



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



2013 LEAP Emergency Financial Assistance and Winter Warmth Results

Consumer Engagement and Policy

February 17, 2015

Presentation Outline

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 \$2000.
 - 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 2013, Union Gas continued to deliver the Winter Warmth program all year long while Enbridge, having depleted its Winter Warmth funds by May 2012, only delivered LEAP EFA funds.



Distributors Participating in LEAP EFA in 2013

- 80 distributors participating in LEAP EFA & Winter Warmth:
 - 75 Electricity distributors
 - 5 Natural gas distributors
 - Enbridge, Union, Natural Resource Gas (NRG), Utilities Kingston, Kitchener Utilities
- 120 social service agencies participating in LEAP EFA & Winter Warmth program delivery:
 - 67 lead agencies delivering LEAP EFA in the electricity sector
 - 53 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 \$2000)
	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, 2013 to December 31, 2013



2013 LEAP EFA & Winter Warmth (WW) Results Overview

Electricity Distributors	2013	2012	Change	% Change
LEAP Funds Available	\$5,031,449	\$ 4,733,771	+\$ 297,678	+6.3%
LEAP Funds Disbursed	\$4,279,839	\$ 3,946,644	+\$ 333,195	+8.4%
Applicants Assisted	9,293	8,053	+1,240	+15.4%
Average Grant	\$399	\$ 432	-\$ 33	-7.7%

Natural Gas Distributors *	2013	2012	Change	% Change
LEAP and WW Funds Available	\$ 2,314,018	\$ 2,269,016	+\$ 45,002	+2.0%
LEAP and WW Funds Disbursed	\$ 2,128,223	\$ 2,134,411	-\$ 6,188	-0.3%
Applicants Assisted	4,971	4,889	+82	+1.7%
Average Grant	\$ 364	\$ 370	-\$ 6	-1.6%

* Utilities Kingston did not provide LEAP EFA data for 2012. Partial 2013 data was obtained from Utilities Kingston *Annual Report 2013*. Enbridge had a reporting period of 13 months for 2012 (Dec. 2011 – Dec. 2012).





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Electricity Distributors

2013 LEAP EFA Results for Electricity Distributors (Jan.1, 2013 – Dec. 31, 2013)

LEAP EFA		2013 Results	% of Total Funding	2012 Results	% Change
Total LEAP Funds Available	a	\$ 5,031,449 *		\$ 4,733,771 *	+6.3%
Total LEAP Grants Disbursed	b	\$ 3,703,447	73.6%	\$ 3,476,933	+6.5%
Administration Cost	c	\$ 576,391 **	11.5%	\$ 469,715 **	+22.7%
Total Funds Disbursed	d = b + c	\$ 4,279,839	85.1%	\$ 3,946,644	+8.4%
Total Unused Funds	e = a - d	\$ 751,609	14.9%	\$ 787,124	-4.5%
Total # of Applicants	f	11,462		10,828	+5.9%
Total # of Applicants Assisted	g	9,293 ***		8,053 ****	+15.4%
Total # of Applicants Denied	h	2,170		2,775	-21.8%
Average Grant	b / g	\$ 399		\$ 432	-7.7%

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

** 21 distributors did not pay administration costs (up from 17 in 2012)

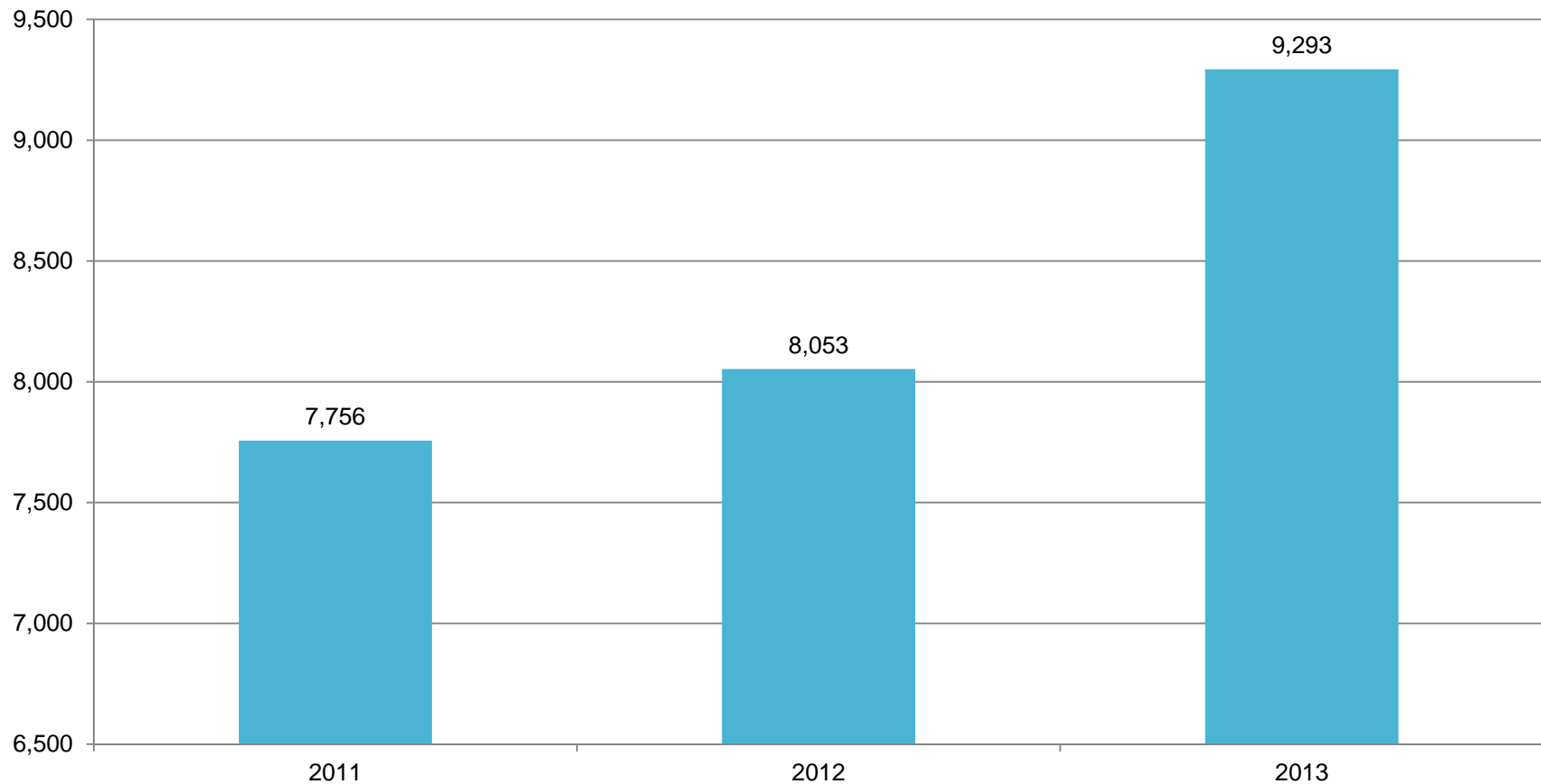
*** Includes 105 unit sub-metering customers; average grant \$369

**** Includes 32 unit sub-metering customers; average grant \$342



LEAP EFA Results for Electricity Distributors 2011 - 2013

Total Number of Applicants Assisted



Results for Top 12 Distributors by Distribution Revenue

	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.	1,672,269			1,672,269	33.2%	1,212,260	2,474
Toronto Hydro-Electric System Limited	660,000		464,091	1,124,091	22.3%	874,435	2,150
PowerStream Inc.	191,640		47,339	238,979	4.7%	195,243	505
Hydro Ottawa Limited	187,000		9,483	196,483	3.9%	168,433	487
Enersource Hydro Mississauga Inc.	150,000			150,000	3.0%	127,487	281
Horizon Utilities Corporation	124,863			124,863	2.5%	107,965	332
London Hydro Inc.	100,000			100,000	2.0%	85,000	273
Hydro One Brampton Networks Inc.	71,448			137,262	2.7%	32,731	79
EnWin Utilities Ltd.	56,760			56,760	1.1%	49,665	143
Veridian Connections Inc.	55,541		23,166	78,707	1.6%	69,543	193
Kitchener-Wilmot Hydro Inc.	47,475			47,475	0.9%	40,355	149
Hydro One Remote Communities Inc.	43,042		58,002	101,044	2.0%	9,073	19
Sum (Top 12 Distributors):	3,360,038		667,895	4,027,933	80.1%	2,972,190	7,085
Grand Total (All Distributors) :	4,163,042	30,508	837,900	5,031,450	100.0%	3,703,449	9,293
% (Top 12 Distributors / All Distributors):	80.7%	0%	79.7%	80.1%	80.1%	80.3%	76.2%



Distributors That Did Not Pay Administration Costs

Distributor Name

- | | |
|---|---------------------------------------|
| 1) Algoma Power Inc.* | 11) Hydro 2000 Inc. |
| 2) Atikokan Hydro Inc.* | 12) Hydro One Remote Communities Inc. |
| 3) Bluewater Power Distribution Corporation | 13) Lakefront Utilities Inc.* |
| 4) Burlington Hydro Inc. | 14) Niagara Peninsula Energy Inc.* |
| 5) Chapleau Public Utilities Corporation | 15) Niagara-on-the-Lake Hydro Inc.* |
| 6) Erie Thames Powerlines Corporation | 16) Parry Sound Power Corp.* |
| 7) Espanola Regional Hydro Distribution Corporation | 17) PUC Distribution Inc. |
| 8) Grimsby Power Incorporated | 18) Renfrew Hydro Inc. |
| 9) Halton Hills Hydro Inc. | 19) Tillsonburg Hydro Inc. |
| 10) Hearst Power Distribution Company Limited | 20) West Coast Huron Energy Inc. |
| | 21) Woodstock Hydro Services Inc. |

