



Ontario Energy Board

Commission de l'énergie de l'Ontario

Attachment A

2012 LEAP Emergency Financial Assistance and Winter Warmth Results

September 9, 2013

Presentation Outline

1. Program Overview
2. Annual Results for Electricity Distributors
3. Annual Results for Natural Gas Distributors
4. Monthly Monitoring Results for Electricity Distributors



LEAP EFA Program Overview

- The Low-Income Energy Assistance Program – Emergency Financial Assistance (LEAP EFA) is a grant program intended to provide emergency relief to eligible low income customers who may be experiencing difficulty paying their bills
 - Not intended to provide regular or ongoing bill payment assistance
- LEAP EFA is funded by utility ratepayers through the distribution rate of each utility
- Distributors contribute the greater of 0.12% of their total Board-approved distribution revenue, or \$2000
 - Up to 15% of funding may be retained for agency administration fees
- Social agencies are responsible for screening for eligibility, as per criteria and guidelines set out in the LEAP EFA Program Manual
- Maximum of \$500 per fuel, per household, per calendar year
 - \$600 max for electrically heated homes



Winter Warmth Program Overview

- Union Gas Limited and Enbridge Gas Distribution Inc. were subject to separate court settlements that required them to contribute to the Winter Warmth program
- Winter Warmth (WW) is a low-income assistance program designed for natural gas consumers
- The Winter Warmth framework was used in the development of LEAP EFA
- In 2012, Union and Enbridge continued to deliver the Winter Warmth program:
 - Union had adequate funding to deliver Winter Warmth all year long
 - Enbridge delivered Winter Warmth for the heating season (Dec. 2011 – May 2012) and delivered LEAP EFA for the remainder of the year (Jun. 2012 – Dec. 2012)



Utilities Participating in LEAP EFA in 2012

- 80 utilities participating in LEAP EFA & Winter Warmth:
 - 75 Electricity Distributors
 - 5 Gas Utilities
 - Enbridge, Union, Natural Resource Gas (NRG), Utilities Kingston, Kitchener Utilities
- 150 social service agencies participating in LEAP EFA & Winter Warmth program delivery:
 - 99 lead agencies delivering LEAP EFA in the electricity sector
 - 51 agencies delivering LEAP EFA & Winter Warmth in the natural gas sector



Reporting and Record Keeping Requirements (RRR)

- Electricity and Natural Gas Distributors are required to file the following information annually:

Total Funds Received	Distributor Budget (greater of 0.12% of distribution revenue or \$2000)
	Non-Distributor Funds (i.e. Donations)
	Unused Funds from Previous Year(s)

Total Funds Disbursed	Grants Disbursed (Distributor and Sub-Metered)
	Administration Cost

Other	Total Unused Funds
	Month in which LEAP Funds were Depleted
	Number of Applicants (Distributor and Sub-Metered)
	Number of Customers Assisted (Distributor and Sub-Metered)
	Number of Customers Denied (Distributor and Sub-Metered)

- Data collected for the period of January 1, 2012 to December 31, 2012



2012 LEAP EFA & Winter Warmth (WW) Results Overview

Electricity Distributors	2012	2011	Change	%Change
LEAP Funds Available	\$ 4,733,771	\$ 4,308,440	+\$ 425,331	+9.9%
LEAP Funds Disbursed	\$ 3,946,644	\$ 3,737,235	+\$ 209,409	+5.6%
Applicants Assisted	8,053	7,756	+297	+3.8%
Average Grant	\$ 432	\$ 405	+\$ 27	+6.7%

Natural Gas Distributors *	2012	2011	Change	%Change
LEAP and WW Funds Available	\$ 2,269,016	\$ 2,299,690	-\$ 30,674	-1.3%
LEAP and WW Funds Disbursed	\$ 2,134,411	\$ 2,149,079	-\$ 14,668	-0.7%
Applicants Assisted	4,889	4,824	+65	+1.3%
Average Grant	\$ 370	\$ 380	-\$ 10	-2.5%

* Utilities Kingston did not provide LEAP EFA data for 2012

Union Gas had a reporting period of 13 months for 2011 (Dec. 2010 – Dec. 2011) and 12 months for 2012 (Jan. 2012 – Dec. 2012)

Enbridge had a reporting period of 12 months for 2011 (Dec. 2010 – Nov. 2011) and 13 months for 2012 (Dec. 2011 – Dec. 2012)





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Electricity Utilities

2012 LEAP EFA Results for Electricity Utilities (Jan.1, 2012 – Dec. 31, 2012)

LEAP EFA		2012 Results	% of Total Funding	2011 Results	%Change
Total LEAP Funds Available	a	\$ 4,733,771 *		\$ 4,308,440	+9.9%
Total LEAP Grants Disbursed	b	\$ 3,476,933	73.4%	\$ 3,138,948	+10.8%
Administration Cost	c	\$ 469,715 **	9.9%	\$ 598,287 **	-21.5%
Total Funds Disbursed	d = b + c	\$ 3,946,644	83.4%	\$ 3,737,235	+5.6%
Total Unused Funds	e = a - d	\$ 787,124	16.6%	\$ 571,205	+37.8%
Total # of Applicants	f	10,828		10,279	+5.3%
Total # of Applicants Assisted	g	8,053 ***		7,756 ****	+3.8%
Total # of Applicants Denied	h	2,775		2,523	+10.0%
Average Grant	b / g	\$ 432		\$ 405	+6.7%

* Includes \$224,546 of donations (Hydro Hawkesbury Inc., Hydro One Networks Inc., Kitchener-Wilmot Hydro Inc., Lakeland Power Distribution Ltd., Waterloo North Hydro Inc.)

** 17 distributors did not pay administration costs (down from 19 in 2011)

*** Includes 32 unit sub-metering customers; average grant \$342

**** Includes 21 unit sub-metering customers; average grant \$368



Results for Top 12 Utilities by Distribution Revenue

	Distributor Budget	Non-Distributor Funds	Unused Funds From Previous Year	LEAP Funds Available	% of Total LEAP Funds Available Across All Utilities	Total Grants Disbursed	# of Customers Assisted
Hydro One Networks Inc.	1,500,750	198,062		1,698,812	35.89%	1,503,062	2,628
Toronto Hydro-Electric System Limited	660,000		325,013	985,013	20.81%	491,531	1,250
PowerStream Inc.	220,867		64,882	285,749	6.04%	197,593	399
Hydro Ottawa Limited	185,000		6,465	191,465	4.04%	154,232	435
Enersource Hydro Mississauga Inc.	140,000			140,000	2.96%	114,975	267
Horizon Utilities Corporation	123,528		250	123,778	2.61%	107,093	344
London Hydro Inc.	100,000			100,000	2.11%	85,000	332
Hydro One Brampton Networks Inc.	71,448			71,448	1.51%	2,955	9
EnWin Utilities Ltd.	56,760			56,760	1.20%	49,665	138
Kitchener-Wilmot Hydro Inc.	47,581	21,700		69,282	1.46%	62,161	199
Hydro One Remote Communities Inc.	43,048		35,758	78,806	1.66%	20,804	55
Oakville Hydro Electricity Distribution Inc.	40,000		6,714	46,714	0.99%	37,325	85
Sum (Top 12 Utilities):	3,188,982	219,762	439,082	3,847,827	81.28%	2,826,396	6,141
Grand Total (All Utilities) :	3,989,515	224,546	519,707	4,733,771	100.00%	3,476,933	8,053
% (Top 12 Utilities / All Utilities):	79.93%	97.87%	84.49%	81.28%	81.28%	81.29%	76.26%



Utilities That Did Not Pay Administration Costs

Utility Name

- | | |
|---|---|
| 1) Bluewater Power Distribution Corporation | 10) Hydro One Remote Communities Inc. |
| 2) Burlington Hydro Inc. | 11) PUC Distribution Inc. |
| 3) Chapleau Public Utilities Corporation | 12) Renfrew Hydro Inc. |
| 4) Erie Thames Powerlines Corporation | 13) Sioux Lookout Hydro Inc. |
| 5) Espanola Regional Hydro Distribution Corporation | 14) Tillsonburg Hydro Inc. |
| 6) Grimsby Power Incorporated | 15) West Coast Huron Energy Inc. |
| 7) Halton Hills Hydro Inc. | 16) Whitby Hydro Electric Corporation * |
| 8) Hearst Power Distribution Company Limited * | 17) Woodstock Hydro Services Inc. |
| 9) Hydro 2000 Inc. * | |

