

Proposed Tracking & Reporting Metrics for LEAP Emergency Financial Assistance

	UTILITIES	SOCIAL AGENCIES	SUITE METERER PROVIDERS
REPORTING REQ'TS	<p><u>To the Board (Annually):</u></p> <ul style="list-style-type: none"> • Funding allocated per year, broken down by: <ul style="list-style-type: none"> – Total – Carry over from previous year, if applicable. • Amounts dispersed/spent per year, broken down by: <ul style="list-style-type: none"> – Total – Administration fees – Grants to customers to utility's direct customers – Grants to customers of suite metering providers in utility's service area • Amount carried over to next year • # of applicants: <ul style="list-style-type: none"> – Utility customers – Suite metering customers – TOTAL • Applicants approved: <ul style="list-style-type: none"> – Utility customers – Suite metering customers – TOTAL • Applicants rejected: <ul style="list-style-type: none"> – Utility customers – Suite metering customers – TOTAL • Average grant per applicant: <ul style="list-style-type: none"> – Utility customers – Suite metering customers – TOTAL 	<p><u>To each Utility (Monthly):</u> (to support the utility's reporting obligations to the Board):</p> <ul style="list-style-type: none"> • Funds given by utility; • Funds dispersed/spent, broken down by: <ul style="list-style-type: none"> – Administration – Grants to utility customers – Grants to suite metering customers (within the utility's service area) • Funds received from other sources • # of applicants: <ul style="list-style-type: none"> – Utility customers – Suite metering customers – TOTAL • Applicants approved: <ul style="list-style-type: none"> – Utility customers – Suite metering customers – TOTAL • Applicants rejected: <ul style="list-style-type: none"> – Utility customers – Suite metering customers – TOTAL • Average grant per applicant: <ul style="list-style-type: none"> – Utility customers – Suite metering customers – TOTAL <p>** data must be tracked <u>separately for each utility whose funds the agency manages</u></p>	<p><u>To the Board (Annually):</u></p> <ul style="list-style-type: none"> • Contributions by the suite metering provider, if any.

	UTILITIES	SOCIAL AGENCIES	SUITE METERER PROVIDERS
TRACKING / RECORD KEEPING REQ'TS	Tracked on monthly basis: <ul style="list-style-type: none"> • Total residential disconnections • Disconnections stopped, or reconnections made, due to receipt of LEAP financial assistance • # customers in arrears • Average arrears owing per customer • # requests from social agencies for disconnection holds • # residential customers beginning an arrears management agreement (as per DSC) 	In addition to the information above, that must be tracked to support utility's regulatory reporting obligations, agencies must also track on a monthly basis: <ul style="list-style-type: none"> • Total adults assisted • Total children assisted • Average income of applicants • Average arrears owed • How applicants heard about program • Housing type of applicant (rent, own, house, multi-res building) • # applicants referred to utility conservation programs 	Tracked separately for each suite metering provider, and broken down by utility: <ul style="list-style-type: none"> • Utility funds granted to customers • # of applicants: • Applicants approved: • Applicants rejected: • Average grant per applicant: i.e. Stratacon: <ul style="list-style-type: none"> Utility 1 Utility 2 Utility 3 Provident <ul style="list-style-type: none"> Utility 1 Utility 2 Utility 3