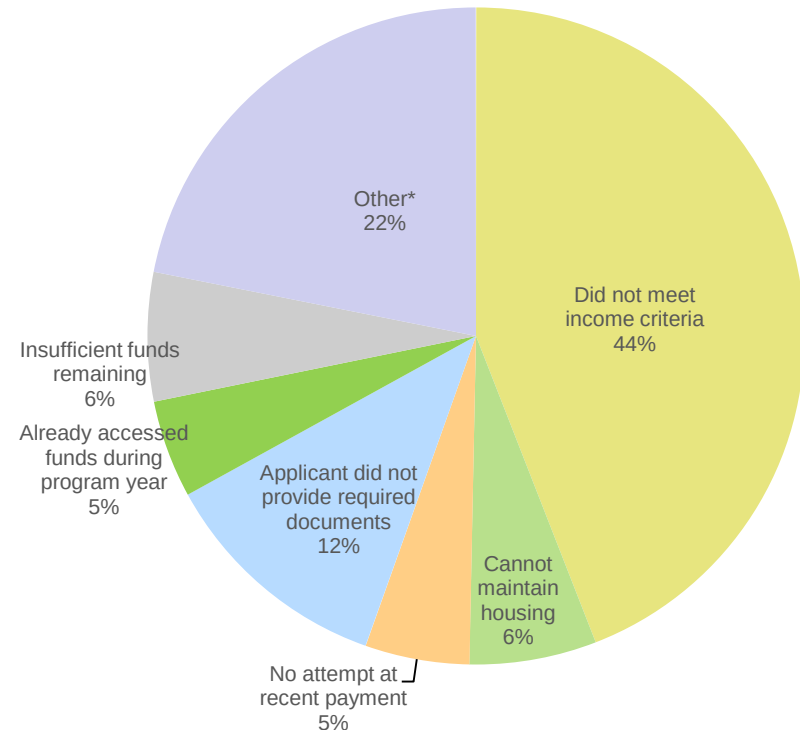
2014



• Represents 1,979 applicants

* Other includes: lost contact, no arrears, referred to OW/ODSP, client not willing to disclose income information, does not live at address in arrears, arrears too large for grant to allow customer to stay connected and, in 2014, already accessed funds

