



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

BY EMAIL

June 17, 2021

To: All Licensed Electricity Distributors  
All Licensed Unit Sub-Meter Providers  
All Natural Gas Distributors

**Re: Update on CEAP 2021-22 Funding**

The Ontario Energy Board (OEB) has received a letter from the Ministry of Energy, Northern Development and Mines (Ministry letter) confirming that no additional funding will be provided for the COVID-19 Energy Assistance Program (CEAP).

The Ministry asks the OEB to take whatever prudent steps it considers necessary to manage CEAP towards its conclusion and ensure that remaining funds are distributed to customers in need to the fullest practical extent. The Ministry also asks the OEB to work with utilities to endeavour to ensure that they do not accept applications from customers that cannot be funded from the program.

The OEB has allocated the majority of the 2021-22 funding to utilities based on program demand and requests for supplemental funding. We have provided confirmation of the approved supplemental amounts via letters directly to these utilities and will provide guidance to the IESO next week on the supplemental allocations in time for the July settlement.

In order to assess the most appropriate allocation of the remaining 2021-22 funding, we are requiring utilities to report to the OEB on their remaining allocation (including any supplemental funding) as it stands on Friday, June 18, 2021. The report should also include an estimated date of when that allocation is anticipated to be expended. This information should be filed no later than noon on Wednesday, June 23, 2021 to [Performance\\_Reporting@oeb.ca](mailto:Performance_Reporting@oeb.ca) with the subject line "**CEAP June 18 Remaining Allocation.**" It is critical that utilities provide these reports on time to ensure that we can make any final allocations in time to advise the IESO so that funds will be available to assist consumers.

Utilities are also reminded that once their allocation has been expended, they should cease accepting applications from customers that cannot be funded from the program. Once expended, utilities are to report this to the OEB as expeditiously as possible.

The OEB appreciates the work utilities have undertaken in delivering CEAP, and CEAP-SB, over the past year assisting residential and small business customers impacted by COVID-19. As we work to wind-down the programs, we expect utilities will continue to focus on promoting solutions for customers that have arrears including flexibility in payment terms and in offering customers arrears payment agreements, such as waiving the waiting period for customers who did not fulfil the requirements of a previous agreement.

Any questions relating to this letter should be forwarded to the OEB's Industry Relations Enquiry e-mail at [IndustryRelations@oeb.ca](mailto:IndustryRelations@oeb.ca). Please include "CEAP/CEAP-SB Funds" in the subject line.

Yours truly,

*Original Signed By*

Brian Hewson  
Vice-President, Consumer Protection & Industry Performance