

Elements of the framework

- Consensus and non-consensus among working group members on three elements of EFA framework:
 - Eligibility and screening
 - Promotion and outreach
 - Tracking and reporting
- Consensus and non-consensus based on group discussion and written submissions

Eligibility and screening

Consensus

- Utility customer – primary or secondary name
- Resides at address in arrears
- Primary or secondary name on bill recipient of social benefits
- Household income below a threshold
- Funding once per year, per fuel up to cap
- Demonstrate future ability to pay based on budget review
- Threat of disconnection or disconnected

Non-consensus – Income threshold

What low-income measure to use?

- Only one WG member suggested LIM
- Remainder suggested pre-tax LICO
- Options
 1. Utilize LICO table as is
 2. LICO plus 15% or 25%
 3. Community size greater than 500,000
 4. Combination of 2 and 3

Non-consensus – Threat of disconnection

What does it mean to be in threat of disconnection?

- Options
 1. Being in arrears
 2. Disconnection notice or pending disconnection

Non-consensus – Attempt to pay

How should attempt to pay be demonstrated?

- Options
 1. Demonstrated attempt in the last 4 months
 2. Attempt at the discretion of the social service agency

Non-consensus – Financial cap

What is the appropriate level of the financial cap?

- Options
 1. \$500 per utility
 2. Higher for electrically heated homes e.g. \$450 for gas heat and \$600 cap for electrically heated home

Promotion and outreach

Consensus

- Balanced approach to promotion
- Multiple points of distribution
- Social service agencies to strengthen networks and seek out new partners
- In 2010, focus on referrals from social service agencies and utilities

Non-consensus

What materials should be used to promote the program?

- Board and utility websites
- Adaptable print out/brochures
- 211
- Press releases
- Posters
- Banners
- Call centre scripts
- On-bill messaging
- Bill inserts with utility bills
- Bill inserts with disconnection notices
- Targeted utility calls
- Inserts in SS cheques

Non-consensus

Where should program materials be distributed?

- Participating social service agencies
- Churches
- Libraries
- Seniors' clubs
- Financial planning organizations
- Government offices (EI offices)
- Utility offices
- Utility collection agencies

Tracking and reporting

Consensus

- Critical component of program
- Allows for:
 - Accountability
 - Evaluation
 - Program improvement

Non-consensus

What metrics should tracked?

- Utility budget by source
- Amount spent
- Amount remaining
- Number of applicants accepted and denied
- Number of applicants after funding complete
- Whether disconnected
- Average grant per application
- Other funding sources
- Payment schedule arranged
- Average and source of income
- STIR
- Arrears
- Number referred to LI DSM

Non-consensus continued

What metrics should tracked?

- Size and composition of household
- Renter/owner, monthly rent/mortgage
- Administration fees as percentage of program cost
- How applicant learned about the program
- Whether the applicant has participated before
- Service status update – connected after 1 year?