

**Ontario Energy
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BY EMAIL AND WEB POSTING

March 9, 2017

**To: All Licensed Electricity Distributors
All Natural Gas Distributors
All Participants in Consultation Process EB-2008-0150
All Interested Parties**

Re: 2015 LEAP Emergency Financial Assistance & Winter Warmth Results

This letter provides an update on the results of the Ontario Energy Board's (OEB) Low-Income Energy Assistance Program ("LEAP") Emergency Financial Assistance ("EFA") and Winter Warmth programs reported by electricity and natural gas distributors for 2015. For the complete results see Attachment A to this letter.

The LEAP EFA and Winter Warmth programs are two of several programs available to low-income customers. In November 2015, the OEB announced the launch of the Ontario Electricity Support Program (OESP) which provides monthly, on-bill credits to bill payers who meet the Statistics Canada Low Income Measure. The OESP, together with LEAP, Winter Warmth, low-income targeted conservation incentives and special customer service rules are designed to assist and protect consumers having difficulty making bill payments.

2015 LEAP Results – Electricity Distributors

On April 30, 2016, electricity distributors filed their annual LEAP EFA results for 2015, as part of the OEB's Reporting and Record Keeping Requirements. A snap shot of the 2015 results with a comparison against 2014 is shown in the table below:

Electricity Distributors	2015	2014	Change	% Change
LEAP Funds Available	\$ 7,755,873	\$ 5,536,646	+\$ 2,219,227	+40.1%
LEAP Funds Disbursed	\$ 6,457,863	\$ 4,762,007	+\$ 1,695,856	+35.6%
Applicants Assisted	14,494	9,656	+4,838	+50.1%
Average Grant	\$ 381	\$ 418	-\$ 37	-8.9%
# of Distributors that Exhausted Funds	42 (of 73)	48 (of 74)	-6	-12.5%

Some additional highlights:

- There was \$1,298,009 in remaining funds to be carried forward for use in 2016, in addition to the distributors' 2016 LEAP EFA funds.
- Social agency partners for 13 utilities did not charge administration costs.

2015 LEAP Results – Natural Gas Distributors

On April 30, 2016, the natural gas distributors filed their annual LEAP EFA and Winter Warmth results (as applicable) for 2015. In 2015, Union Gas had adequate funding from its court settlement to provide emergency financial assistance through the Winter Warmth program. This program will be replaced by the LEAP EFA Program in 2016 as Winter Warmth funds run out. Since 2012, Enbridge Gas has delivered funds through the LEAP EFA program.

The highlights of the combined results of LEAP EFA and Winter Warmth programs are shown in the table below. For a full breakdown of the LEAP EFA and Winter Warmth results, see Attachment A to this letter.

Natural Gas Distributors	2015	2014*	Change	% Change
LEAP and WW Funds Available	\$2,357,370	\$ 2,760,904	-\$ 403,534	-14.6%
LEAP and WW Funds Disbursed	\$2,266,209	\$ 2,634,253	-\$ 368,044	-14.0%
Applicants Assisted	4,881	6,131	-1,250	-20.4%
Average Grant	\$395	\$ 370	+\$ 25	+6.8%

* Partial LEAP EFA data for Utilities Kingston was obtained from Utilities Kingston *Annual Report 2014*.

Natural gas utilities had a balance of \$91,161 in LEAP EFA and Winter Warmth funds remaining which were carried forward for use in 2016.

Most electricity distributors and Enbridge Gas also filed monthly monitoring data which captures demographic information about the applicants. The information, which has been collected annually, is fairly consistent each year. Consequently, in 2015, the OEB changed the frequency of reporting this information to once every three years – the next reportable year will be 2018.

- According to the monthly monitoring data, the typical LEAP applicant is a renter, living in a house.
- The methodology used to calculate the average monthly income and average arrears was changed in 2015 from a simple average to a weighted average. In 2015, the weighted average monthly income of applicants was \$2,167 (\$1,901 in 2014) and the weighted average amount in arrears was \$1,225 (\$598 in 2014).

Questions relating to this letter should be directed to the OEB's Industry Relations Enquiry e-mail at IndustryRelations@OntarioEnergyBoard.ca.

