

Draft Meeting Minutes



OEB Financial Assistance Working Group

Meeting Date: July 21, 2011 **Time:** 9:30 am – 3:30 pm

Location: 2300 Yonge Street, 27th Floor, Boardroom

Attendees: **Financial Assistance Working Group:**

Jack Lenartowicz	Coalition of Large Distributors (CLD)
Julie Girvan	Consumers Council Canada (CCC)
Gord Eamer	Cornerstone Hydro Electric Concepts (CHEC)
Manny Sousa	Enbridge Gas Distribution
Chris Goethel	Ministry of Energy
Shayma Saadat	Ministry of Energy
David Whitehouse	Peterborough Distribution
Debra Johnston	Salvation Army
William Harper	VECC / Energy Probe
John Bagnall	Neighbourhood Information Post
Gladys Wong	Neighbourhood Information Post
Kristi Billing	United Way Toronto
Marian Redford	Union Gas
Jennifer Lopinski	A Place Called Home / Low-income Energy Network (LIEN)
Mary Jane McKitterick	Housing Help Association of Ontario (HHAO)
Nicole Hynum	Ontario Power Authority

Board Staff:

Takis Plagiannakos, Lenore Dougan, Rachel Anderson

LEAP Progress

- Board staff updated the working group on the progress of the LEAP emergency financial assistance program, based on the results from the Board staff survey conducted in May, 2011.
- Working group provided feedback on implementation and discussed administrative issues with program operation.

Winter Warmth Progress

- Enbridge and Union provided an update on the year-round delivery of their Winter Warmth programs.

Electricity Late Payment Settlement

- United Way Toronto presented an update on how the Settlement funds will be distributed.

Reporting & Monitoring

- Board staff presented the draft RRR filing templates for the reporting requirements for LEAP, as outlined in the Board's February 4, 2011 letter.
- Working group discussed the need to improve the level of understanding of reporting requirements amongst social service agency partners.

OPA's Home Assistance Program

- The OPA presented an update on its Home Assistance Program.

Natural Gas Demand Side Management Guidelines

- Board staff presented a high-level overview of the Guidelines issued on June 30, 2011, including the budgets for low-income programs.

Customer Service Rules

- Board staff presented an overview of the low-income electricity rules that will come into effect October 1, 2011.
- Information on the consultation process to develop rules for low-income natural gas customers was also presented.

Communications & Outreach

- Board staff presented the Board's upcoming plans for communicating information about LEAP.
- Board staff also discussed the benefits and drawbacks of maintaining the "LEAP" name, as well as the development of a logo.
- Working group members supported maintaining the "LEAP" name and discussed plans for developing a provincial logo. Suggestions were also made for the Board to develop locally adaptable communication materials.

Action Items:

- Board staff to organize training webcasts for distributors and social service agency partners in the fall. Webcasts to provide details on the reporting and monthly monitoring requirements.
- Board staff to follow up with Hydro One regarding administrative concerns raised by working group members.
- Board staff to develop a LEAP brochure that can be localized by distributors and their social service agency partners.