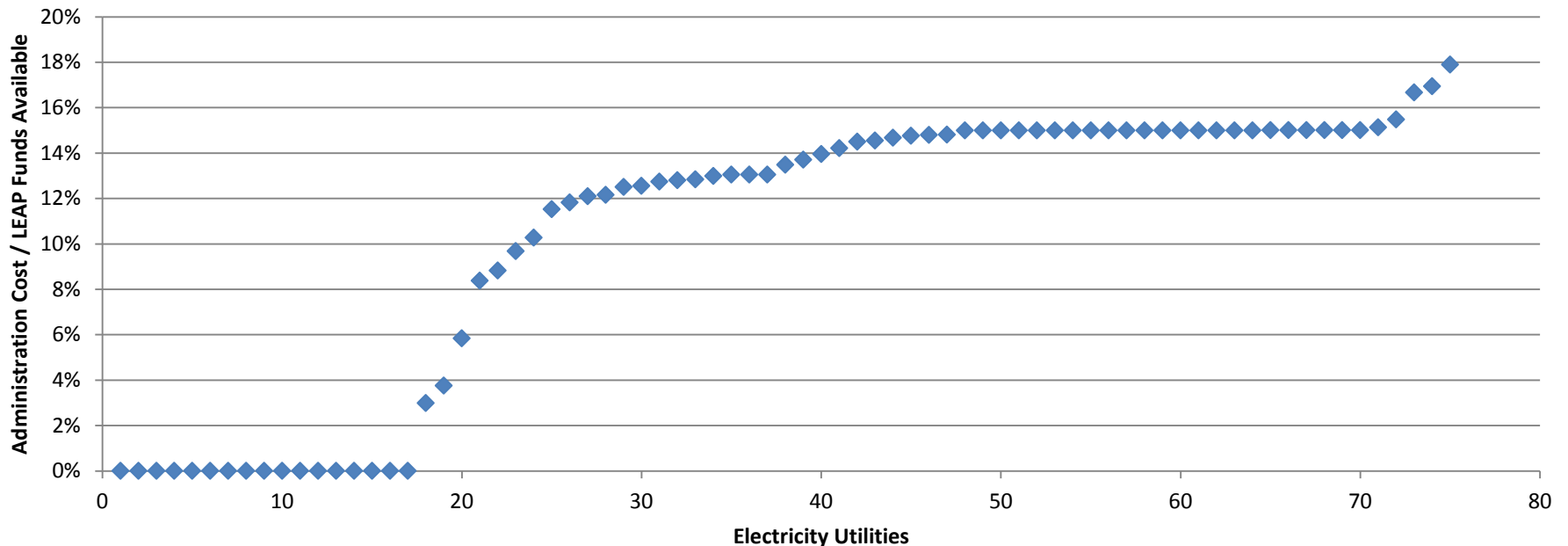
* Represents utilities that were not on the list in 2011 (Overall, down from 19 in 2011)



Administration Cost Analysis

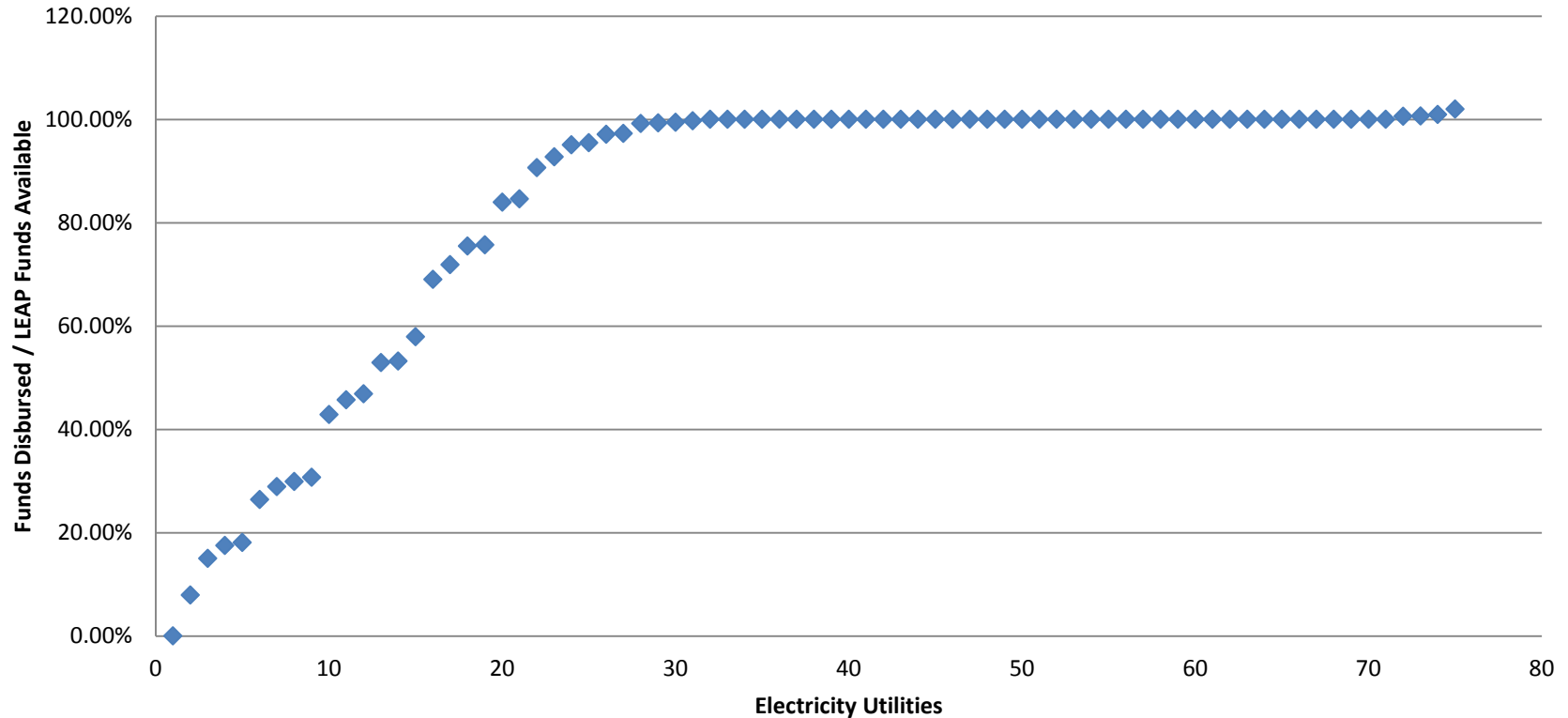
	2012	2011	Change	%Change
Total Administration Cost	\$ 469,715	\$ 598,287	- \$ 128,572	- 21.5%
Administration Cost / Applicant	\$ 43.38	\$ 58.20	- \$ 14.83	- 25.5%
Administration Cost / Applicant Assisted	\$ 58.33	\$ 77.14	- \$ 18.81	- 24.4%

Percentage of LEAP Funds Disbursed as Administration Cost



Percentage of Funds Disbursed

Percentage of LEAP Funds Disbursed



- 31 utilities have LEAP funds remaining
- 44 utilities fully exhausted their LEAP funds



Utilities That Have Fully Exhausted Their LEAP Funds

1. Bluewater Power Distribution Corporation
2. Brantford Power Inc.
3. Cambridge and North Dumfries Hydro Inc.
4. Canadian Niagara Power Inc.
5. COLLUS PowerStream Corp.
6. E.L.K. Energy Inc.
7. Entegrus Powerlines Inc. *
8. EnWin Utilities Ltd.
9. Erie Thames Powerlines Corporation
10. Espanola Regional Hydro Distribution Corporation
11. Essex Powerlines Corporation *
12. Festival Hydro Inc.
13. Guelph Hydro Electric Systems Inc.
14. Horizon Utilities Corporation
15. Hydro 2000 Inc.
16. Hydro Hawkesbury Inc.
17. Hydro One Networks Inc.
18. Kenora Hydro Electric Corporation Ltd.
19. Kingston Hydro Corporation
20. Kitchener-Wilmot Hydro Inc.
21. Lakefront Utilities Inc.
22. Lakeland Power Distribution Ltd. *
23. London Hydro Inc.
24. Midland Power Utility Corporation
25. Newmarket-Tay Power Distribution Ltd.
26. Niagara Peninsula Energy Inc.
27. Norfolk Power Distribution Inc.
28. North Bay Hydro Distribution Limited
29. Orangeville Hydro Limited
30. Orillia Power Distribution Corporation
31. Parry Sound Power Corporation
32. Peterborough Distribution Incorporated
33. PUC Distribution Inc.
34. Renfrew Hydro Inc.
35. Rideau St. Lawrence Distribution Inc.
36. St. Thomas Energy Inc.
37. Thunder Bay Hydro Electricity Distribution Inc.
38. Tillsonburg Hydro Inc.
39. Veridian Connections Inc. *
40. Wasaga Distribution Inc.
41. Welland Hydro-Electric System Corp.
42. Wellington North Power Inc.
43. Westario Power Inc.
44. Woodstock Hydro Services Inc.

