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BY EMAIL AND WEB POSTING

March 9, 2017

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

Re: 2015 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 2015. For the complete results see Attachment A to this letter.

The LEAP EFA and Winter Warmth programs are two of several programs available to low-income customers. In November 2015, the OEB announced the launch of the Ontario Electricity Support Program (OESP) which provides monthly, on-bill credits to bill payers who meet the Statistics Canada Low Income Measure. The OESP, together with LEAP, Winter Warmth, low-income targeted conservation incentives and special customer service rules are designed to assist and protect consumers having difficulty making bill payments.

2015 LEAP Results – Electricity Distributors

On April 30, 2016, electricity distributors filed their annual LEAP EFA results for 2015, as part of the OEB's Reporting and Record Keeping Requirements. A snap shot of the 2015 results with a comparison against 2014 is shown in the table below:

Electricity Distributors	2015	2014	Change	% Change
LEAP Funds Available	\$ 7,755,873	\$ 5,536,646	+\$ 2,219,227	+40.1%
LEAP Funds Disbursed	\$ 6,457,863	\$ 4,762,007	+\$ 1,695,856	+35.6%
Applicants Assisted	14,494	9,656	+4,838	+50.1%
Average Grant	\$ 381	\$ 418	-\$ 37	-8.9%
# of Distributors that Exhausted Funds	42 (of 73)	48 (of 74)	-6	-12.5%

Some additional highlights:

- There was \$1,298,009 in remaining funds to be carried forward for use in 2016, in addition to the distributors' 2016 LEAP EFA funds.
- Social agency partners for 13 utilities did not charge administration costs.

2015 LEAP Results – Natural Gas Distributors

On April 30, 2016, the natural gas distributors filed their annual LEAP EFA and Winter Warmth results (as applicable) for 2015. In 2015, Union Gas had adequate funding from its court settlement to provide emergency financial assistance through the Winter Warmth program. This program will be replaced by the LEAP EFA Program in 2016 as Winter Warmth funds run out. Since 2012, Enbridge Gas has 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	2015	2014*	Change	% Change
LEAP and WW Funds Available	\$2,357,370	\$ 2,760,904	-\$ 403,534	-14.6%
LEAP and WW Funds Disbursed	\$2,266,209	\$ 2,634,253	-\$ 368,044	-14.0%
Applicants Assisted	4,881	6,131	-1,250	-20.4%
Average Grant	\$395	\$ 370	+\$ 25	+6.8%

* Partial LEAP EFA data for Utilities Kingston was obtained from Utilities Kingston *Annual Report 2014*.

Natural gas utilities had a balance of \$91,161 in LEAP EFA and Winter Warmth funds remaining which were carried forward for use in 2016.

Most electricity distributors and Enbridge Gas also filed monthly monitoring data which captures demographic information about the applicants. The information, which has been collected annually, is fairly consistent each year. Consequently, in 2015, the OEB changed the frequency of reporting this information to once every three years – the next reportable year will be 2018.

- According to the monthly monitoring data, the typical LEAP applicant is a renter, living in a house.
- The methodology used to calculate the average monthly income and average arrears was changed in 2015 from a simple average to a weighted average. In 2015, the weighted average monthly income of applicants was \$2,167 (\$1,901 in 2014) and the weighted average amount in arrears was \$1,225 (\$598 in 2014).

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

Yours truly,

Original signed by

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