

- Working group discussed and provided feedback for each major section of the LEAP Program Manual to ensure contents consistent with prior recommendations and discussions.
- Recommendations and areas of consensus are outlined for each major section of the LEAP Program Manual under the appropriate headings below.

Delivering Leap: Who Does What?

- The working group suggested changes to clarify the roles of lead agencies, in areas such as:
 - how funds should be distributed within utility service territories in order to ensure that funds are available where they are most needed.
 - training and ongoing support/guidance for intake agencies, where applicable.
 - how files are stored and exchanged between lead and intake agencies.
- Working group members suggested that lead agencies perform the final approval on applications recommended for a grant by intake agencies.
- It was recommended that providing payment history and confirming customer account and payment information to intake/lead agencies be added to the list of responsibilities for utilities.

Customer Care Tools

- Working group members suggested adding information regarding the repayment of security deposits after that amount has been applied to cover arrears on a customer's account.

Grant Eligibility and Criteria

- The working group suggested changes to this section to more accurately capture what criteria are required and what areas are at the discretion of social service agencies.
- FAWG members decided that pre-tax (gross) income would be used to determine income eligibility.

Application Process

- Working group suggested changes to the application process to reflect differences between LEAP and WW, such as:
 - allowing service agencies that have established reporting to use their own forms when they differ from LEAP forms only in format.
 - simplification of the cheque requisition process.
- Working group agreed to hold off on prescribing specific stages in the process to contact utilities for disconnection holds.

Other Sources of Funding

- FAWG members identified the Ontario Works Discretionary Benefits fund as a missing item for addition to the section.

Appendices

- The working group agreed to change the bi-weekly reporting requirements between lead agencies and their utility partners to monthly requirements.
 - Social agencies to inform utilities by phone or e-mail when LEAP funds are completely distributed.

Utility-Agency Partnerships

- Board staff presented a desired timeline for the forming of utility-agency partnerships as well as a proposed set of guidelines for utilities to select an agency partner.
 - Guidelines approved by working group.
- The working group supported the notion of providing a template service agreement between social agencies and utilities.

Action Items:

- United Way of Toronto and Board staff to provide a detailed mapping of current service agency networks and partnerships.
- OEB staff to rewrite Grant Eligibility and Criteria section and distribute it to FAWG members for comment.
- Hydro One to consult with their legal staff to determine what can be done with respect to obtaining consent from customers in remote communities and those with mobility issues.

Next Scheduled Meeting:

- September 30, 2010