- These utilities have a total of approx. 2,632,824 customers

* Represents utilities that were not on the list in 2011 (Overall, down from 53 in 2011)



Utilities That Have Funds Remaining

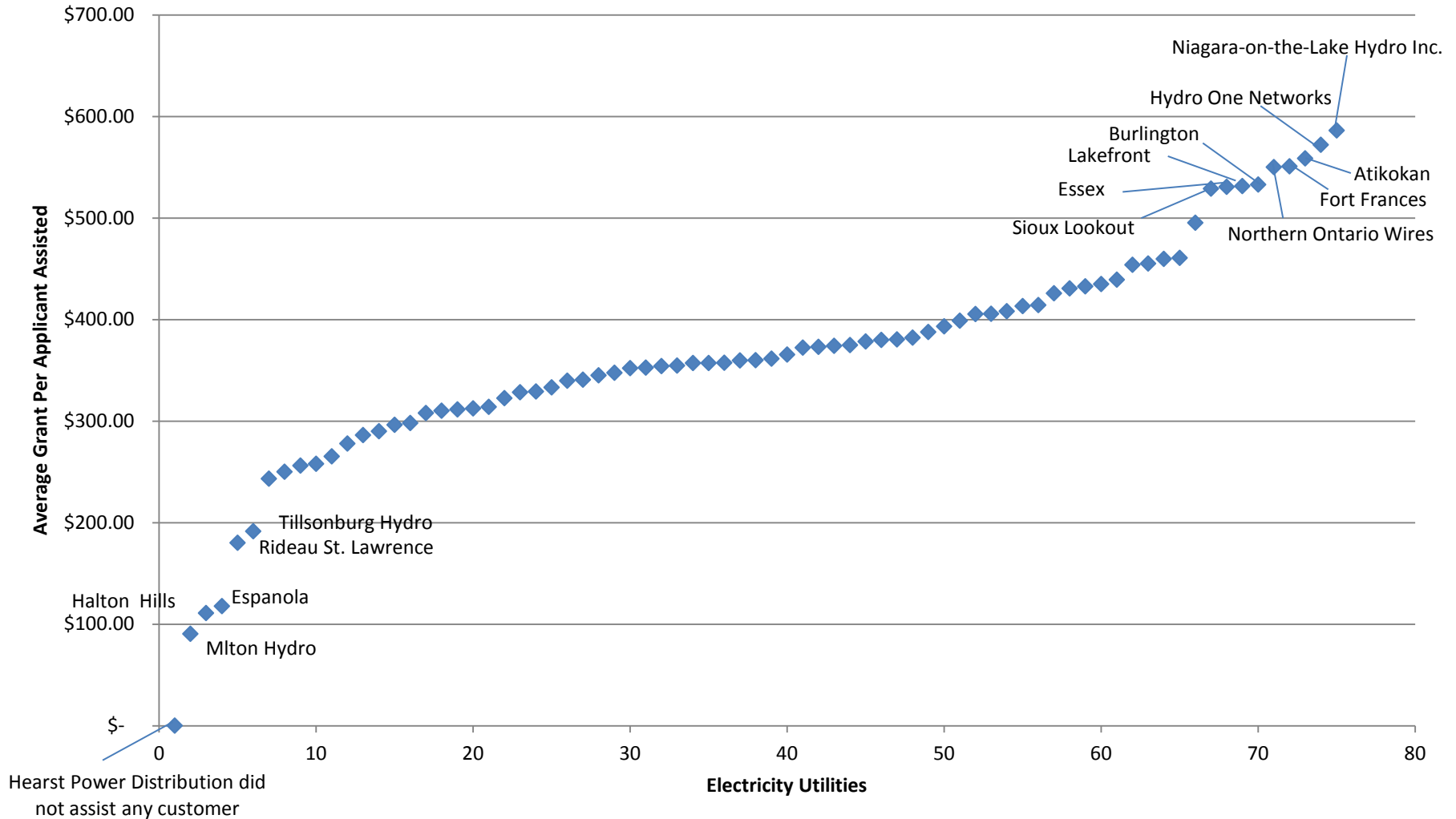
Utilities	Unused Funds	Utilities	Unused Funds
1. Toronto Hydro-Electric System Limited	\$464,091	17. Hearst Power Distribution Company Limited	\$3,400
2. Hydro One Brampton Networks Inc.	\$65,814	18. Oakville Hydro Electricity Distribution Inc.	\$3,389
3. Hydro One Remote Communities Inc.	\$58,002	19. Ottawa River Power Corporation	\$2,622
4. PowerStream Inc.	\$45,872	20. Niagara-on-the-Lake Hydro Inc.	\$2,550
5. Milton Hydro Distribution Inc.	\$22,911	21. Atikokan Hydro Inc.	\$1,683
6. Waterloo North Hydro Inc.	\$20,733	22. Innisfil Hydro Distribution Systems Limited	\$1,610
7. Grimsby Power Incorporated	\$15,018	23. Chappleau Public Utilities Corporation	\$798
8. Burlington Hydro Inc.	\$13,938	24. West Coast Huron Energy Inc.	\$797
9. Whitby Hydro Electric Corporation	\$13,450	25. Cooperative Hydro Embrun Inc.	\$620
10. Brant County Power Inc.	\$12,905	26. Greater Sudbury Hydro Inc.	\$217
11. Hydro Ottawa Limited	\$9,483	27. Centre Wellington Hydro Ltd.	\$100
12. Halton Hills Hydro Inc.	\$8,795	28. Haldimand County Hydro Inc.	\$100
13. Algoma Power Inc.	\$7,477	29. Fort Frances Power Corporation	\$93
14. Enersource Hydro Mississauga Inc.	\$4,025	30. Cornwall Street Railway Light and Power Company Limited	\$40
15. Oshawa PUC Networks Inc.	\$3,962	31. Sioux Lookout Hydro Inc.	\$15
16. Northern Ontario Wires Inc.	\$3,663		

- These utilities have a total of approx. 2,163,424 customers

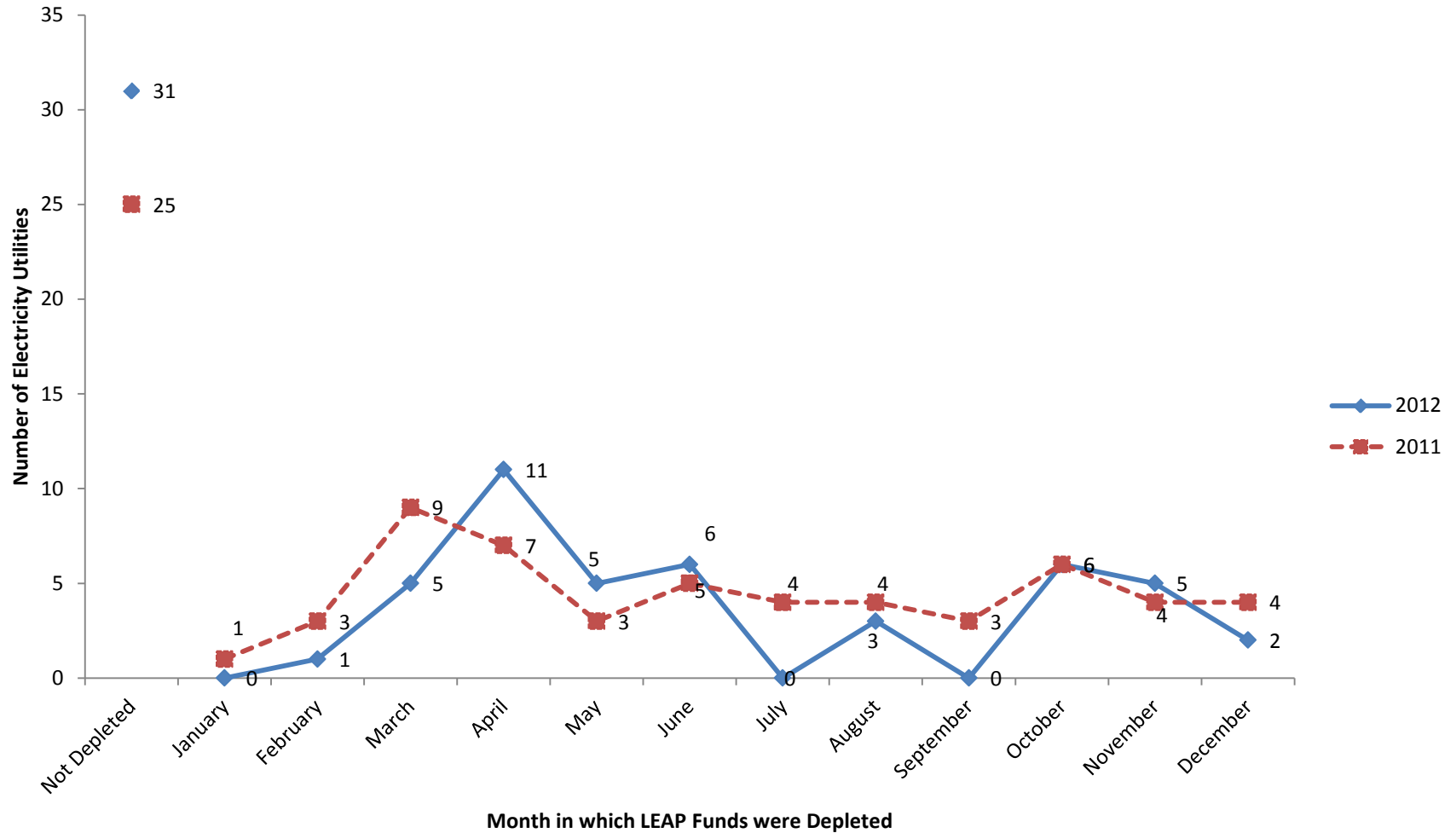
* Represents utilities that were not on the list in 2011 (Overall, up from 25 in 2011)