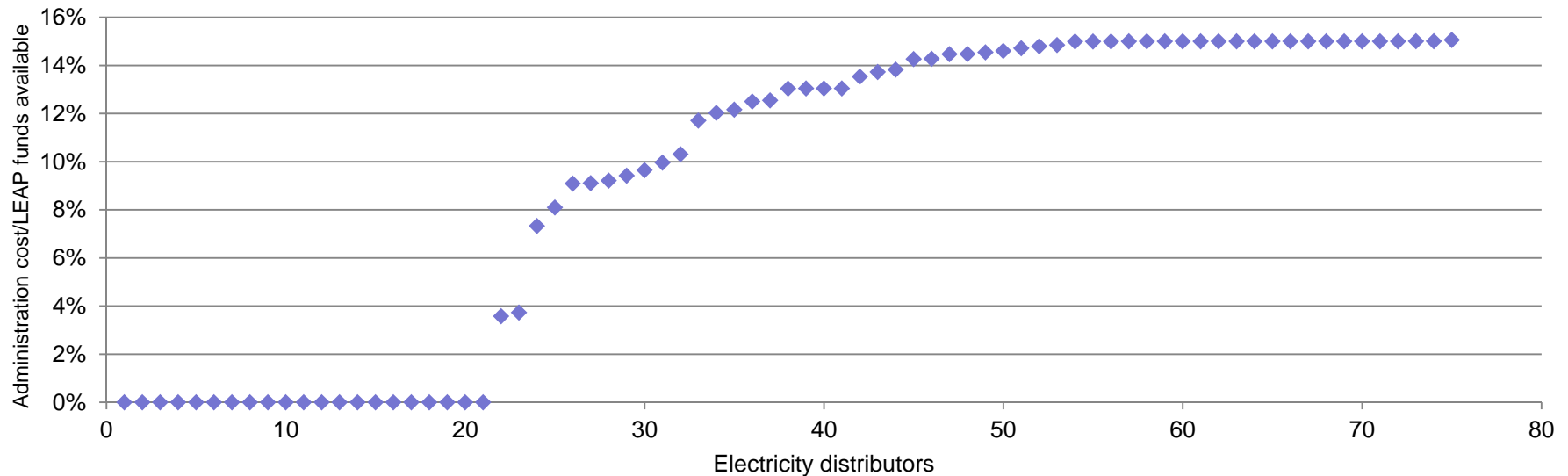
* Distributors that were not on the list in 2012 (up from 17 in 2012)



Administration Cost Analysis

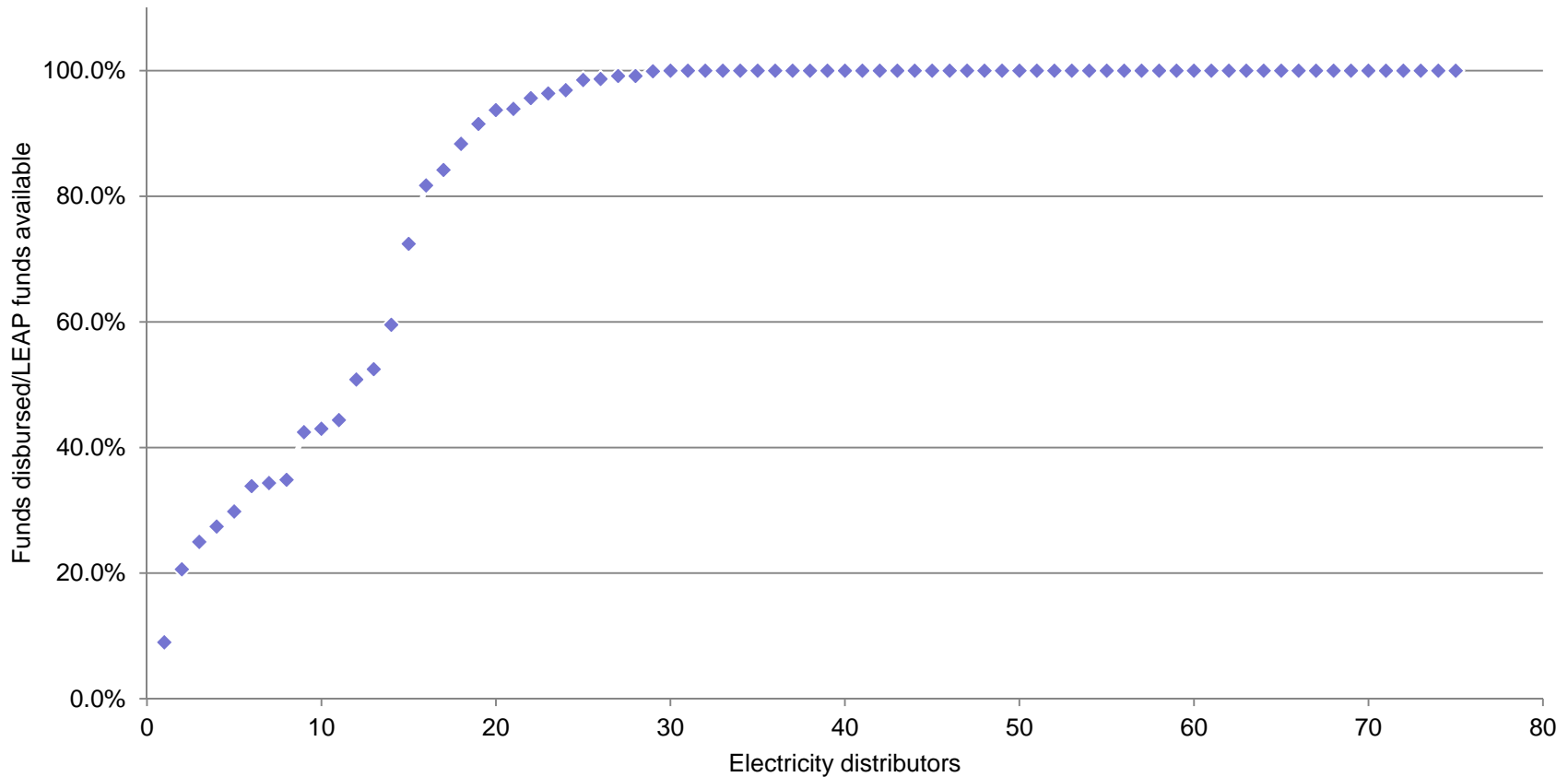
	2013	2012	Change	% Change
Total Administration Cost	\$ 576,391	\$ 469,715	+\$ 106,676	+ 22.7%
Administration Cost / Applicant	\$ 50.29	\$ 43.38	+ \$ 6.91	+ 15.9%
Administration Cost / Applicant Assisted	\$ 62.02	\$ 58.33	+ \$ 3.69	+ 6.3%

Administration Costs as a Percentage of LEAP Funds Disbursed



Percentage of LEAP Funds Disbursed

Percentage of LEAP Funds Disbursed



- 45 distributors have fully exhausted their LEAP funds
- 30 distributors have LEAP funds remaining



Distributors That Have Fully Exhausted Their LEAP Funds

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

Note: These 45 distributors have approximately 1,737,474 customers

* Distributors that were not on the list in 2012 (overall, up 1 from 44 in 2012)



