

Elements of the framework

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July 21, 2009



Elements of the framework



Framework elements

- Eligibility and screening
- Roles and responsibilities
- Intake and application administration
- Promotion and outreach
- Tracking and reporting
- Funding
- Long-term coordination and administration

Eligibility and screening

- Characteristics of the participant that make the participant qualified or entitled to emergency financial assistance

Roles and responsibilities

- The major partners in the emergency financial assistance program (e.g. utilities/retailers, social service agencies, OEB, other) and their roles and responsibilities (e.g. qualification of social service agencies, training, intake, promotion)

Intake & application administration

- The process through which low-income energy consumers are enrolled in the program and receive the emergency financial assistance (e.g. enrollment through to receipt of funds)

Promotion and outreach

- The methods/avenues used to make low-income energy consumers aware of the emergency financial assistance program

Tracking and reporting

- The program metrics that need to be tracked; and the tracking and reporting requirements of each program partner

Funding

- The process through which monies for financial assistance is dispersed (e.g. utility/retailer to social service agencies to recipient)

Long-term coordination & admin

- Emergency financial assistance
 - The roles, responsibilities and structure for the long-term coordination and administration
- Low-Income Energy Assistance Program
 - The roles, responsibilities and structure for the long-term coordination and administration

Eligibility criteria



Guiding principle

- The eligibility criteria for emergency financial assistance should be applied at the discretion of the social service agency administering the program

Agreed eligibility criteria

- The household applicant must be a customer of the utility, as either primary or secondary name on the account
- The household applicant must reside at the address for which there are energy bill arrears
- The applicant must have a pre-tax income at or below the pre-tax Low Income Cut Off (LICO) level for urban area over 500,000 plus 15% (agreed for time being -need to revisit)

Agreed eligibility criteria

- May access funding more than once per year up to the financial cap
- The applicant must demonstrate a prior attempt to pay the energy bill
- Assistance must result in reconnection and /or continued energy service
- The applicant must demonstrate sustainability/future ability to pay the energy bill based on an income budget review

Partial agreement

- Additional hardship criteria may be considered to access funding more than once every 12 months (e.g. health issues etc)
- There is a cap on the amount of funding an applicant can receive: \$450 per commodity

For agreement

- Must be in threat of disconnection or disconnected; can be a reminder notice, not necessarily a disconnection notice
- An appeal process should be put in place

Template



Schedule

Meeting	Date	Activity/outcome
Meeting #3	July 21, 2009	Subgroup discussions on the following elements: intake and application administration, promotion and outreach and their associated roles and responsibilities using the template. Report back to plenary.
Meeting #4	August 4, 2009	Complete all elements of the framework template including long term coordination and administration and come prepared to make individual 5 minute presentation to the plenary on recommendations.
Meeting #5	August 11, 2009	CANCELLED
Meeting #6	August 18, 2009	Create preliminary draft reports on framework and long-term coordination and administration highlighting areas of consensus and areas of issue.