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BY E-MAIL

September 25, 2017

To: **All Licensed Electricity Distributors**
All Licensed Unit Sub-Metering Providers

Re: **Renewal of Ontario Electricity Support Program Eligibility**
OEB File No. EB-2016-0376

The Ontario Energy Board (OEB) is providing guidance to distributors regarding the process of advising recipients of the Ontario Electricity Support Program (OESP) of the upcoming expiry of their OESP eligibility period. The first cluster of OESP recipients are approaching the end of their eligibility period in January, 2018.

As noted in section 9.5.1 of the [Distribution System Code](#), distributors must notify a consumer in writing that the consumer's eligibility period for OESP assistance is expiring at least 60 days before the period expires. The same notice shall include information about how customers can apply to renew their eligibility. If the distributor is sending the notice by mail, it cannot be in the same envelope as a bill or any other documentation emanating from the distributor.

Several utilities have requested guidance around the renewal notice and process, therefore OEB staff has created an FAQ regarding the renewal process. We have also prepared a template notification letter to customers about the approaching expiry of their OESP eligibility period, which distributors may choose to use. We encourage distributors to include the customer's account number, account name(s) and service address in the notification, to expedite the customer's reapplication process.

If you have any questions or require further clarification, please contact oespadmin@oeb.ca.

Yours truly,

Original signed by

Brian Hewson
Vice President of Consumer Protection & Industry Performance