2013

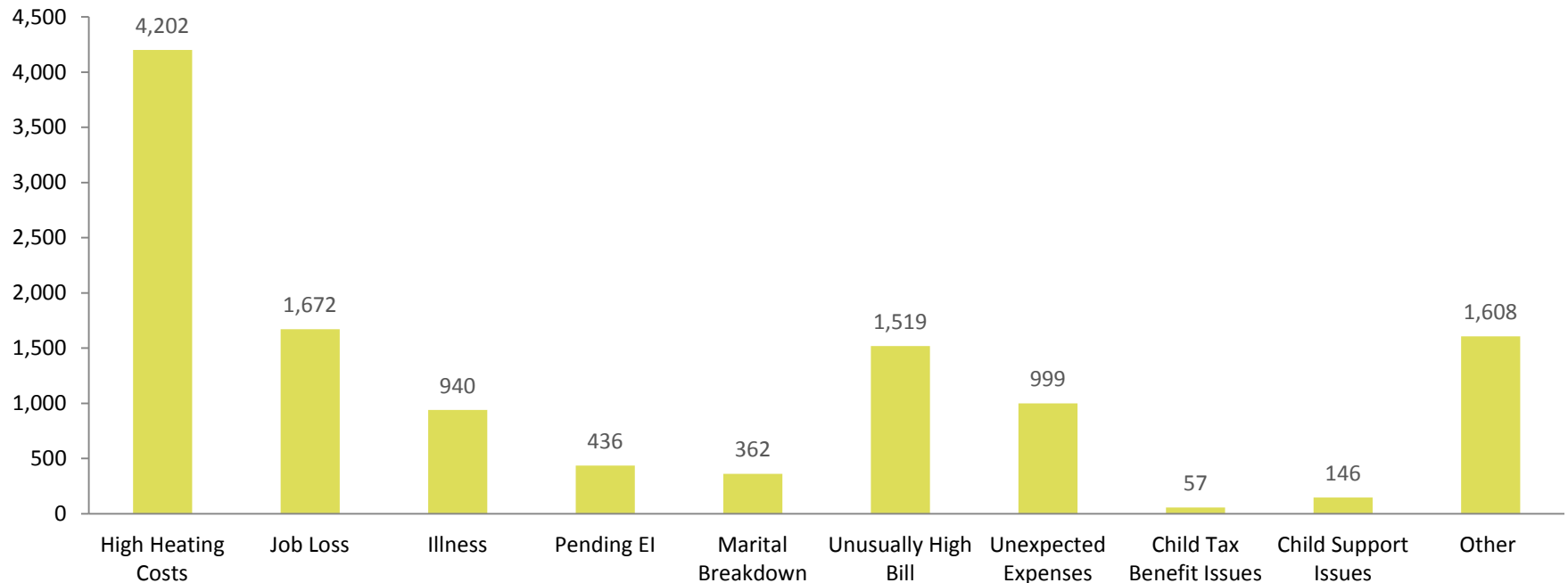


• Represents 2,063 applicants



Reasons for Needing Assistance 2014

Number of Applicants Requesting Assistance by Reason*



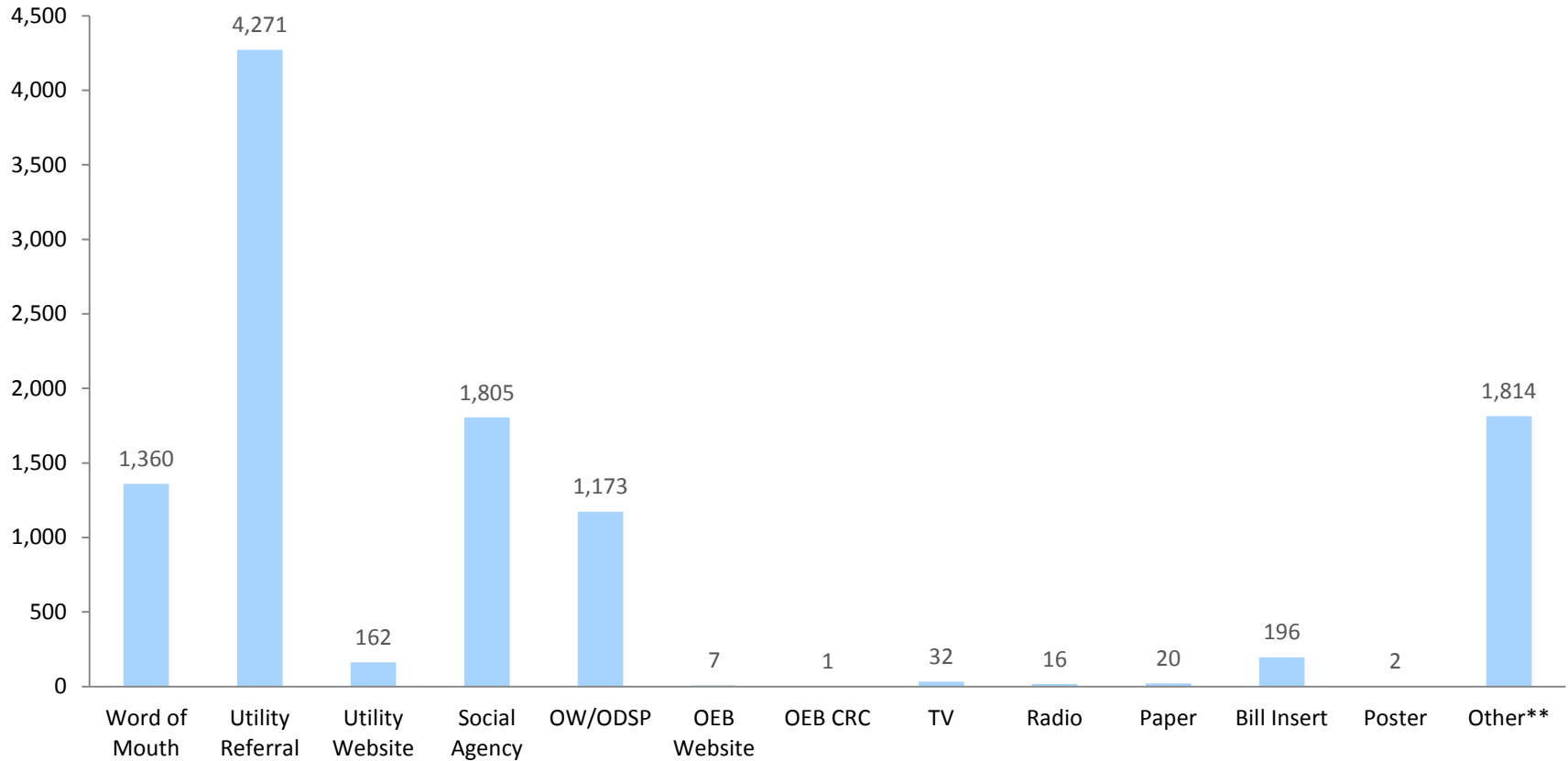
* More than one reason may be selected per applicant

