



**Ontario Energy Board**

Commission de l'énergie de l'Ontario

# **LEAP Draft Program Manual**

**LEAP Financial Assistance Working Group**  
**September 16, 2010**

# Agenda

- LEAP Program Manual overview
- Major changes from WW manual (“\*”)
- Clarification of roles in applications process
- Possible items from THAW manual to be included



# LEAP Program Manual Contents Overview

- 1. LEAP Program Overview \***
  - What is LEAP?
- 2. Delivering LEAP \***
  - Roles of intake & lead agencies, utilities
- 3. Utility Customer Care tools \***
  - Description of rules regarding equal payment plans, disconnection holds, etc
- 4. Grant Eligibility and Criteria \***
  - Describes eligibility criteria and provides guidelines for service agencies applying their discretion to evaluating applications.



# LEAP Program Manual Overview

## 5. Grant Level \*

## 6. Application Process

- Provides step-by-step guide for process.
- Mainly unchanged from Winter Warmth manual, except steps 5-7.

## 7. Other sources of funding

- Descriptions of other financial assistance programs.
- Share the Warmth removed, Emergency Energy Fund added.

## • Appendices \*

- Reporting requirements, LICO chart, standard forms



# Review of draft LEAP Program Manual

## 1. Program overview

- Is this a good description?

## 2. Delivering LEAP

- Roles & responsibilities adequately described?

## 3. Utility customer care tools section

- Includes description of current required practises for electricity distributors & Board's jurisdiction regarding natural gas utilities & suite metering providers
- Is the level of detail adequate for agencies?
- Are the rules clear?
- Are any customer care options missing?
- Should the actual code text be included?
- Sufficient detail on energy conservation?



# Review of draft LEAP Program Manual

## 4. Grant eligibility and criteria

- Describes requirements to qualify and other factors for social service agencies to consider when assessing clients
- Is the level of detail correct?
- Are the guidelines helpful for agencies?

## 5. Grant Level

- Is this clearly worded?
- Is it clear why there are two caps and to which applicants each cap should apply?

## 6. Application process

- Steps appropriate?



## 7. Other sources of funding

- Funds listed still relevant? Descriptions accurate?
  - *Any volunteers to confirm program info?!*
- Other funds to add?

## • Appendices

- Standard forms modified to reflect that applicants may be suite metering customers.
- Is it helpful to include a list of utilities, suite metering providers?
- Any other standard forms needed?
- Should there be a standard/template service agreement for utilities & social agencies?

## Should we incorporate any elements from the THAW Manual?

- Different eligibility criteria for different fund sizes:
  - Size of LEAP funds will vary across province (see next slide)
  - Should similar guidelines be provided for LEAP?
  - What would be the appropriate monetary thresholds?
- Different process for customers that have already been disconnected.
  - Does LEAP manual need this level of detail?





# Distribution of LEAP fund sizes