Yours truly,

Original signed by

Brian Hewson
Vice President, Consumer Protection & Industry Performance



Ontario Energy Board Commission de l'énergie de l'Ontario



2015 LEAP Emergency Financial Assistance and Winter Warmth Results

Energy Consumer Programs

December 7, 2016

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 distributors' ratepayers through the distribution rate of each utility.
- Distributors contribute the greater of 0.12% of their total Board-approved distribution revenue, or \$2,000.
 - 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 maximum amount 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.
- Enbridge, having depleted its Winter Warmth funds by May 2012, delivered LEAP EFA funds in 2014 and 2015.
- In 2015, Union Gas continued to deliver the Winter Warmth program but there was just over \$91,000 remaining by year-end. As a result, Union Gas began the transition to LEAP in 2016.



Distributors Participating in LEAP EFA in 2015

- 78 distributors participating in LEAP EFA & Winter Warmth:
 - 73 Electricity distributors
 - 5 Natural gas distributors
 - Enbridge Gas, Union Gas, Natural Resource Gas (NRG), Utilities Kingston, Kitchener Utilities
- 145 social service agencies participating in LEAP EFA & Winter Warmth program delivery:
 - 70 lead agencies delivering LEAP EFA in the electricity sector
 - 75 agencies delivering LEAP EFA & Winter Warmth in the natural gas sector



Reporting and Record Keeping Requirements (RRR)

- Licensed 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 \$2,000)
	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 January 1, 2015 to December 31, 2015



LEAP EFA & Winter Warmth (WW) Results Overview

Electricity Distributors	2015	2014	Change	% Change
LEAP Funds Available	\$ 7,755,873*	\$ 5,536,646	+\$ 2,219,227	+40.1%
LEAP Funds Disbursed	\$ 6,457,863	\$ 4,762,007	+\$ 1,695,856	+35.6%
Applicants Assisted	14,494	9,656	+4,838	+50.1%
Average Grant	\$ 381	\$ 418	-\$ 37	-8.9%

Natural Gas Distributors **	2015	2014	Change	% Change
LEAP and WW Funds Available	\$2,357,370	\$2,760,904	-\$ 403,534	-14.6%
LEAP and WW Funds Disbursed	\$2,266,209	\$2,634,253	-\$ 368,044	-14.0%
Applicants Assisted	4,881	6,131	-1,250	-20.4%
Average Grant	\$395	\$370	+\$ 25	+6.8%

* Hydro One donated an additional \$2,500,000 to the LEAP EFA program in 2015.

**Utilities Kingston provided partial LEAP EFA data in their Utilities Kingston *Annual Report 2014* but omitted such data in 2015.





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Electricity Distributors

LEAP EFA Results for Electricity Distributors

LEAP EFA	2015 Results	% of Total Funding	2014 Results	% Change
Total LEAP Funds Available	\$ 7,755,873 *		\$ 5,536,646 **	+40.1%
Total LEAP Grants Disbursed	\$ 5,515,620	71.1%	\$ 4,038,723	+36.6%
Administration Cost	\$ 942,243 ***	12.2%	\$ 723,282 ***	+30.3%
Total Funds Disbursed	\$ 6,457,863	83.3%	\$ 4,762,007	+35.6%
Total Unused Funds	\$ 1,298,009	16.7%	\$ 774,643	+67.6%
Total # of Applicants	18,325		11,583	+58.2%
Total # of Applicants Assisted	14,494 ****		9,656 *****	+50.1%
Total # of Applicants Denied	3,831		1,927	+98.8%
Average Grant	\$ 381		\$ 418	-8.9%

* Includes \$2,574,958 of donations (Brant County Power Inc., Cambridge & North Dumfries Hydro Inc., Hydro One Networks Inc., Innpower Corporation, Milton Hydro Distribution Inc., Niagara-on-the-Lake Hydro Inc., Oakville Hydro Electricity Distribution Inc., Peterborough Distribution Incorporated)

** Includes \$800,771 of donations (Hydro One Networks Inc., Innpower Corporation, Peterborough Distribution Incorporated, Westario Power Inc.)