Distributors That Have LEAP Funds Remaining

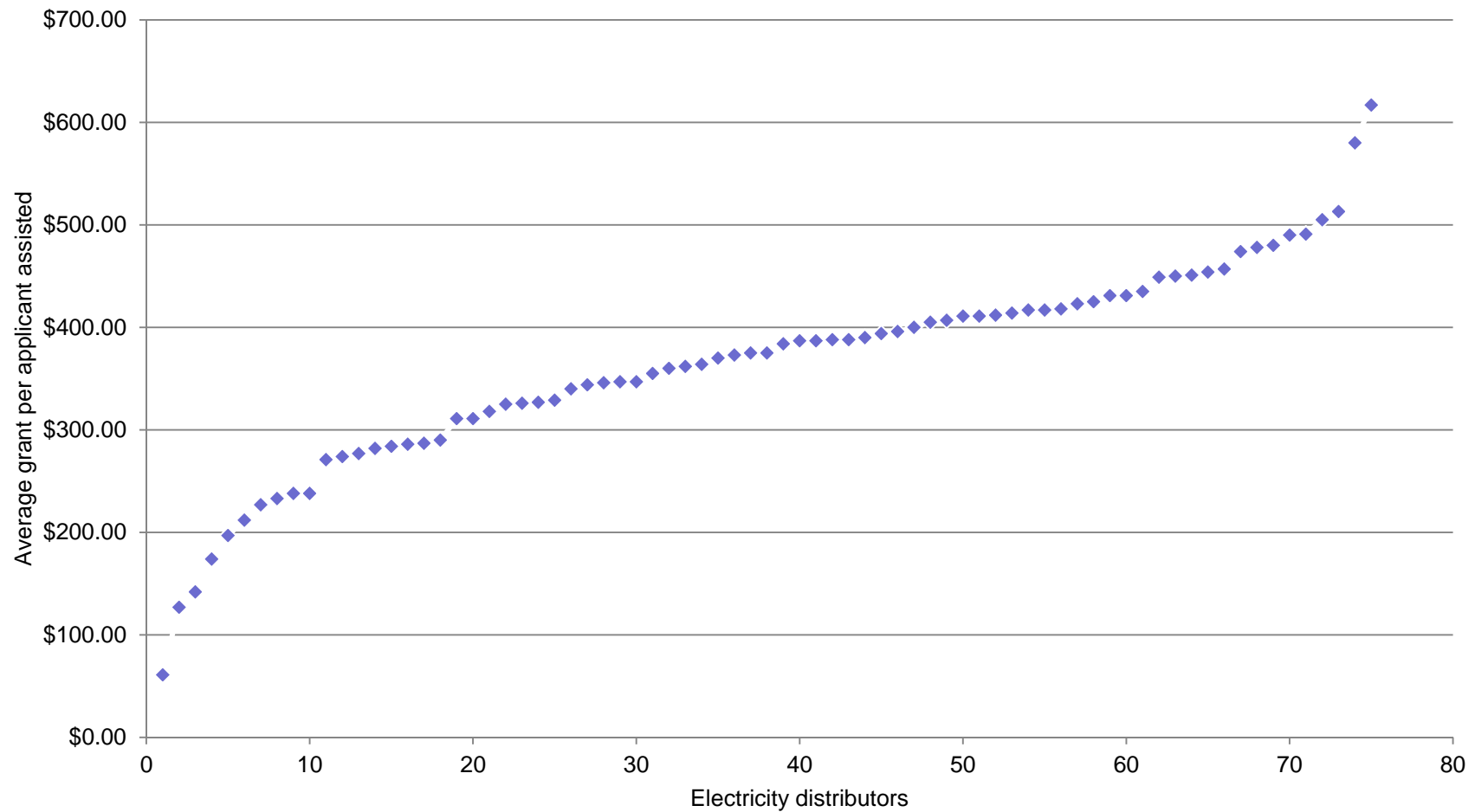
Distributors	Unused Funds	Distributors	Unused Funds
1 Hydro One Networks Inc.	\$264,259 *	16 Atikokan Hydro Inc.	\$2,100
2 Hydro One Brampton Networks Inc.	99,621	17 Chapleau Public Utilities Corporation	1,376
3 Toronto Hydro-Electric System Limited	95,319	18 Fort Frances Power Corporation	1,151
4 Hydro One Remote Communities Inc.	91,971	19 Veridian Connections Inc.	1,049 *
5 Burlington Hydro Inc.	56,658	20 Canadian Niagara Power Inc.	821 *
6 Waterloo North Hydro Inc.	22,534	21 Centre Wellington Hydro Ltd.	690 *
7 Whitby Hydro Electric Corporation	20,967	22 Welland Hydro-Electric System Corp.	678
8 Niagara-on-the-Lake Hydro Inc.	16,148	23 Greater Sudbury Hydro Inc.	425
9 PowerStream Inc.	14,990	24 Oakville Hydro Electricity Distribution Inc.	370
10 Halton Hills Hydro Inc.	14,431	25 Cooperative Hydro Embrun Inc.	305
11 Grimsby Power Incorporated	14,269	26 Rideau St. Lawrence Distribution Inc.	153 *
12 Festival Hydro Inc.	8,652 *	27 Innisfil Hydro Distribution Systems Limited	89
13 Northern Ontario Wires Inc.	5,687	28 Wellington North Power Inc.	88 *
14 Haldimand County Hydro Inc.	4,595	29 Algoma Power Inc.	29
15 Hearst Power Distribution Company Limited	3,119	30 Enersource Hydro Mississauga Inc.	13

Note: These 30 distributors have approximately 3,234,604 customers

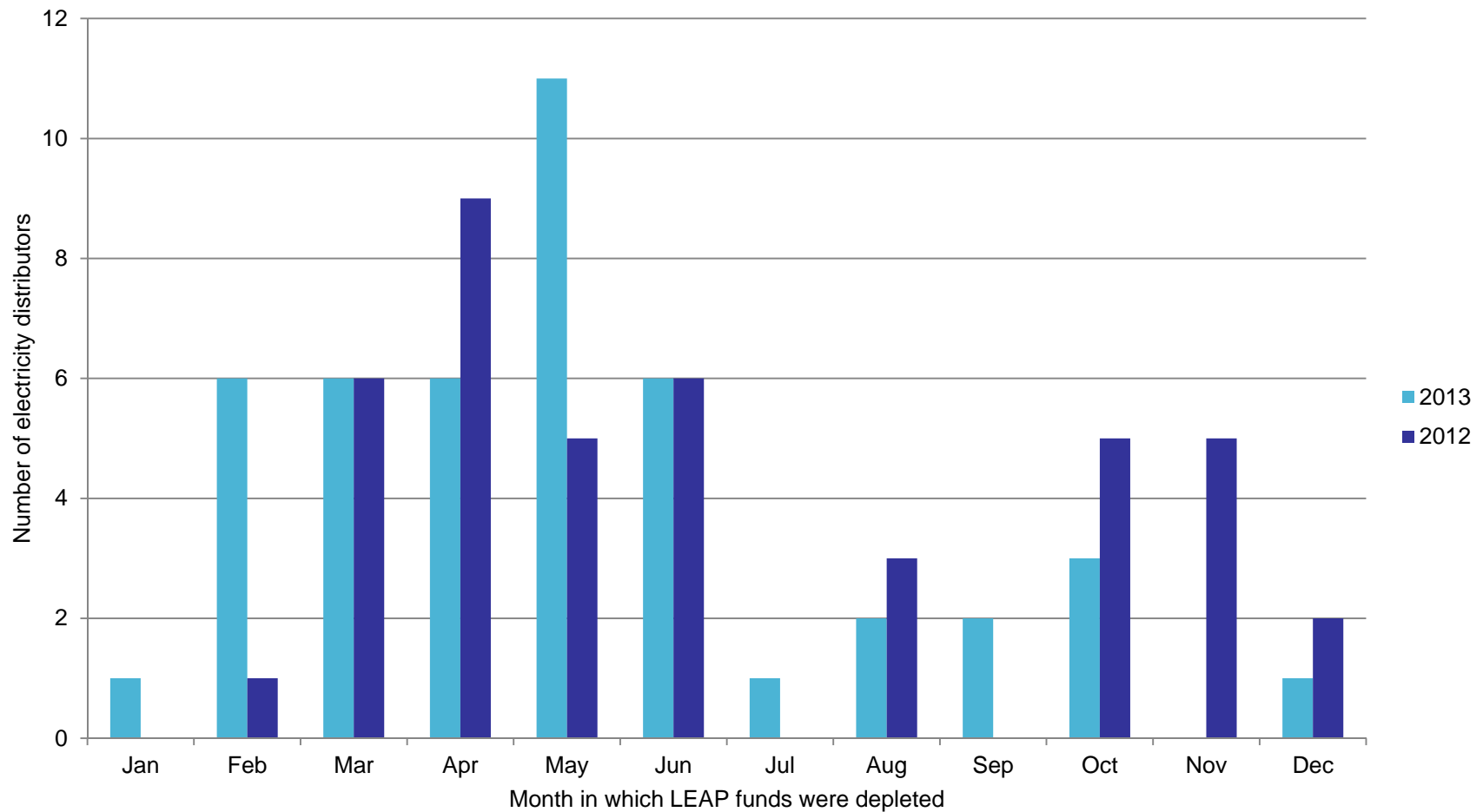
* Distributors that were not on the list in 2012 (overall, down 1 from 31 in 2012)