** Unexpected expenses includes: vehicle repair, medication, travel costs, funeral expenses, etc.

*** Other includes: underemployment, income varies, low income, lack of support payments, expenses on children, money stolen, high housing costs

Information Sources 2014

Number of Applicants by Information Source*



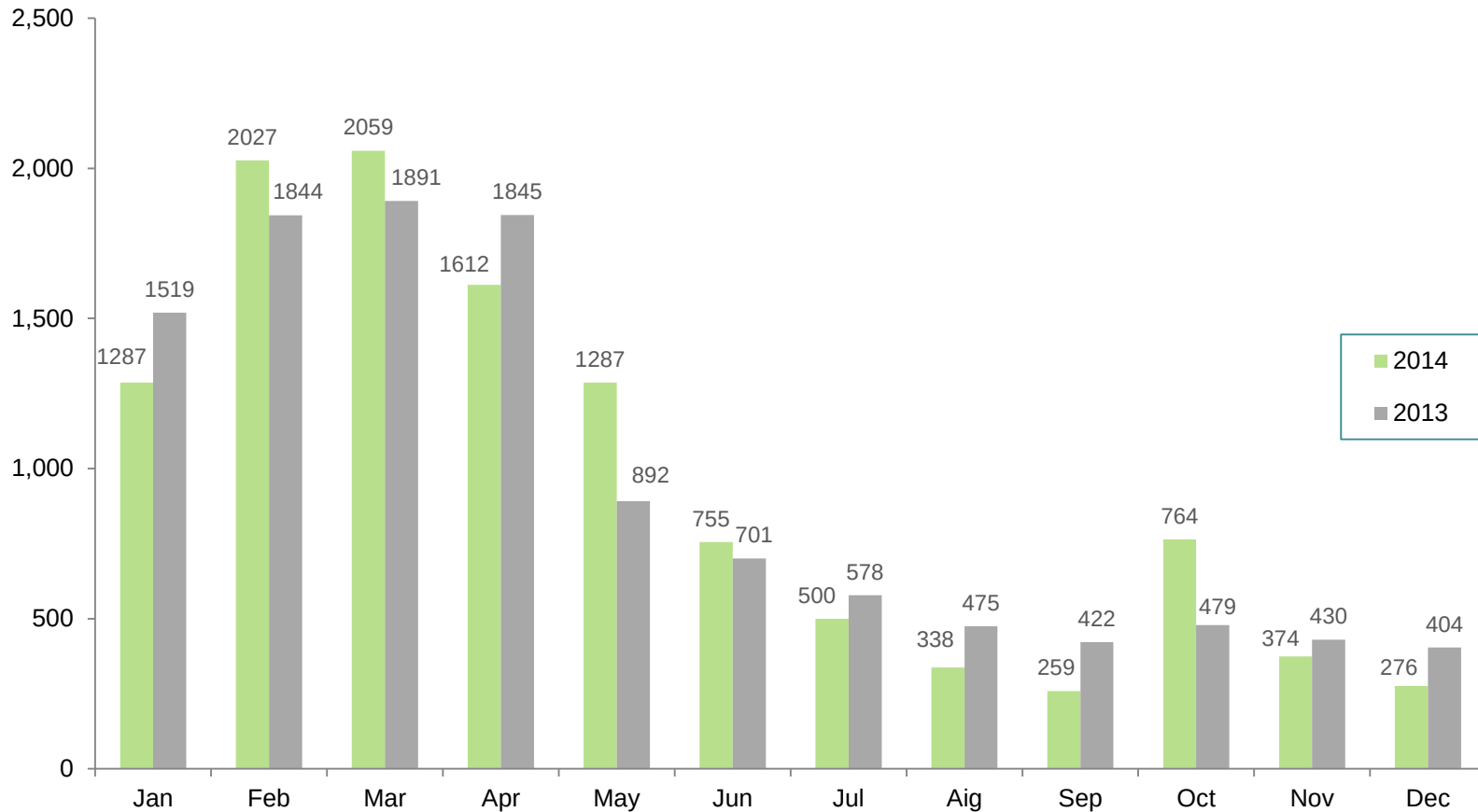
* More than one source may be selected per applicant