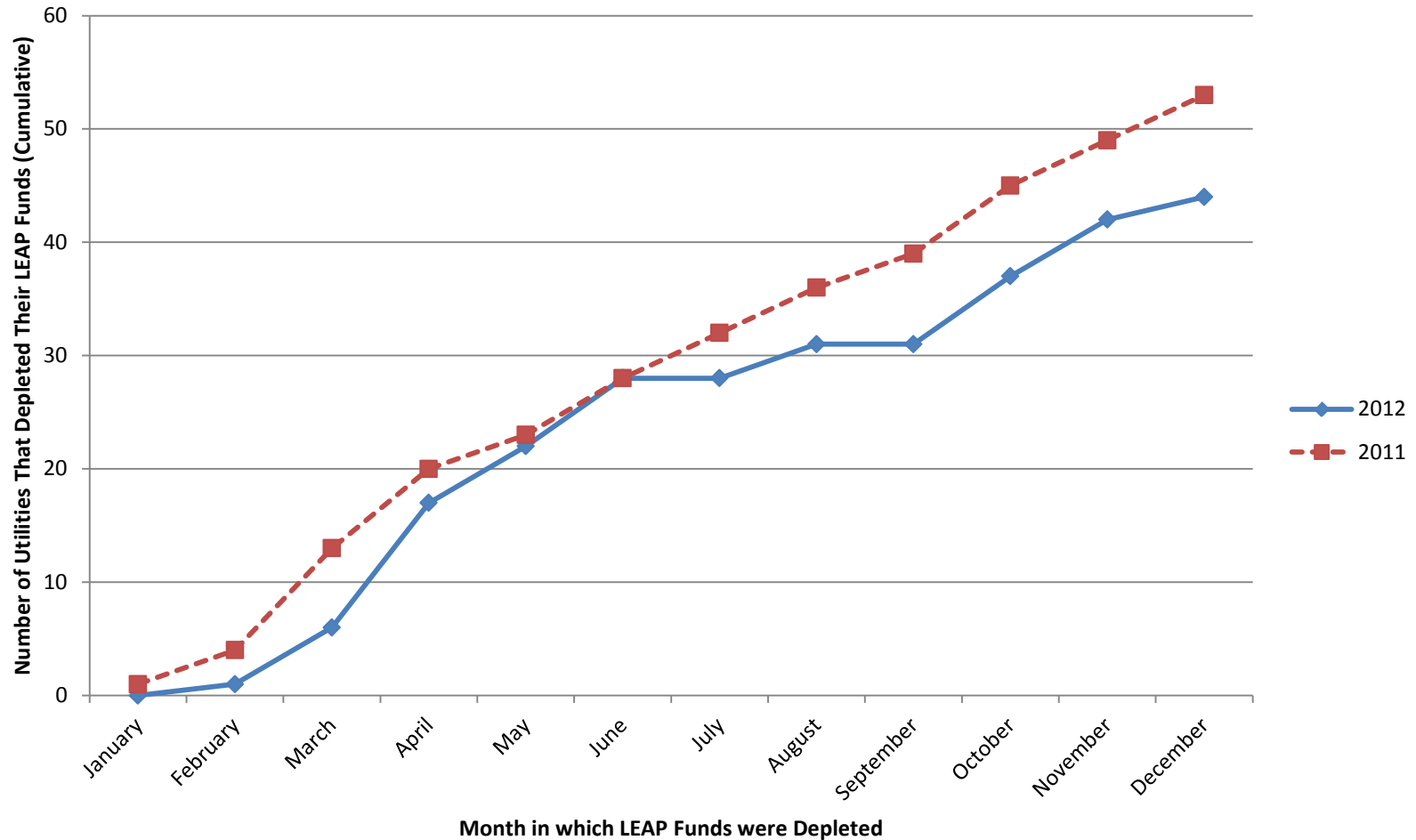
Average LEAP Grant Disbursed per Applicant Assisted



Month in Which LEAP Funds Were Depleted



Month in Which LEAP Funds Were Depleted (Cumulative)





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Natural Gas Utilities

2012 LEAP EFA and Winter Warmth Results for Enbridge (Dec. 1, 2011 – Dec. 31, 2012)

Enbridge Gas Distribution Inc.		WW (Dec. 2011 – May 2012)	LEAP EFA (June 2012 – Dec. 2012)	Total	% of Total Funding
Total LEAP Funds Available	a	\$ 629,853	\$ 677,246	\$ 1,307,099	
Total LEAP Grants Disbursed	b	\$ 525,578	\$ 566,607	\$ 1,092,185	83.6%
Administration Cost	c	\$ 93,071	\$ 99,100	\$ 192,171	14.7%
Total Funds Disbursed	d = b + c	\$ 618,649	\$ 665,707	\$ 1,284,356	98.3%
Total Unused Funds	e = a - d	\$ 13,940	\$ 11,539	\$ 25,479	1.9%
Total # of Applicants	f	2,813	2,610	5,423	
Total # of Applicants Assisted	g	1,395	1,497	2,892	
Total # of Applicants Denied	h	1,418	1,113	2,531	
Average Grant	b / g	\$ 377	\$ 378	\$ 378	



2012 Winter Warmth Results for Union Gas (Jan.1, 2012 – Dec. 31, 2012)

Union Gas Limited		Winter Warmth	% of Total Funding
Total WW Funds Available	a	\$ 891,488	
Total WW Grants Disbursed	b	\$ 696,695	78.1%
Administration Cost	c	\$ 125,901	14.1%
Total Funds Disbursed	d = b + c	\$ 822,596	92.3%
Total Unused Funds	e = a - d	\$ 68,892	7.7%
Total # of Applicants *	f	5,450	
Total # of Applicants Assisted	g	1,928	
Total # of Applicants Denied	h	3,509	
Average Grant	b / g	\$ 361	

* Includes 13 applicants not processed



2012 LEAP EFA Results for Other Natural Gas Utilities (Jan.1, 2012 – Dec. 31, 2012)

		Natural Resource Gas	Kitchener Utilities	Total	% of Total Funding
Total LEAP Funds Available *	a	\$ 8,900	\$ 61,529 *	\$ 70,429	
Total LEAP Grants Disbursed	b	\$ 7,474	\$ 14,490	\$ 21,964	31.2%
Administration Cost	c	\$ 640	\$ 4,855	\$ 5,495	7.8%
Total Funds Disbursed	d = b + c	\$ 8,114	\$ 19,345	\$ 27,459	39.0%
Total Unused Funds	e = a - d	\$ 787	\$ 42,184	\$ 42,971	61.0%
Total # of Applicants	f	28	42	70	
Total # of Applicants Assisted	g	27	42	69	
Total # of Applicants Denied	h	1	0	1	
Average Grant	b / g	\$ 277	\$ 345	\$318	

- Utilities Kingston delivered LEAP EFA in 2012 but did not provide any data

* Includes \$29,160 Non-Distributor Funds





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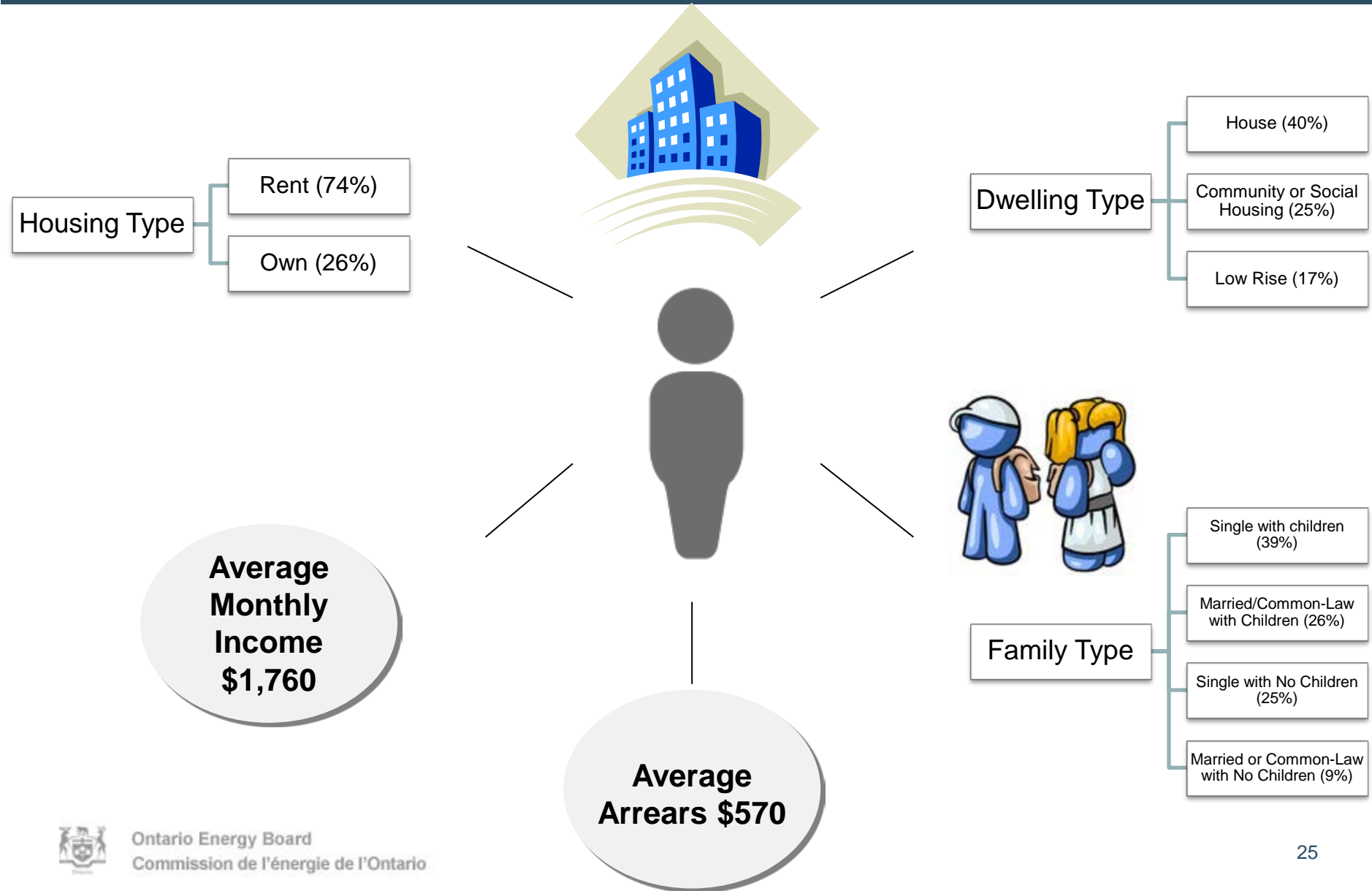
2012 Monthly Monitoring Results for Electricity Utilities

