

Revised guiding principles for an emergency financial assistance framework

1. Emergency financial assistance should be available to low-income energy consumers of natural gas and electricity.
2. Funding for low-income energy consumers should be accessible on a province-wide basis.
3. There should be consistency in the emergency financial assistance program across the province regarding access, with flexibility in delivery recognizing differences between communities.
4. Partnerships should be developed between social service agencies and distributors and other market participants.
5. Eligibility for the emergency financial assistance program should be based on need, and screened using the emergency financial assistance program eligibility criteria applied with the judgment and discretion of the social service agencies.
6. An emergency FA program should not be unduly costly or complicated to administer or access.
7. The process for applying to the emergency financial assistance program is clear and transparent
8. Administration of the emergency FA program is efficient and effective to avoid increasing ratepayer costs.
9. The emergency financial assistance program should result in improved management of participating low-income consumers' energy bill arrears.
10. The emergency financial assistance program should help low -income consumers maintain energy services
11. The emergency financial assistance program should contribute to the existing landscape of assistance to low-income energy consumers.
12. The emergency financial assistance program should be coordinated with other energy and emergency financial assistance programs at the delivery level to avoid duplication of administration and effort.
13. The emergency financial assistance program should promote the transfer of the applicant to non-emergency assistance energy programs, as appropriate.