



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

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## **DECISION AND ORDER**

**EB-2020-0162**

**EB-2020-0185**

**AMENDING ELECTRICITY DISTRIBUTOR AND UNIT SUB-METER PROVIDER LICENCES TO REQUIRE LICENSEES TO ADMINISTER THE COVID-19 ENERGY ASSISTANCE PROGRAM AND THE COVID-19 ENERGY ASSISTANCE PROGRAM – SMALL BUSINESS**

**BY DELEGATION, BEFORE:** **Brian Hewson**  
Vice President,  
Consumer Protection & Industry  
Performance

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**Issued: April 21, 2021**

## INTRODUCTION

Through a number of Decisions and Orders the Ontario Energy Board (OEB) has made provision for licence conditions related to the implementation of two government-funded programs by licensed electricity distributors and licensed unit sub-meter providers (collectively, Utilities): the COVID-19 Energy Assistance Program (CEAP) for residential customers, and the COVID-19 Energy Assistance Program – Small Business (CEAP-SB) for small business and registered charity customers. In this Decision and Order, the OEB is amending the licences of the Utilities to provide for eligible customers to receive CEAP or CEAP-SB credits more than once, as long as the total credits provided to a customer do not exceed \$750 for CEAP and \$1,500 for CEAP-SB.

This Decision and Order is being issued by Delegated Authority without a hearing pursuant to section 6(4) of the *Ontario Energy Board Act, 1998* (OEB Act).

In a letter dated March 26, 2021, the Minister of Energy, Northern Development and Mines confirmed government approval of additional combined CEAP and CEAP-SB funding, in the amount of \$6 million for the 2020/21 fiscal year (ending March 31) and \$17 million for the 2021/22 fiscal years and requested that the OEB allocate these funds to Utilities and natural gas distributors in a manner that maximizes customers' ability to access credits from their Utilities under the programs. In response to the Minister's letter, the OEB issued a letter to the Utilities on March 26<sup>th</sup>, with respect to the allocation of this new funding. The OEB's letter also set out that the OEB intended to amend the Utilities' licences to make it clear that eligible customers can apply for and receive CEAP or CEAP-SB credits more than once, provided that the maximum amount per customer (\$750 for CEAP and \$1,500 for CEAP-SB) is not exceeded.

## DECISION

The amendment to licences provided for in this Decision and Order is being made to help maximize customers' ability access CEAP and CEAP-SB credits, and to recognize the fact that there is now additional funding available and that the programs will be continuing into the 2021/22 fiscal year. Utilities shall provide an eligible customer a CEAP or CEAP-SB credit more than once as long as the cumulative amount of the credits provided to that customer do not exceed the maximum amounts per customer set in the licence. For the purpose of assessing if a customer is eligible for a further credit, Utilities shall determine the cumulative amount of credits the customer has received since the commencement of the programs.

The new licence conditions are effective immediately. All other licence conditions remain unchanged.

**IT IS ORDERED THAT:**

1. Sections 23 and 24 of the electricity distribution licence of each electricity distributor are amended to reflect the changes described in this Decision and Order as set out in Attachment A.
2. Sections 12 and 13 of the unit sub-metering licence of each unit sub-meter provider are amended to reflect the changes described in this Decision and Order as set out in Attachment B.

**DATED** at Toronto April 21, 2021

**ONTARIO ENERGY BOARD**

*Original Signed By*

Brian Hewson  
Vice President, Consumer Protection & Industry Performance

**ATTACHMENT A**  
**ELECTRICITY DISTRIBUTOR LICENCE AMENDMENT**  
**EB-2020-0162 & EB-2020-0185**

**23 Administration of COVID-19 Energy Support Program**

The following Licence condition is removed:

23.3(h) Within 10 days of January 14, 2021, the Licensee shall inform all of its customers that received a credit under the CEAP program prior to January 14, 2021 that the maximum amount of funding per customer is now \$750, and if they have an Overdue Balance on their bill they can submit a new Application Form for additional credits.

The following Licence conditions are amended as follows:

23.4 The Licensee shall provide a credit to a CEAP-eligible account in an amount equal to the Overdue Balance for the account to a maximum of \$750. For greater clarity, the Licensee may provide credits to CEAP-eligible accounts more than once provided the total amount of credits provided does not exceed \$750.

23.6 Despite paragraph 23.4,

the Licensee is not required to provide a credit to a CEAP-eligible account if the total amount of CEAP funding available to the Licensee as specified by the Board has been expended

**24 Administration of COVID-19 Energy Support Program – Small Business**

The following Licence condition is removed:

24.3(h) Within 10 days of January 14, 2021, the Licensee shall inform all of its customers that received a credit under the CEAP-SB program prior to January 14, 2021 that the maximum amount of funding per customer is now \$1,500, and if they have Overdue Balances on their bill they can submit a new Application form for additional credits.

The following Licence conditions are amended as follows:

24.4 The Licensee shall provide a credit to a CEAP-SB eligible account in an amount equal to the Overdue Balance for the account to a maximum of \$1,500. For greater clarity, the Licensee may provide credits to CEAP-SB eligible accounts more than once provided the total amount of credits provided does not exceed \$1,500.

24.6 Despite paragraph 24.4,

the Licensee is not required to provide a credit to a CEAP-SB eligible account if the total amount of CEAP-SB funding available to the Licensee as specified by the Board has been expended;

**ATTACHMENT B**  
**UNIT SUB-METER PROVIDER LICENCE AMENDMENT**  
**EB-2020-0162 & EB-2020-0185**

## 12 Administration of COVID-19 Energy Support Program

The following Licence condition is removed:

12.3(h) Within 10 days of January 14, 2021, the Licensee shall inform all of its customers that received a credit under the CEAP program prior to January 14, 2021 that the maximum amount of funding per customer is now \$750, and if they have an Overdue Balance on their bill they can submit a new Application Form for additional credits.

The following Licence conditions are amended as follows:

12.4 The Licensee shall provide a credit to a CEAP-eligible account in an amount equal to the Overdue Balance for the account to a maximum of \$750. For greater clarity, the Licensee may provide credits to CEAP-eligible accounts more than once provided the total amount of credits provided does not exceed \$750.

12.6 Despite paragraph 12.4, the Licensee is not required to provide a credit to a CEAP eligible account if the total amount of CEAP funding available to the Licensee as specified by the Board has been expended;

## 13 Administration of COVID-19 Energy Support Program – Small Business

The following Licence conditions are removed:

13.1 (c) the account holder has confirmed in the Application Form that it is not applying for a CEAP-SB credit for another location or electricity account anywhere in the Province of Ontario for the same small business or registered charity,

13.3(h) Within 10 days of January 14, 2021, the Licensee shall inform all of its customers that received a credit under the CEAP-SB program prior to January 14, 2021 that the maximum amount of funding per customer is now \$1,500, and if they have Overdue Balances on their bill they can submit a new Application form for additional credits.

The following Licence conditions are amended as follows:

13.4 The Licensee shall provide a credit to a CEAP-SB eligible account in an amount equal to the Overdue Balance for the account to a maximum of \$1,500. For greater clarity, the Licensee may provide credits to CEAP-SB eligible accounts more than once provided the total amount of credits provided does not exceed \$1,500.

13.6 Despite paragraph 13.4, the Licensee is not required to provide a credit to a CEAP-SB eligible account if the total amount of CEAP-SB funding available to the Licensee as specified by the Board has been expended.