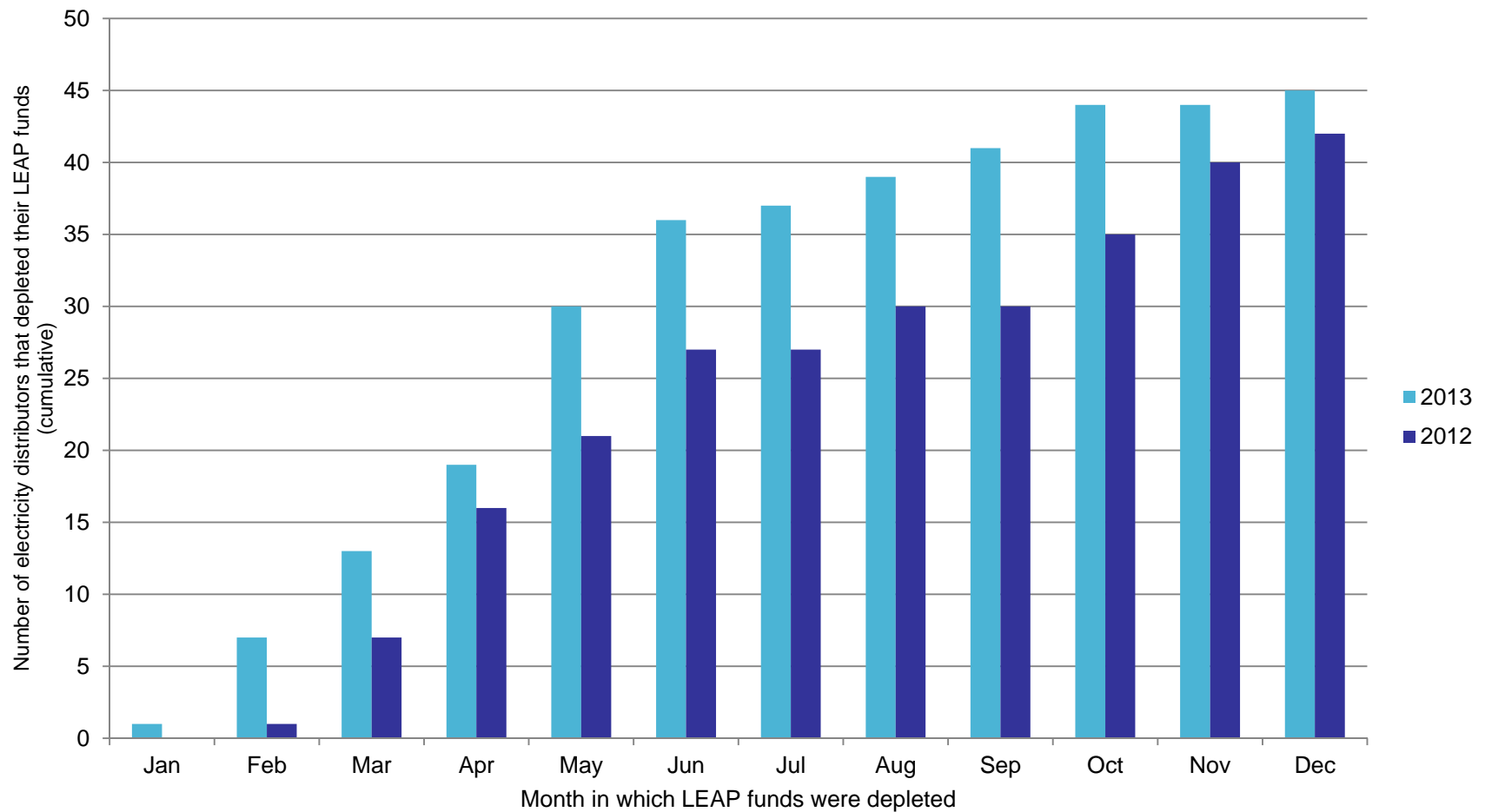
Average LEAP Grant Disbursed per Applicant Assisted



Month in Which LEAP Funds Were Depleted



Month in Which LEAP Funds Were Depleted (Cumulative)





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Natural Gas Distributors

2013 LEAP EFA Results for Enbridge Gas Distribution Inc. (Jan.1, 2013 – Dec. 31, 2013)

		LEAP EFA (Jan 2013 – Dec 2013)	% of Total Funding	WW/LEAP (Dec 2011 – Dec 2012)	% Change
Total LEAP Funds Available	a	\$ 1,246,960		\$ 1,307,099	-4.6%
Total LEAP Grants Disbursed	b	\$ 969,255	77.7%	\$ 1,092,185	-11.3%
Administration Cost	c	\$ 175,414	14.1%	\$ 192,171	-8.7%
Total Funds Disbursed	d = b + c	\$ 1,144,669	91.8%	\$ 1,284,356	-10.8%
Total Unused Funds	e = a - d	\$ 102,291	8.2%	\$ 25,479	+401.5%
Total # of Applicants	f	3,164		5,423	-41.7%
Total # of Applicants Assisted	g	2,715		2,892	-6.1%
Total # of Applicants Denied	h	449		2,531	-82.3%
Average Grant	b / g	\$ 357		\$ 378	-5.6%



2013 Winter Warmth Results for Union Gas Limited (Jan.1, 2013 – Dec. 31, 2013)

		2013	% of Total Funding	2012	% Change
Total WW Funds Available	a	\$ 1,009,079		\$ 891,488	+13.2%
Total WW Grants Disbursed	b	\$ 788,309	78.1%	\$ 696,695	+13.1%
Administration Cost	c	\$ 137,267	13.6%	\$ 125,901	+9.0%
Total Funds Disbursed	d = b + c	\$ 925,576	91.7%	\$ 822,596	+12.5%
Total Unused Funds	e = a - d	\$ 83,503	8.3%	\$ 68,892	+21.2%
Total # of Applicants *	f	4,415		5,450	-19.0%
Total # of Applicants Assisted	g	2,096		1,928	+8.7%
Total # of Applicants Denied	h	2,319		3,509	-33.9%
Average Grant	b / g	\$ 376		\$ 361	+4.2%



2013 LEAP EFA Results for Other Natural Gas Distributors (Jan.1, 2013 – Dec. 31, 2013)

		Natural Resource Gas	Kitchener Utilities	Total	% of Total Funding
Total LEAP Funds Available *	a	\$ 7,187	\$ 50,792	\$ 57,979	
Total LEAP Grants Disbursed	b	\$ 6,546	\$ 45,127	\$ 51,673	89.1%
Administration Cost	c	\$ 640	\$ 5,665	\$ 6,305	10.9%
Total Funds Disbursed	d = b + c	\$ 7,186	\$ 50,792	\$ 57,978	100.0%
Total Unused Funds	e = a - d	\$ 1	\$ 0	\$ 1	0%
Total # of Applicants	f	20	140	160	
Total # of Applicants Assisted	g	20	140	160	
Total # of Applicants Denied	h	0	0	0	
Average Grant	b / g	\$ 327	\$ 322	\$323	

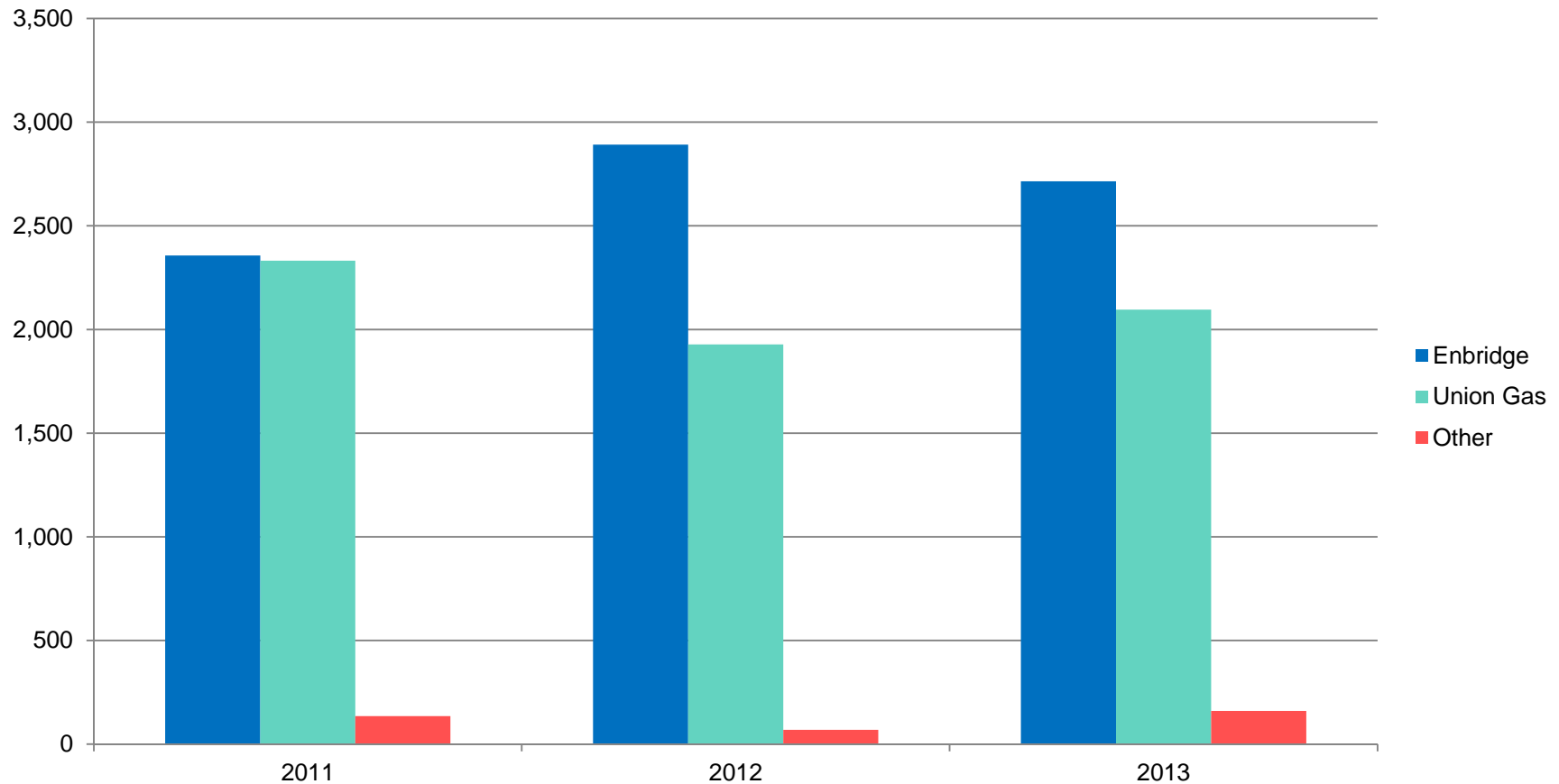
Utilities Kingston delivered LEAP EFA in 2013 distributing \$13,000 in assistance to 54 gas customers receiving an average grant of \$241. The maximum administration fee of 15% was disbursed.