LEAP EFA Monthly Monitoring Data

- Utilities were asked to provide applicants' demographic information such as:
 - Primary source of household income
 - Housing Status
 - Dwelling Type
 - Family type
 - Reasons for requesting assistance
 - Reasons for assistance denial
 - Information sources
- 68 electricity utilities provided valid information
 - Information represents 10,182 electricity consumer applicants
- Data collected for the period of January 1, 2012 to December 31, 2012

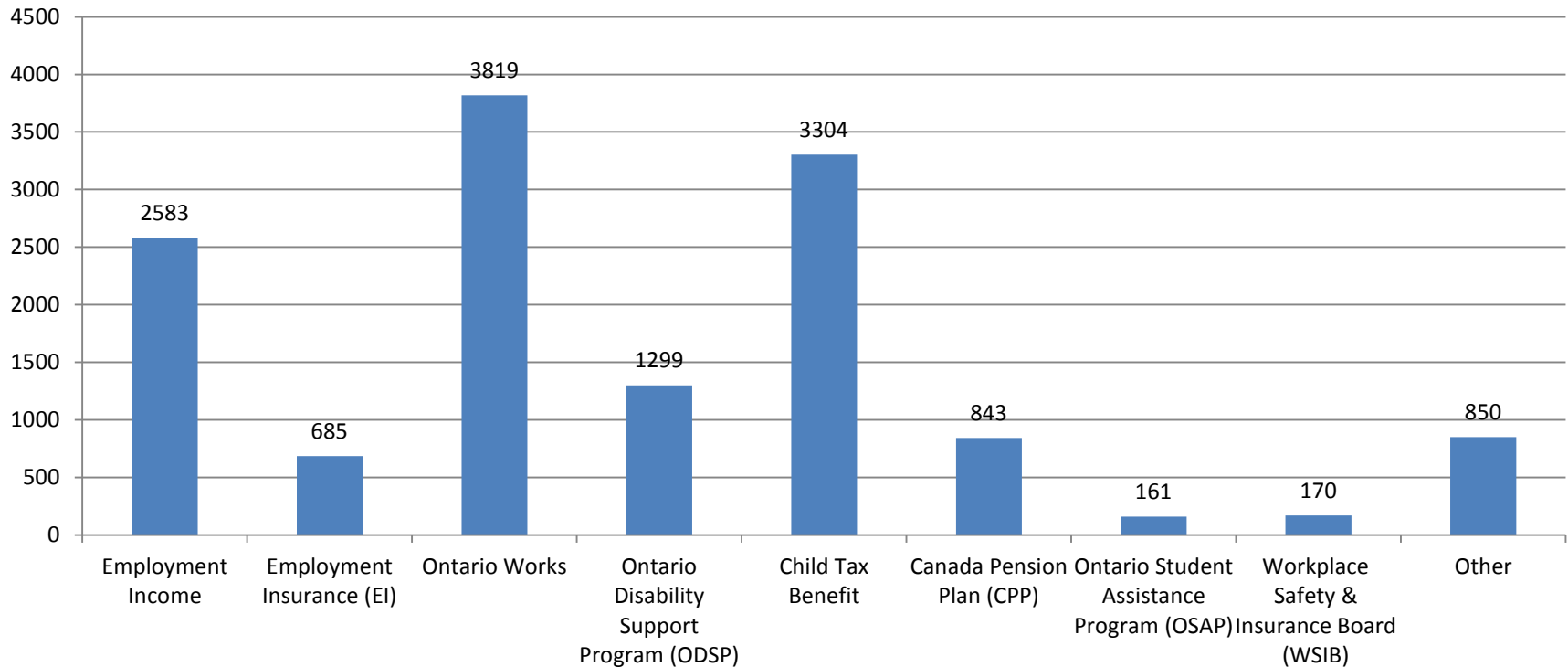


Typical LEAP EFA Applicant



Major Sources of Household Income

Number of Applicants by Major Sources of Household Income *



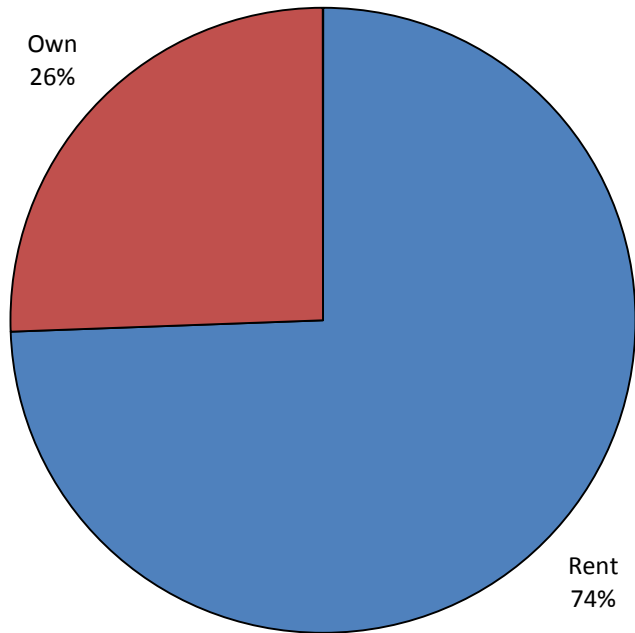
* More than one reason may be selected per applicant

“Other” includes: no income; insurance income; death benefit; CRES; ACSD; OAS; child support; old age benefit; rental income; private pension; band sponsorship; mutual fund; etc.



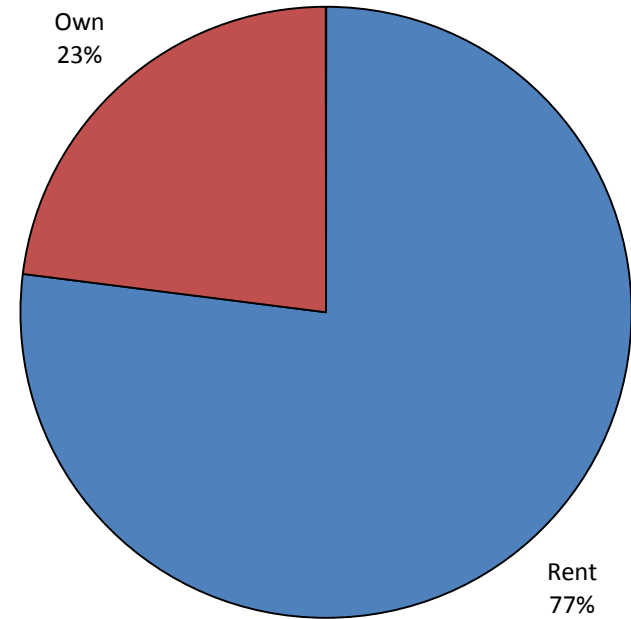
Applicants by Housing Status

Housing Status (2012)