**Other includes: community services, self referral

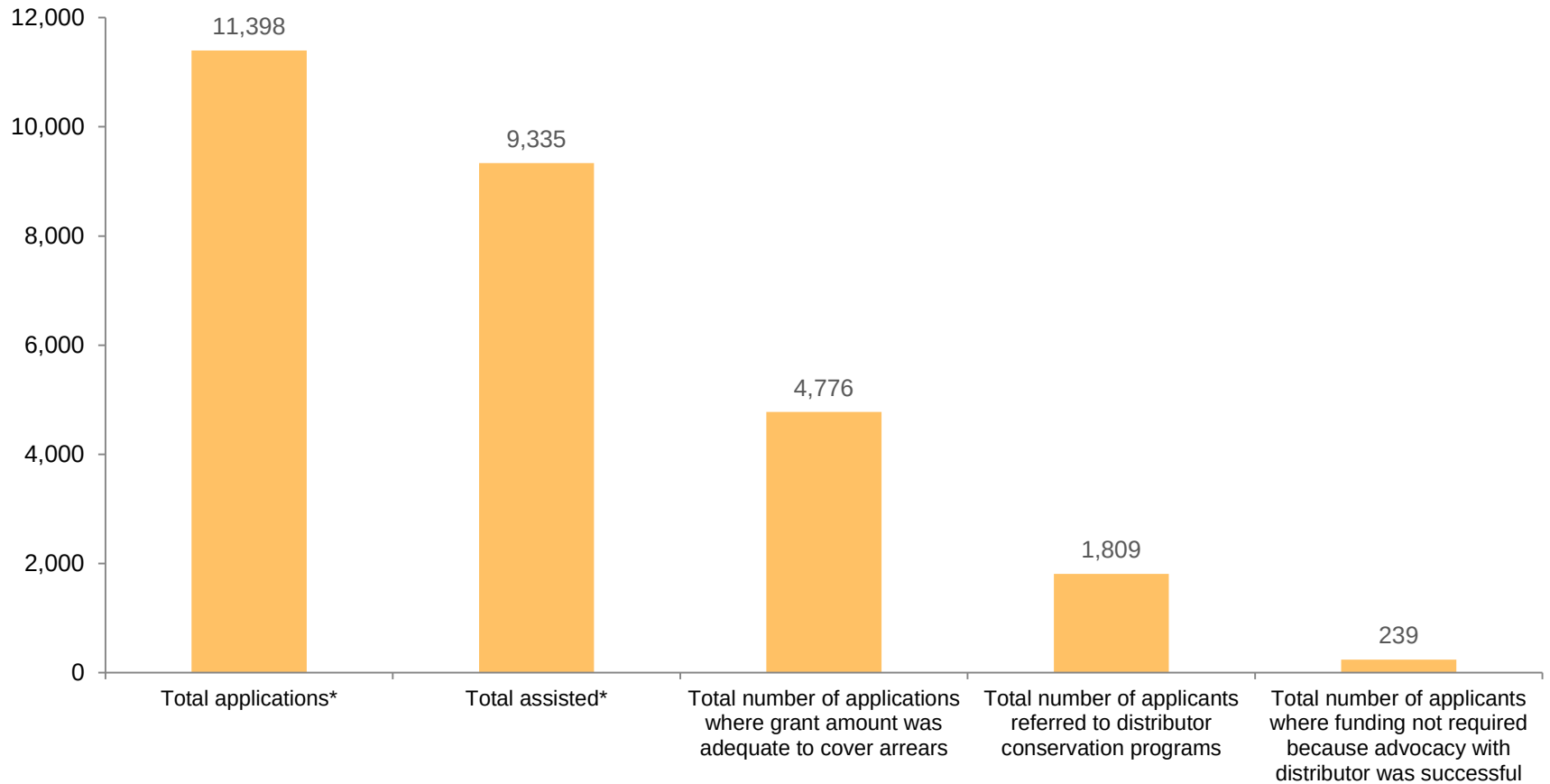


Applications per Month

Applications per Month



Additional Information



* These numbers differ from RRR results because they are derived from distributors that filed monthly monitoring reports