Source: Utilities Kingston *Annual Report 2013*



LEAP EFA and Winter Warmth Results for Gas Distributors 2011 - 2013

Total Number of Applicants Assisted





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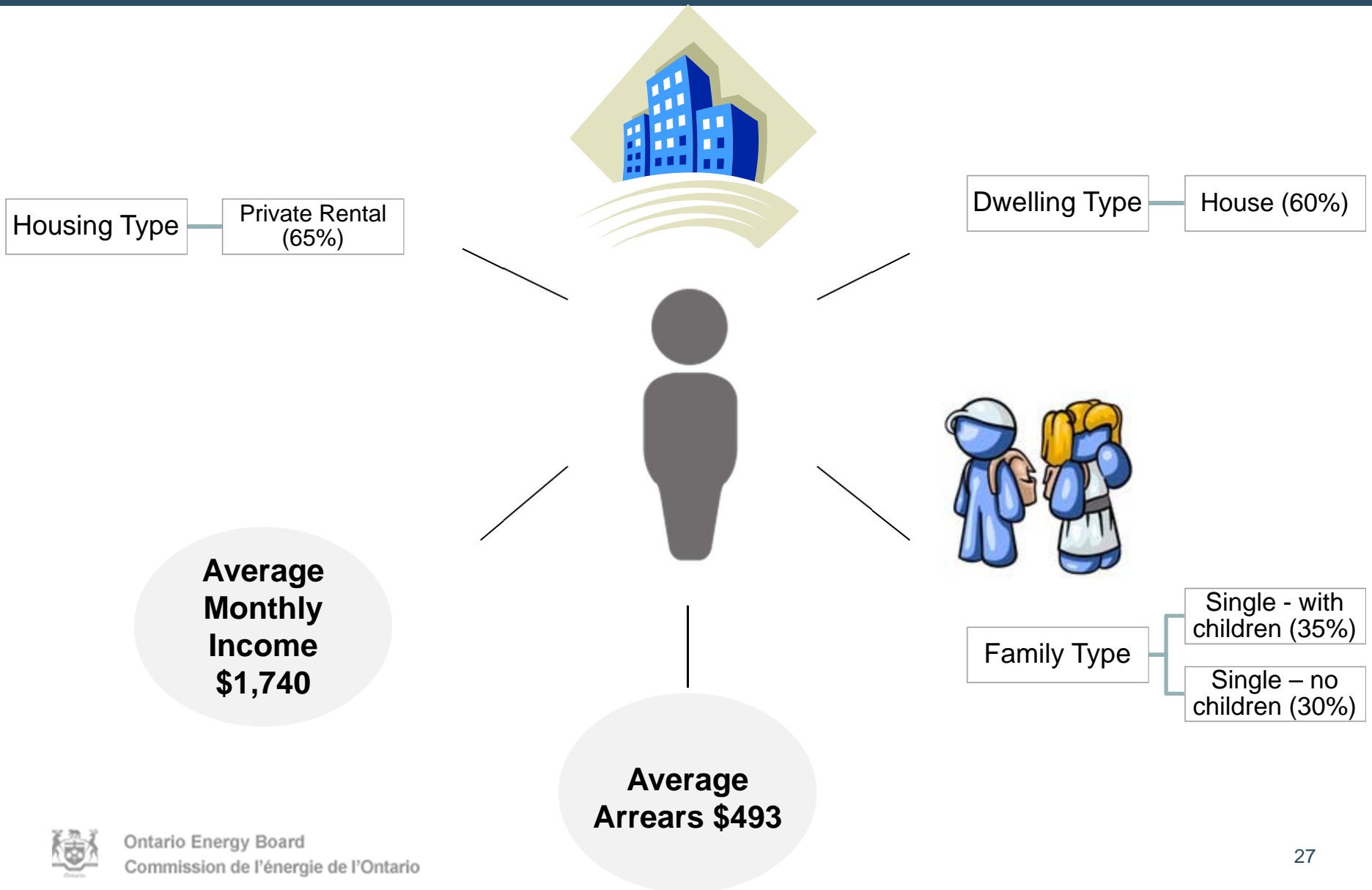
2013 Monthly Monitoring Results for Electricity Distributors

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 valid information on 11,398 applicants who were electricity consumers
- Data collected for the period of January 1, 2013 to December 31, 2013

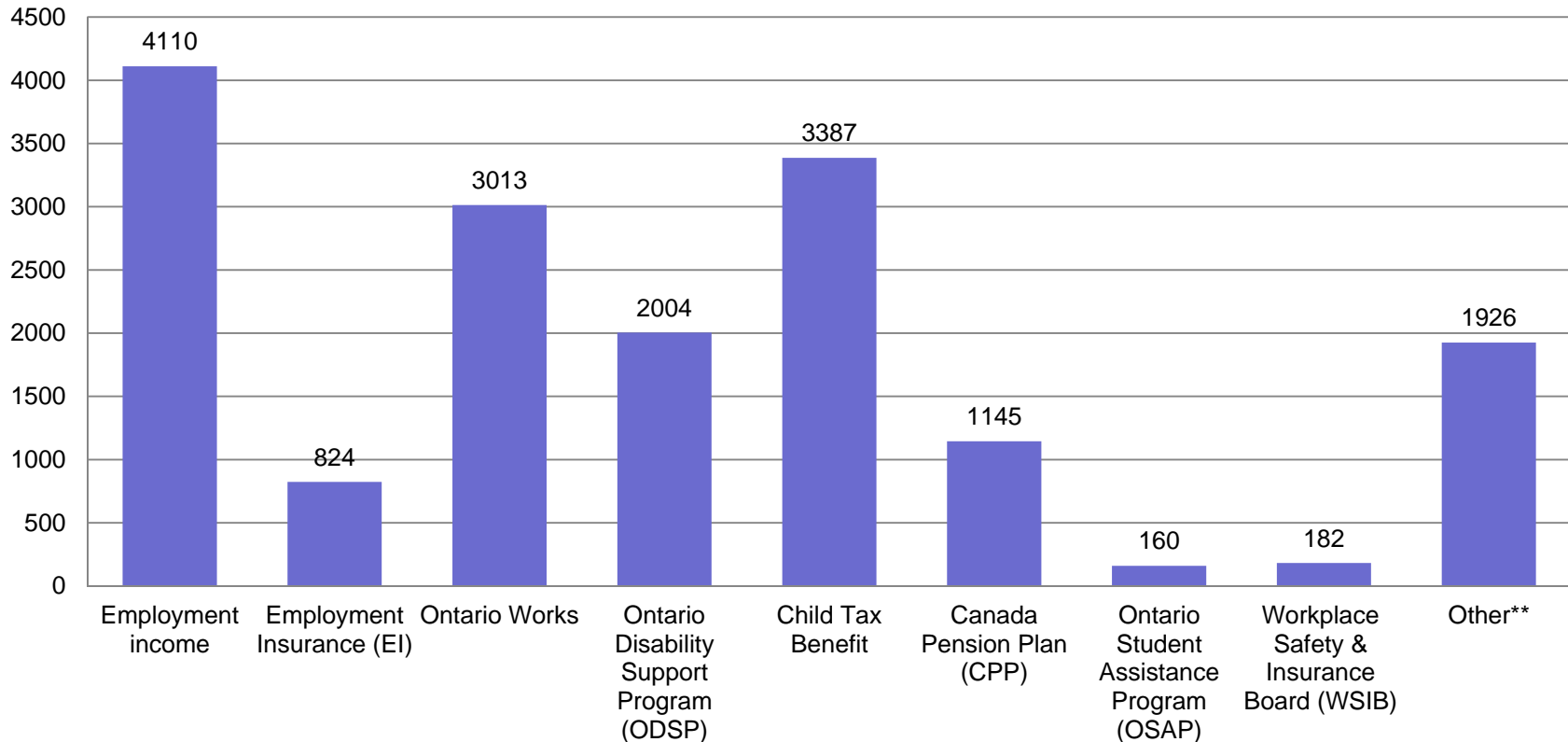


Most common characteristics of a LEAP EFA Applicant



Major Sources of Household Income

Number of Applicants by Major Sources of Household Income*



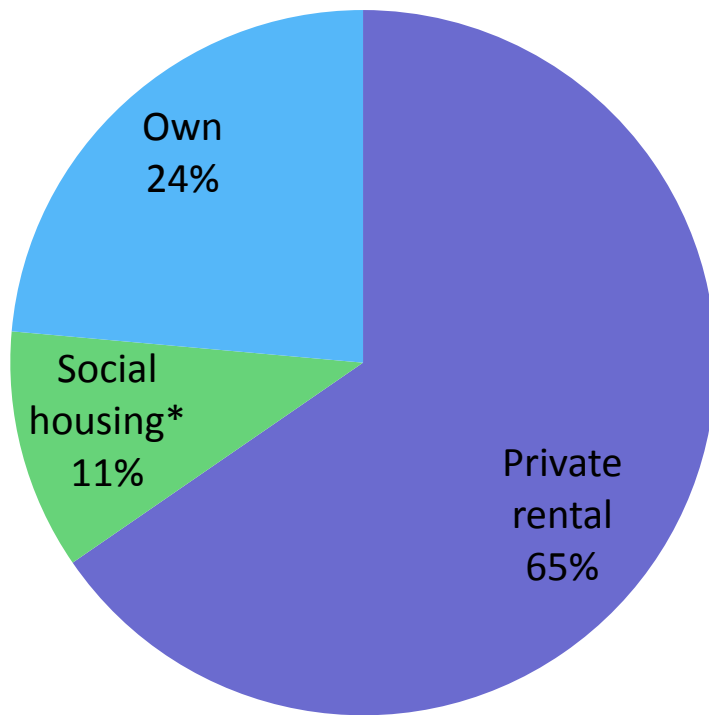
* More than one reason may be selected per applicant