• Represents 8,550 applicants

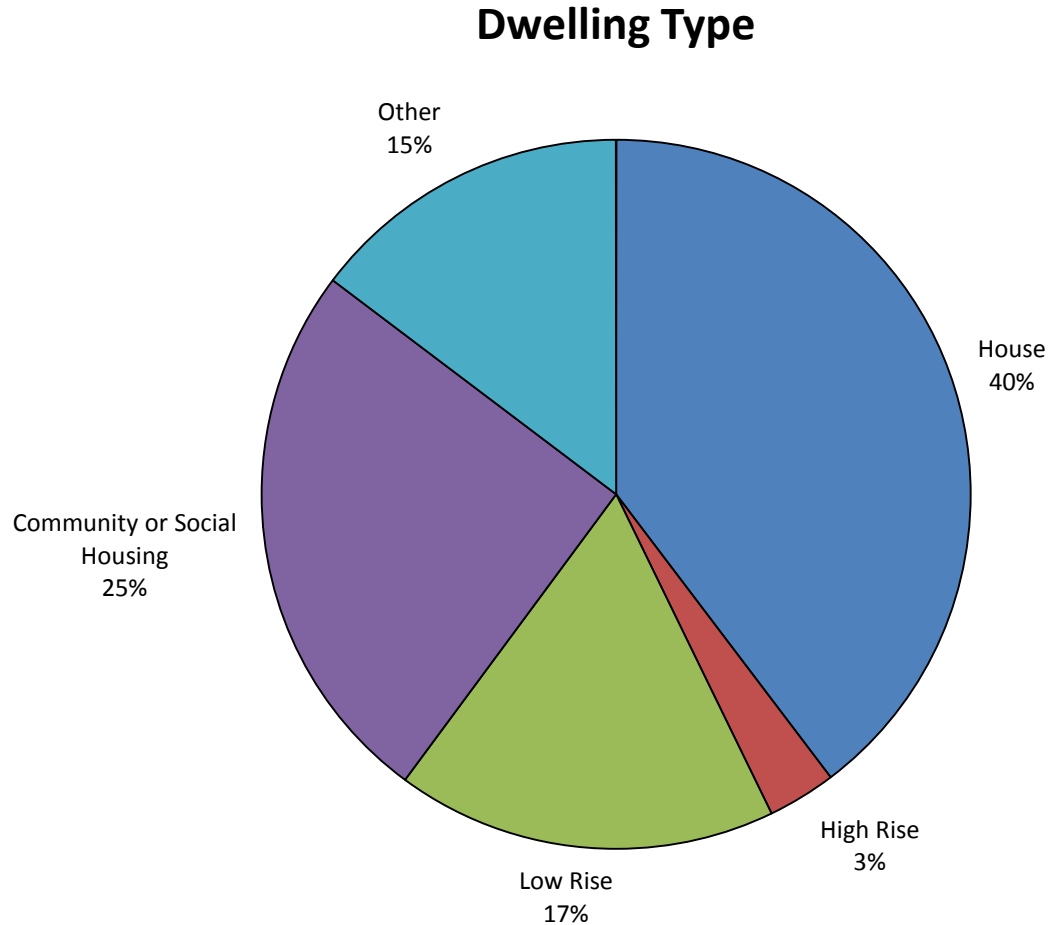
Housing Status (2011)



• Represents 3,280 applicants



Applicants by Dwelling Type



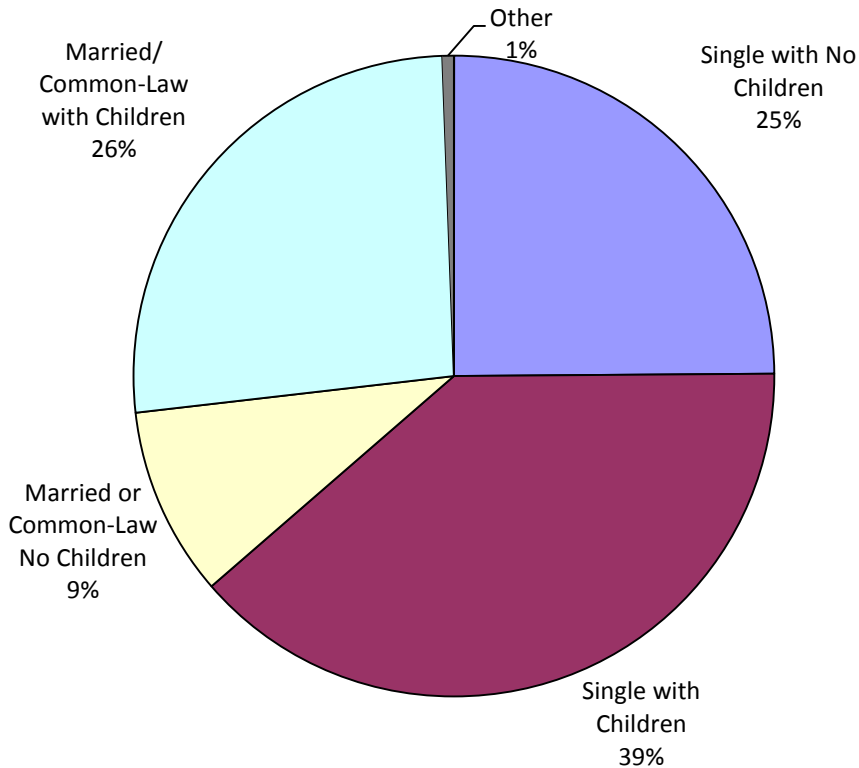
“Other” includes: Row-housing; Townhouse; Mobile Home; Semi-detached House; etc.

• Represents 2,150 applicants



Applicants by Family Type

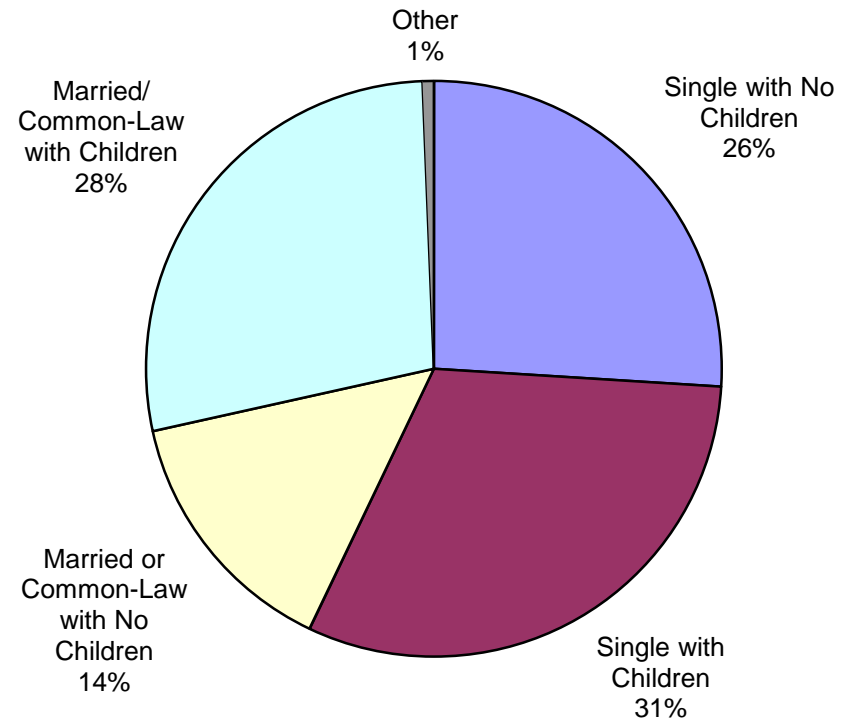
2012



- Represents 7,909 applicants

“Other” includes: Extended Family; Living with tenants or roommates; etc.