*** 13 distributors did not pay administration costs (down from 18 in 2014)

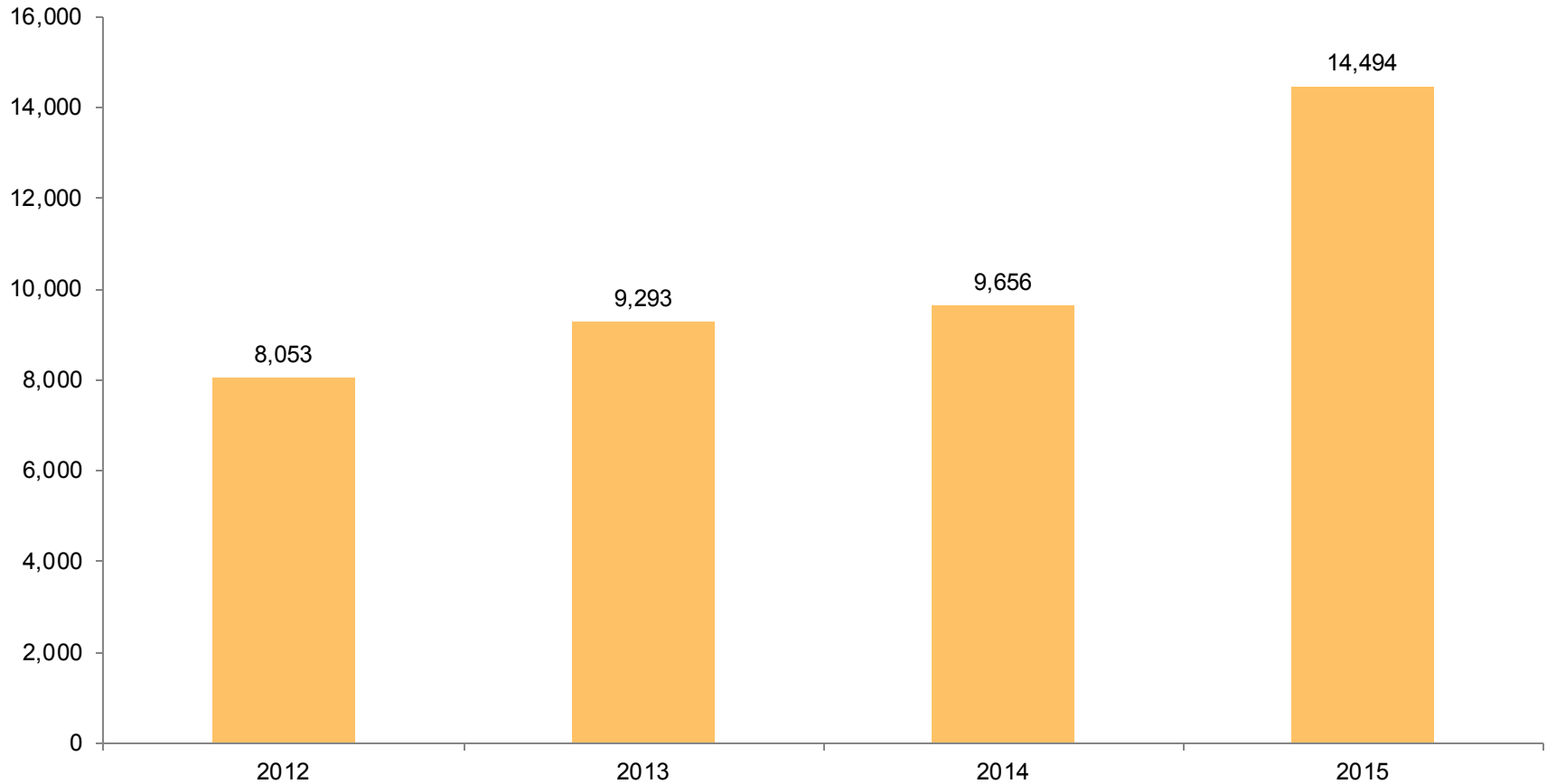
**** Includes 146 unit sub-metering customers; average grant \$364

***** Includes 118 unit sub-metering customers; average grant \$396



LEAP EFA Results for Electricity Distributors

Number of Applicants Assisted



LEAP FUNDS of the Top 12 Distributors by Distribution Revenue - 2015

	Distributor Budget	Non-Distributor Funds	Unused Funds From Previous Year	LEAP Funds Available	% of Total LEAP Funds Available Across All Distributors	Total Grants Disbursed	# of Customers Assisted
Hydro One Networks Inc.	1,700,000	2,500,000	343,323	4,543,323	58.6%	3,200,008	8,175
Toronto Hydro-Electric System Limited	710,000		161	710,161	9.2%	603,610	1,437
Hydro Ottawa Limited	190,984		46,342	237,326	3.1%	120,516	308
PowerStream Inc	187,707			187,707	2.4%	159,551	385
Enersource Hydro Mississauga Inc.	150,000			150,000	1.9%	127,500	299
London Hydro Inc.	150,000			150,000	1.9%	127,500	337
Horizon Utilities Corporation	137,193		351	137,544	1.8%	117,672	336
Hydro One Brampton Networks Inc.	88,465		169,522	257,987	3.3%	55,327	101
Veridian Connections Inc.	59,916		37,182	97,098	1.3%	66,932	171
EnWin Utilities Ltd	56,760			56,760	0.7%	49,665	141
Kitchener-Wilmot Hydro Inc.	49,000			49,000	0.6%	41,650	161
Oakville Hydro Electricity Distribution Inc.	45,350	114		45,464	0.6%	38,268	91
Sum (Top 12 Distributors):	3,525,375	2,500,114	596,881	6,622,370	85.4%	4,708,199	11,942
Grand Total (All Distributors) :	4,325,397	2,574,958	855,518	7,755,873	100.0%	5,515,620	14,494
% (Top 12 Distributors / All Distributors):	81.5%	97.1%	69.8%	85.4%	85.4%	85.4%	82.4%



