



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

# Utility-Agency Partnerships

LEAP Financial Assistance Working Group  
September 16, 2010

## Utility – Agency Partnerships

- Each electricity and natural gas utility will need to partner with 1 or more social agencies, depending on size of service area.
  - Lead agency only, or Lead & Intake
- Partnerships should be arranged by November to allow sufficient time for training.
- Staff propose that utilities be requested to report to the Board, by the end of October, as to who they have partnered with.



# Proposed Guidelines for Social Agency Partners

- Previously suggested that guidelines needed to assist distributors with choosing social agency partners.
- Proposed guidelines for discussion: distributors should consider agencies that meet the following:
  - Registered charity
  - Provide housing services
  - Past experience delivering energy assistance program
  - Able to serve a diverse population
  - Can deliver LEAP on behalf of both electricity and gas utility
  - Recognized by the United Way of Toronto for the purposes of the late payment settlement
  - Others?