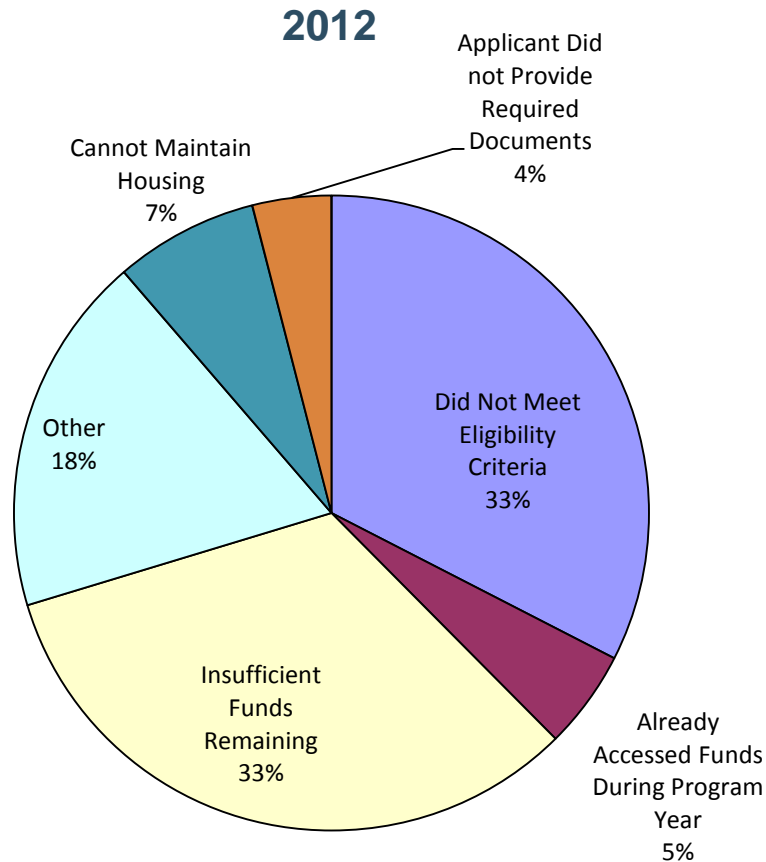
2011



- Represents 5,869 applicants

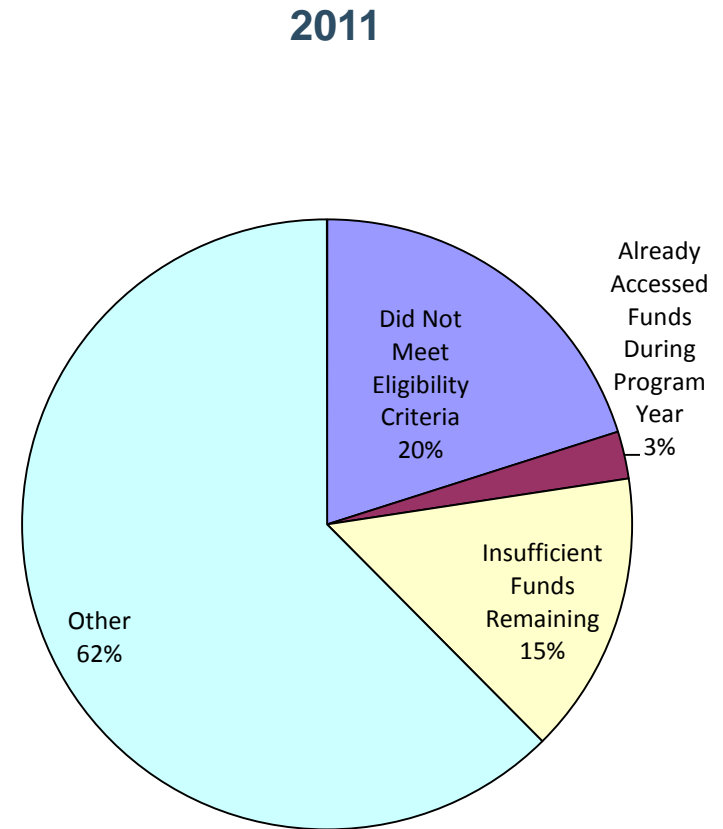


Reasons for Application Rejections



- Represents 1,926 applicants

“Other” in 2012 Includes: lost contact; no arrears; referred to OW/ODSP; client not willing to disclose income information; etc.

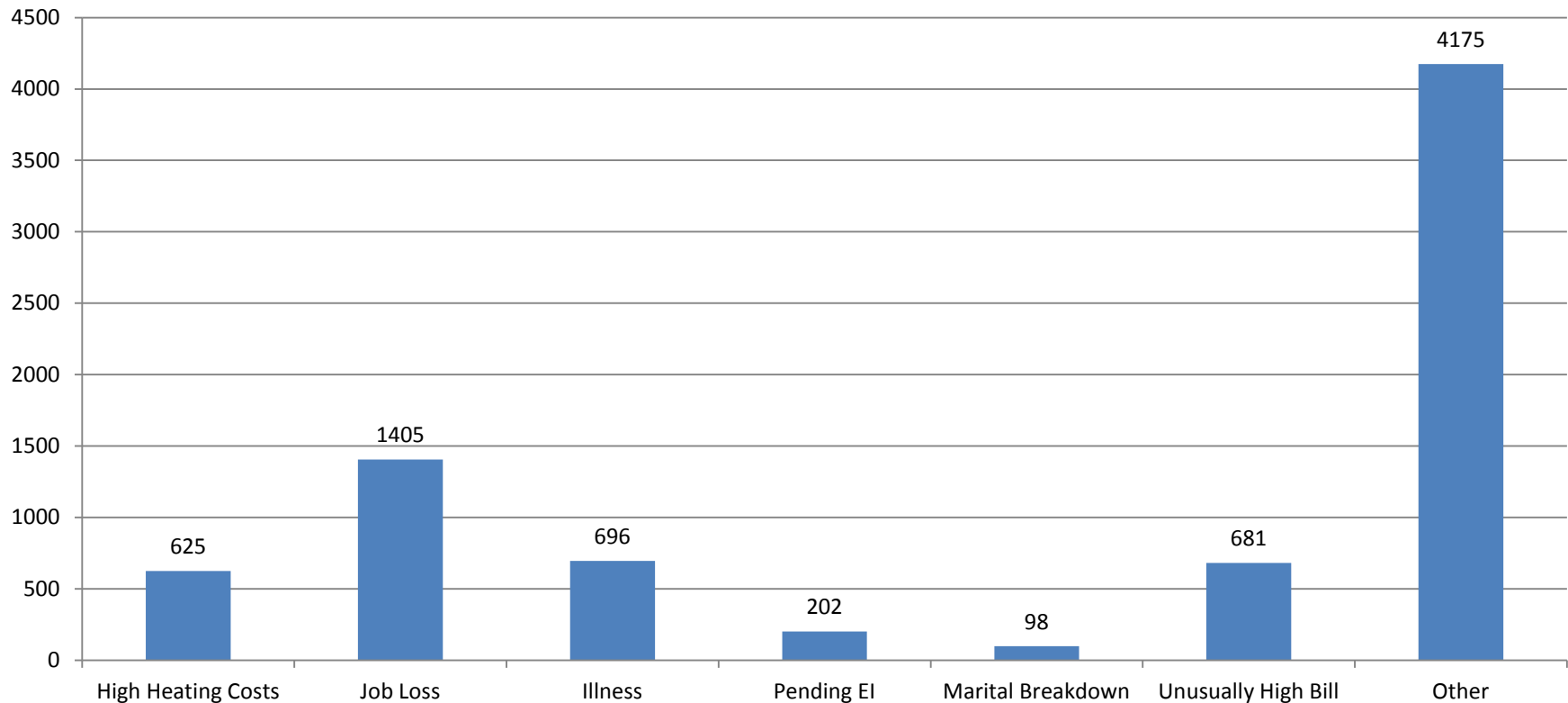


- Represents 1,448 applicants



Reasons for Needing Assistance

Number of Applicants Requesting Assistance by Reason *



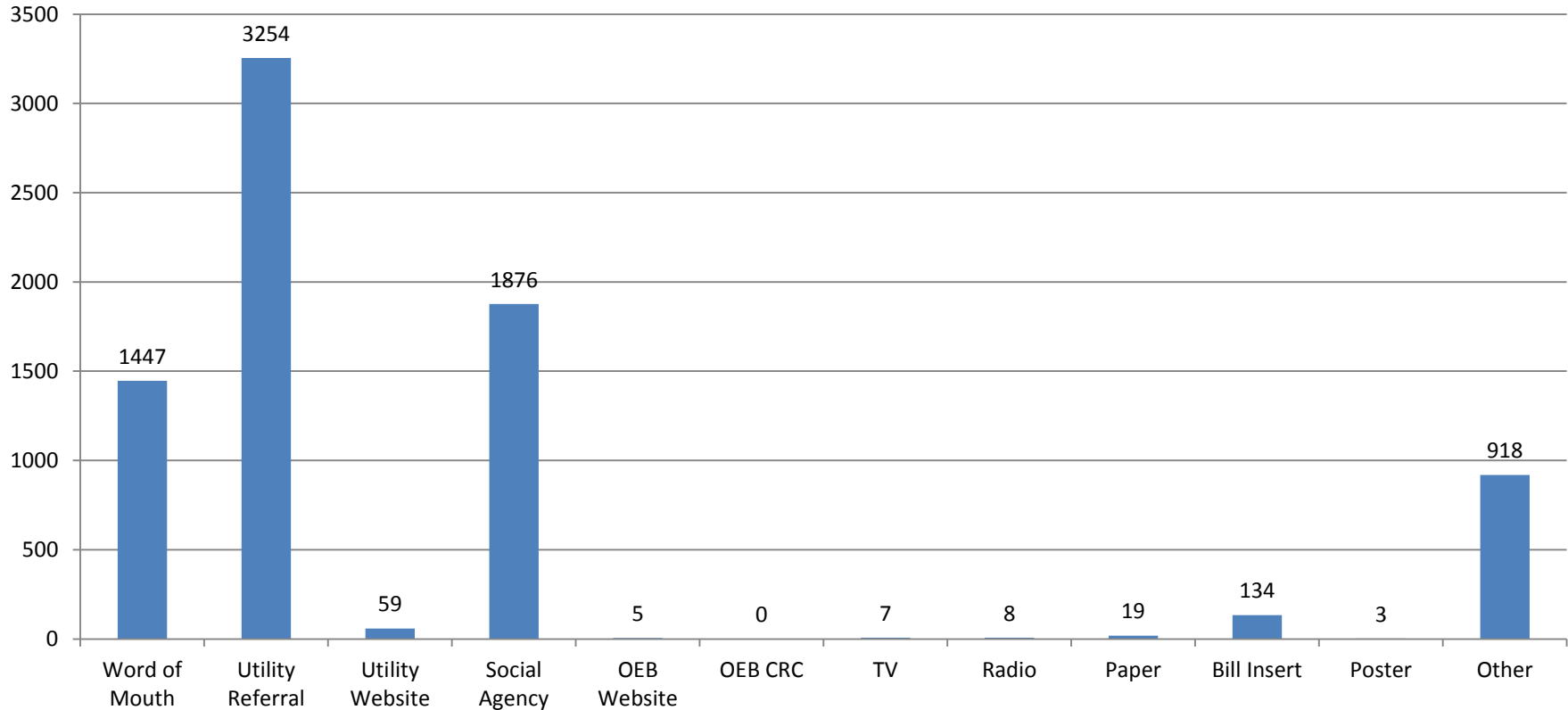
* More than one reason may be selected per applicant

“Other” Includes: Under Employment; income varies; low income; expenses on children; lack of support payments; unforeseen expenses (vehicle repair, medication, travel costs, funeral expenses); money stolen; high housing costs; etc.