Distributors That Did Not Pay Administration Costs in 2015

Distributor Name

- 1) Atikokan Hydro Inc.*
- 2) Bluewater Power Distribution Corporation
- 3) Burlington Hydro Inc.
- 4) Chappleau Public Utilities Corporation
- 5) Espanola Regional Hydro Distribution Corporation
- 6) Grimsby Power Incorporated
- 7) Hydro 2000 Inc.
- 8) Hydro One Remote Communities Inc.
- 9) Lakefront Utilities Inc.
- 10) Ottawa River Power Corporation*
- 11) Renfrew Hydro Inc.
- 12) Tillsonburg Hydro Inc.
- 13) West Coast Huron Energy Inc.

This is a decline of 5 companies from 2014

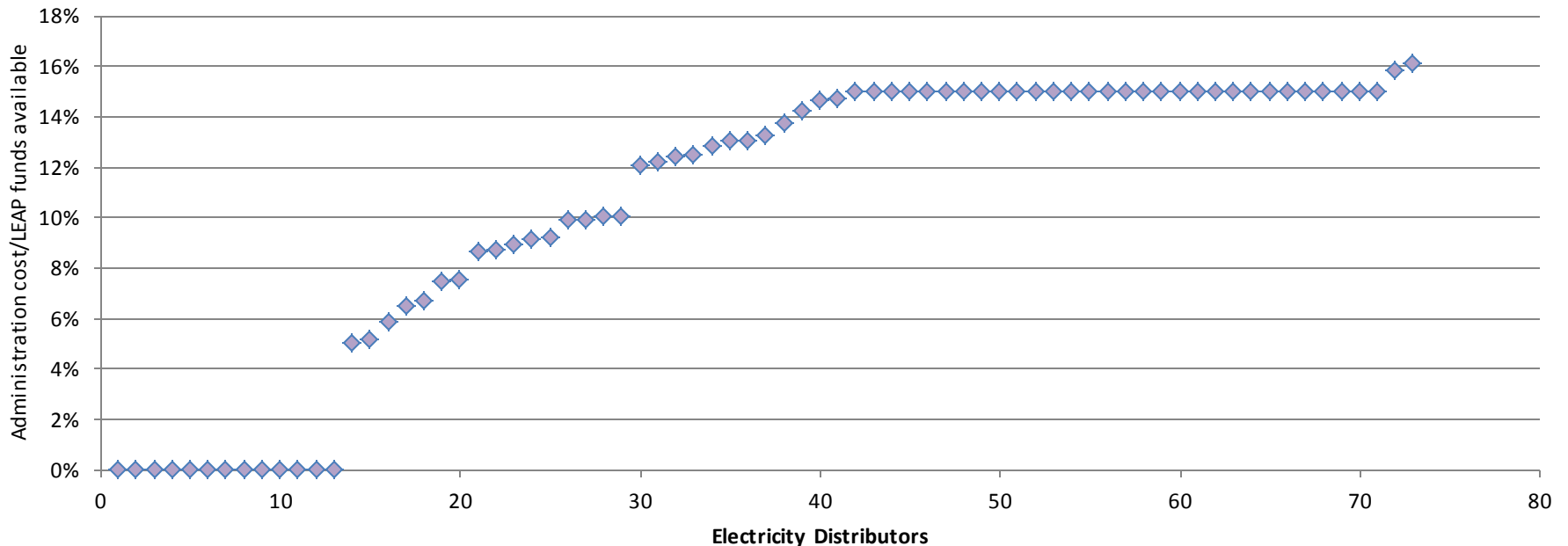
* Distributors that were not on this list in 2014