** Other includes: 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

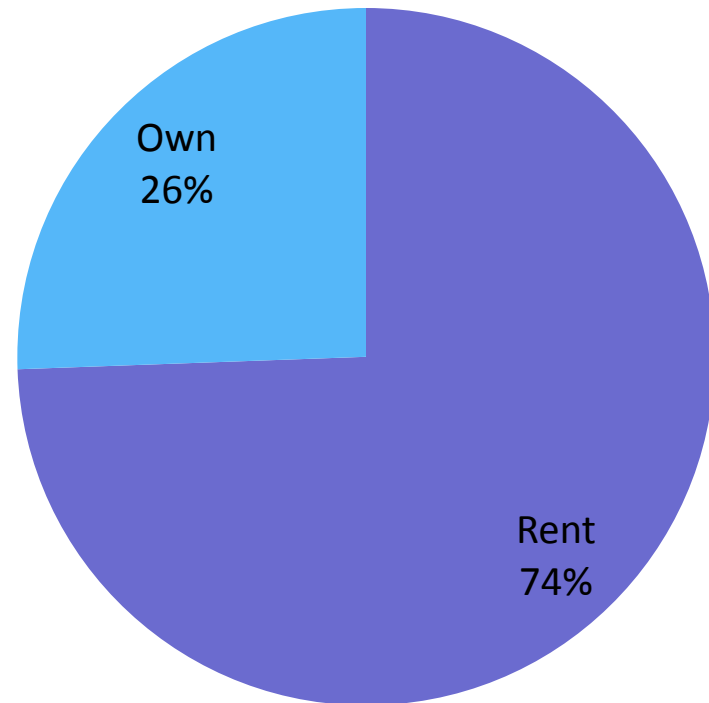
Housing Status (2013)



- Represents 11,335 applicants

* Social housing added to housing status breakdown in 2013

Housing Status (2012)

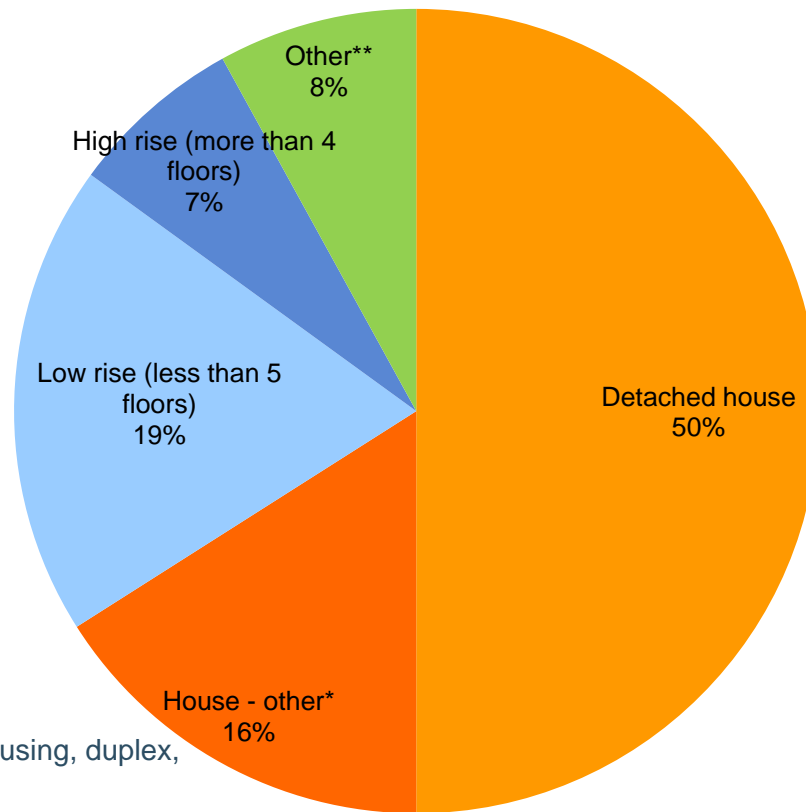


- Represents 8,550 applicants



Applicants by Dwelling Type

Dwelling Type



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

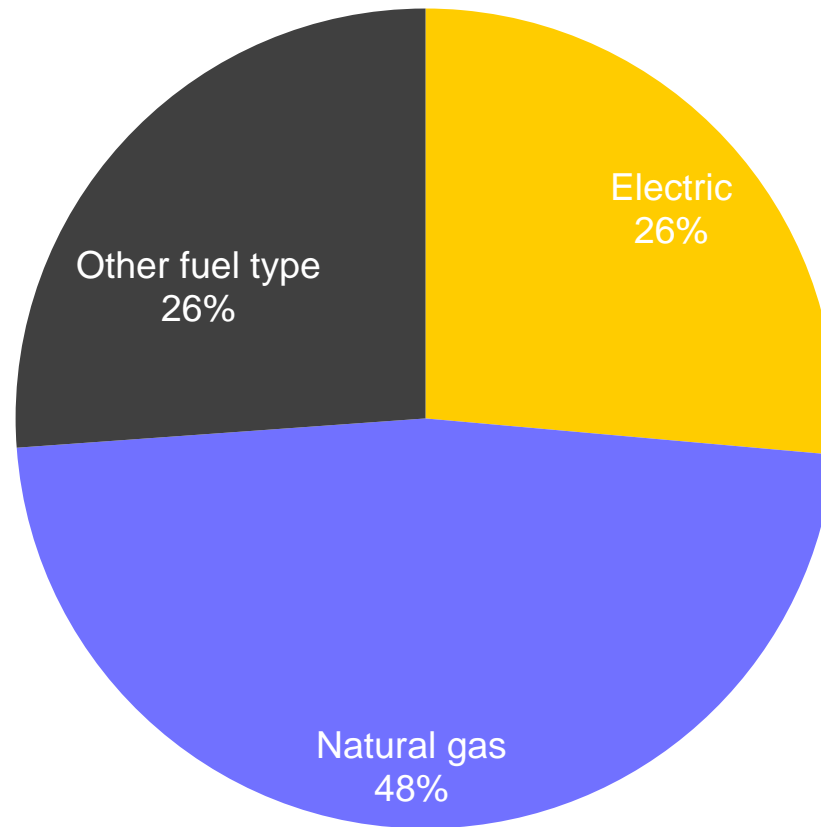
** Other includes: moveable housing, not specified