Information Sources

Number of Applicants by Information Source *



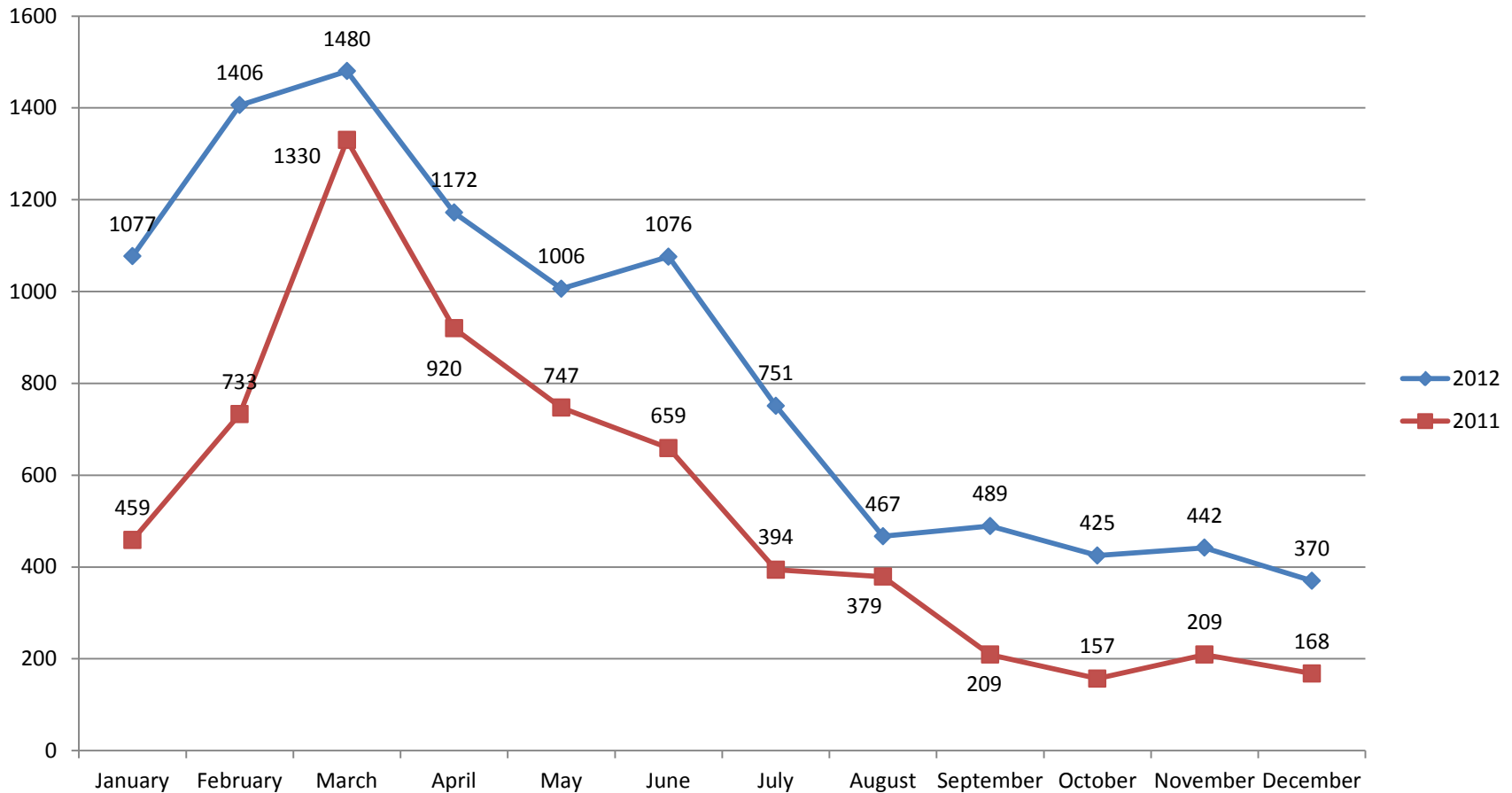
* More than one source may be selected per applicant

“Other” includes: community services; self referral; etc.

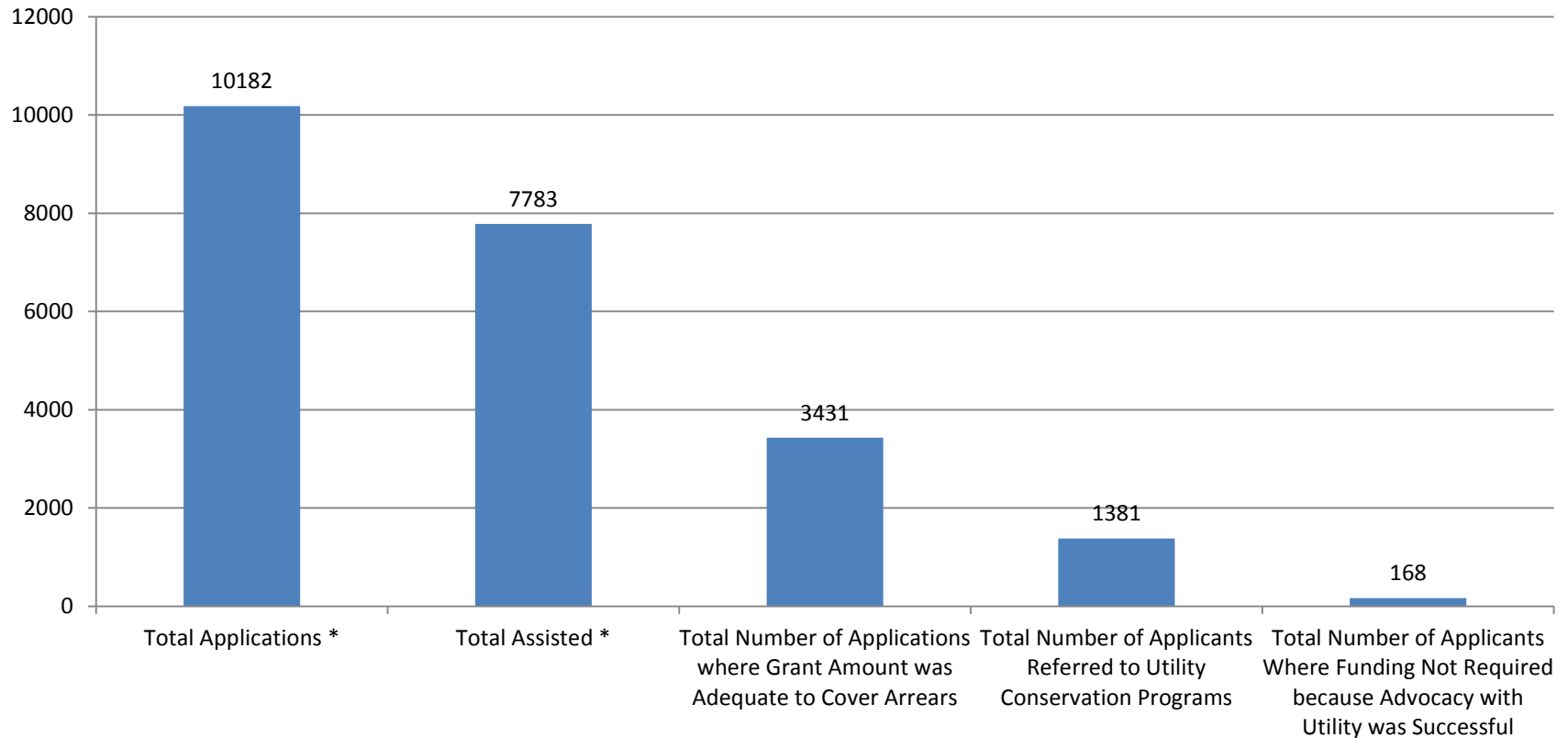


Applications per Month

Applications per Month



Additional Information



* These numbers differ from RRR results because they only represent the 68 utilities that filed their monthly monitoring reports

