



Ontario Energy Board

Commission de l'énergie de l'Ontario

Guiding Principles

LEAP Financial Assistance Working Group

June 30, 2009

Guiding Principles for Financial Assistance

- Emergency funding available to low-income energy consumers should be increased.
- Funding should be accessible on a province-wide basis.
- Funding should be available to both electricity and natural gas consumers.
- Distributors should develop partnerships with social service agencies.
- Eligibility for the assistance program should be based on need, as determined by a social service agency.
- An assistance program should not be overly costly or complicated to administer.
- The assistance program should result in more effective and efficient management of arrears and disconnection.
- Assistance should not distort prices and ratepayer costs.
- Energy prices should continue to generally reflect overall costs.