• Represents 10,145 applicants



Primary Heating Source

Primary Heating Source

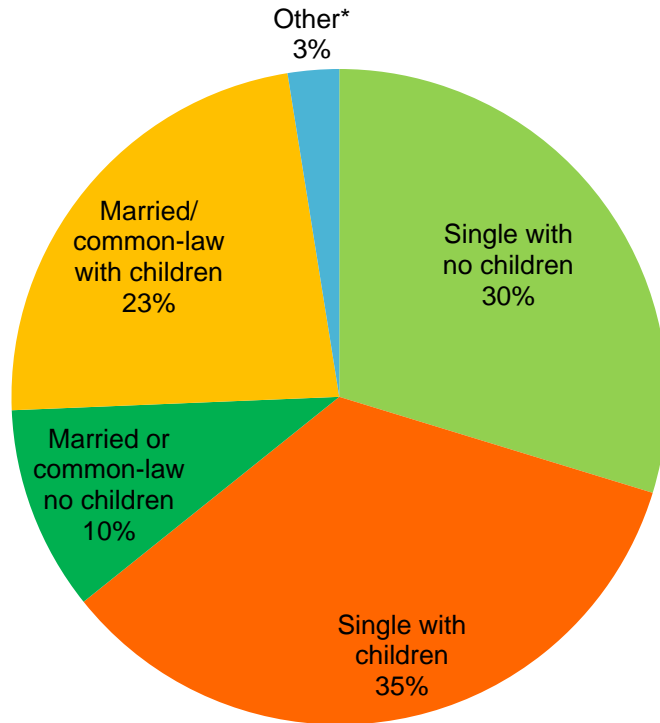


• Represents 9,106 applicants



Applicants by Family Type

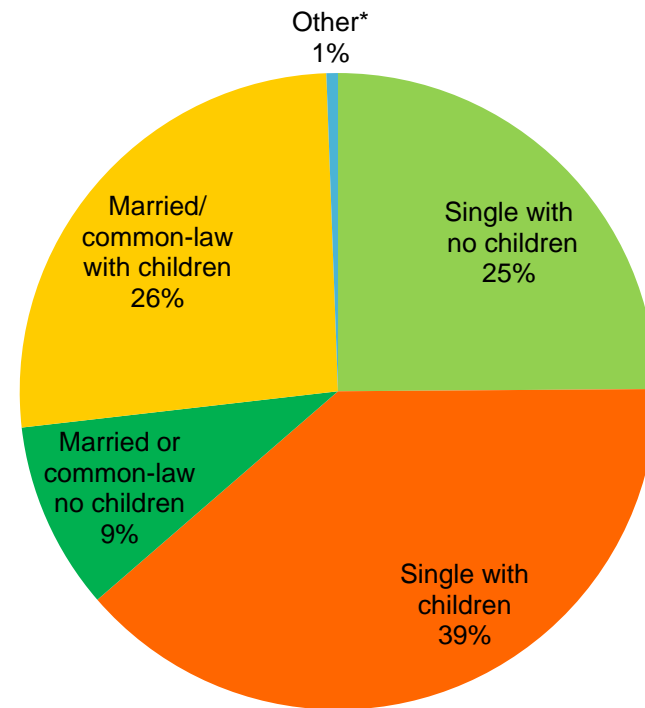
2013



• Represents 11,342 applicants

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

2012

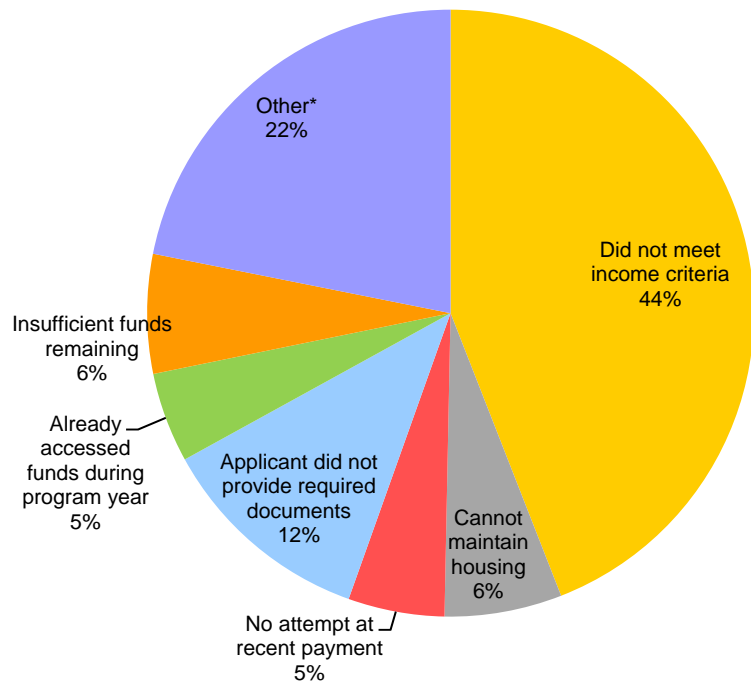


• Represents 7,909 applicants



Reasons for Application Rejections

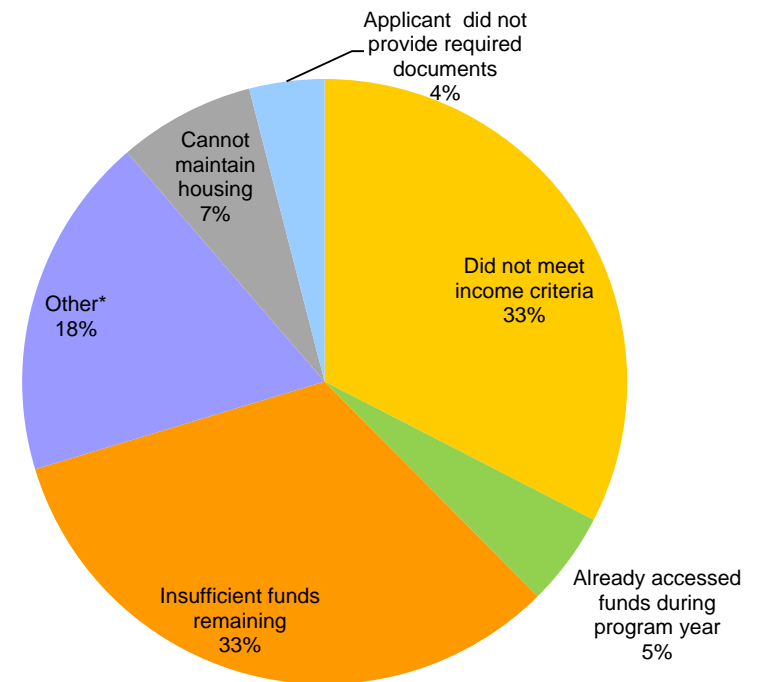
2013



• Represents 2,063 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 and, in 2012, no attempt at recent payment

2012

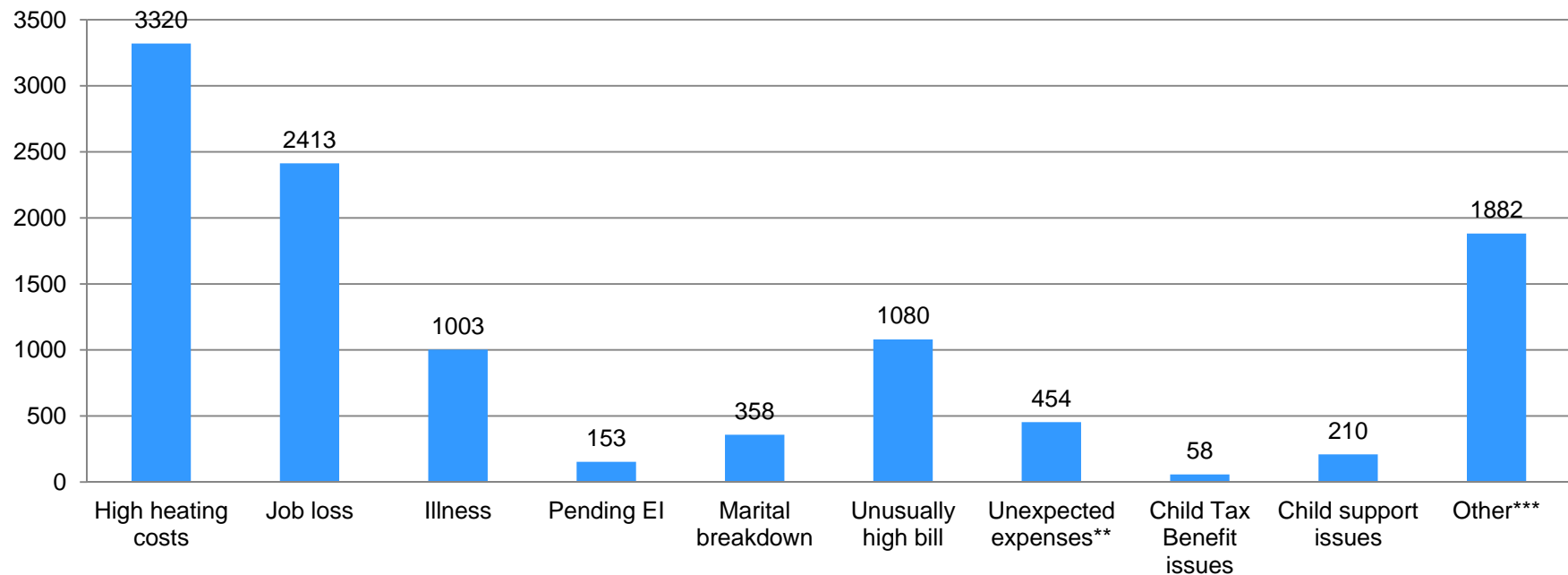


• Represents 1,926 applicants



Reasons for Needing Assistance

Number of Applicants Requesting Assistance by Reason*



* More than one reason may be selected per applicant

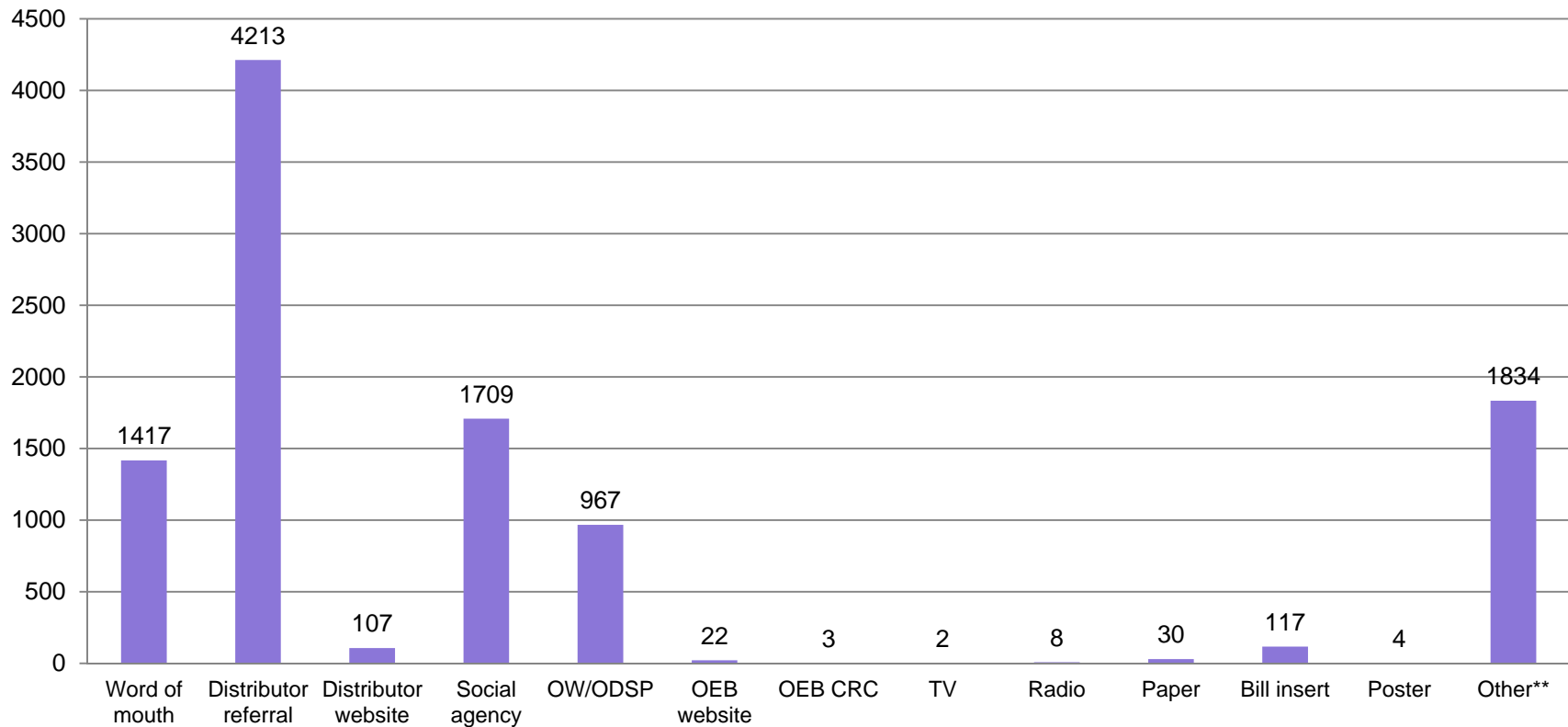
** Unexpected expenses includes: vehicle repair, medication, travel costs, funeral expenses, etc.

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



Information Sources

Number of Applicants by Information Source*



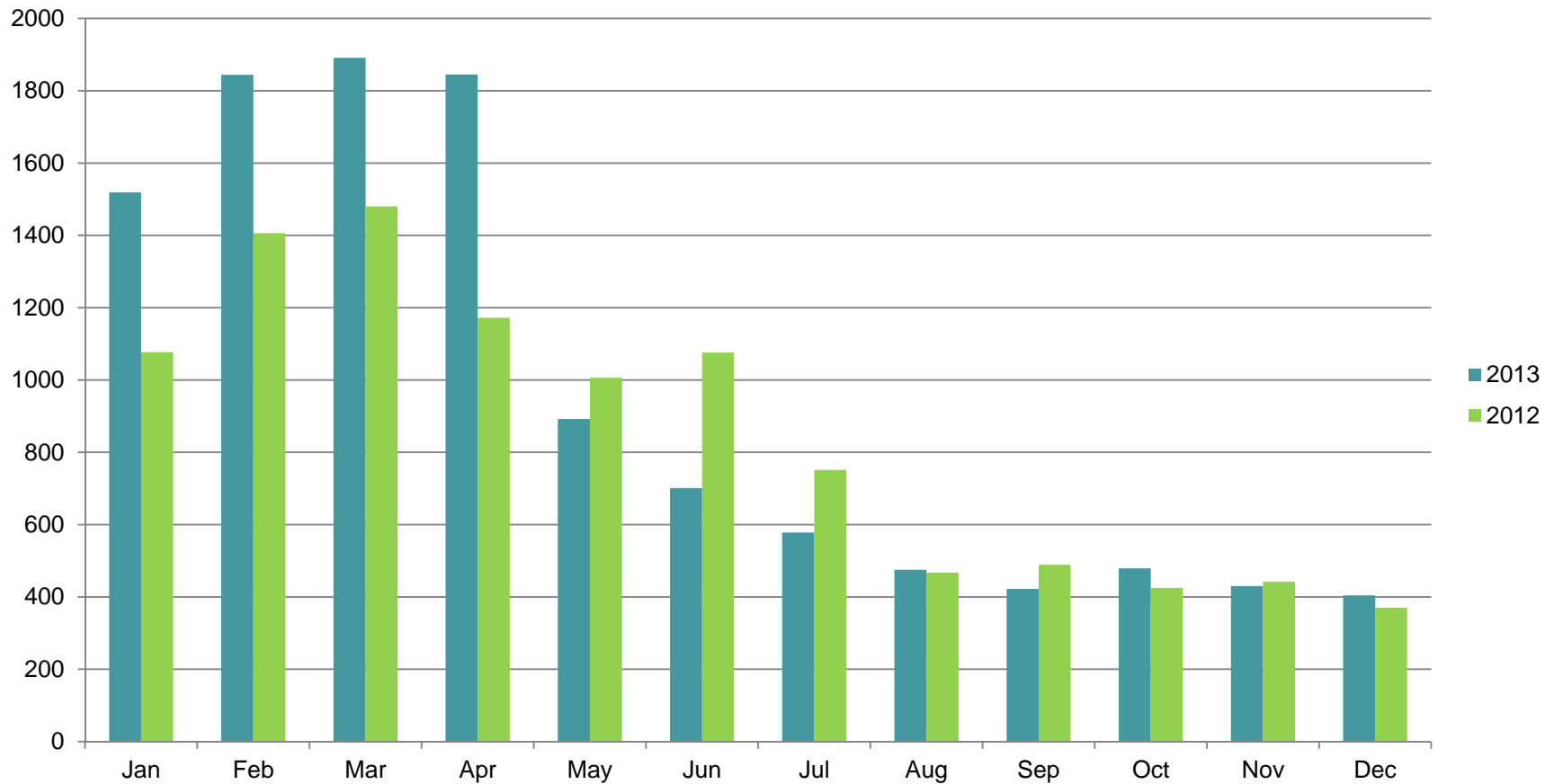
* More than one source may be selected per applicant

**Other includes: community services, self referral



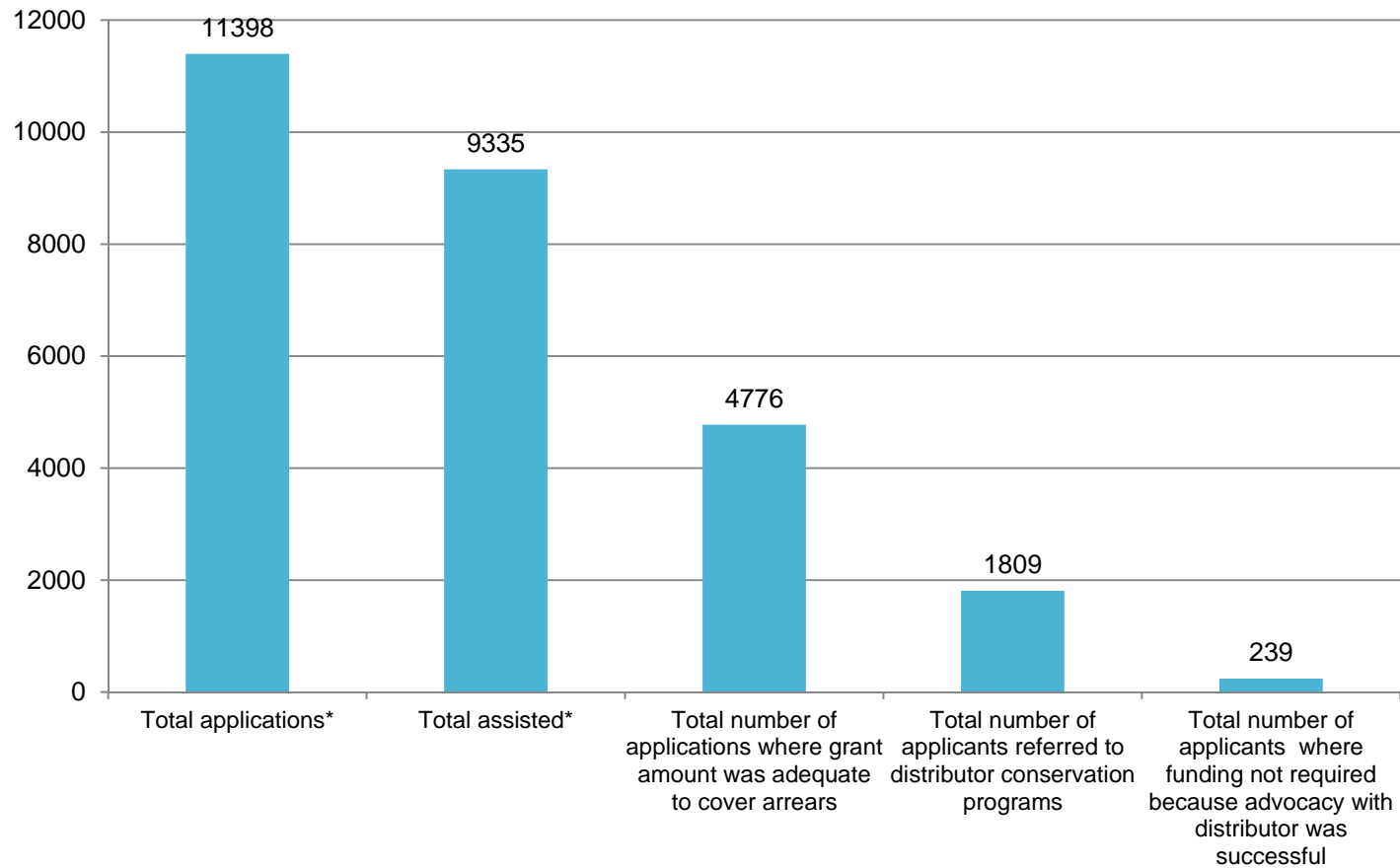
Applications per Month

Applications per Month



Additional Information

Additional Information



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