Administration Cost Analysis

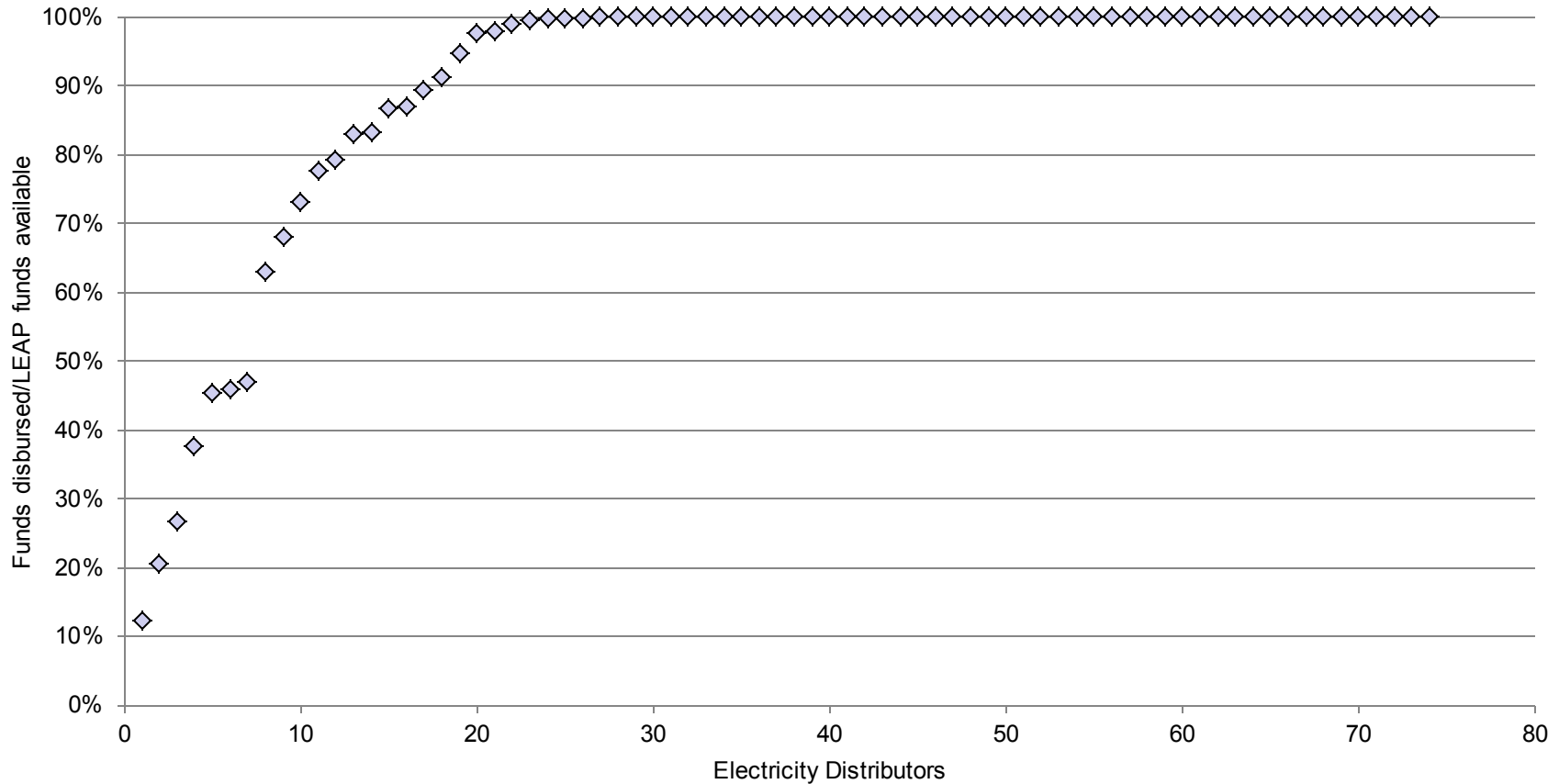
	2015	2014	Change	% Change
Total Administration Cost	\$ 942,243	\$ 723,282	+\$ 218,961	+30.3%
Administration Cost / Applicant	\$ 51.42	\$ 62.69	-\$ 11.27	-18.0%
Administration Cost / Applicant Assisted	\$ 65.01	\$ 74.90	-\$ 9.89	-13.2%

Administration Costs as a Percentage of LEAP Funds Available



Percentage of LEAP Funds Disbursed in 2015

Percentage of LEAP Funds Disbursed



- 52 distributors have effectively exhausted their LEAP funds (43 had no funds and 9 had funds less than \$200)
- 21 distributors have LEAP funds over \$200 remaining



Distributors That *Fully* Exhausted Their LEAP Funds in 2015

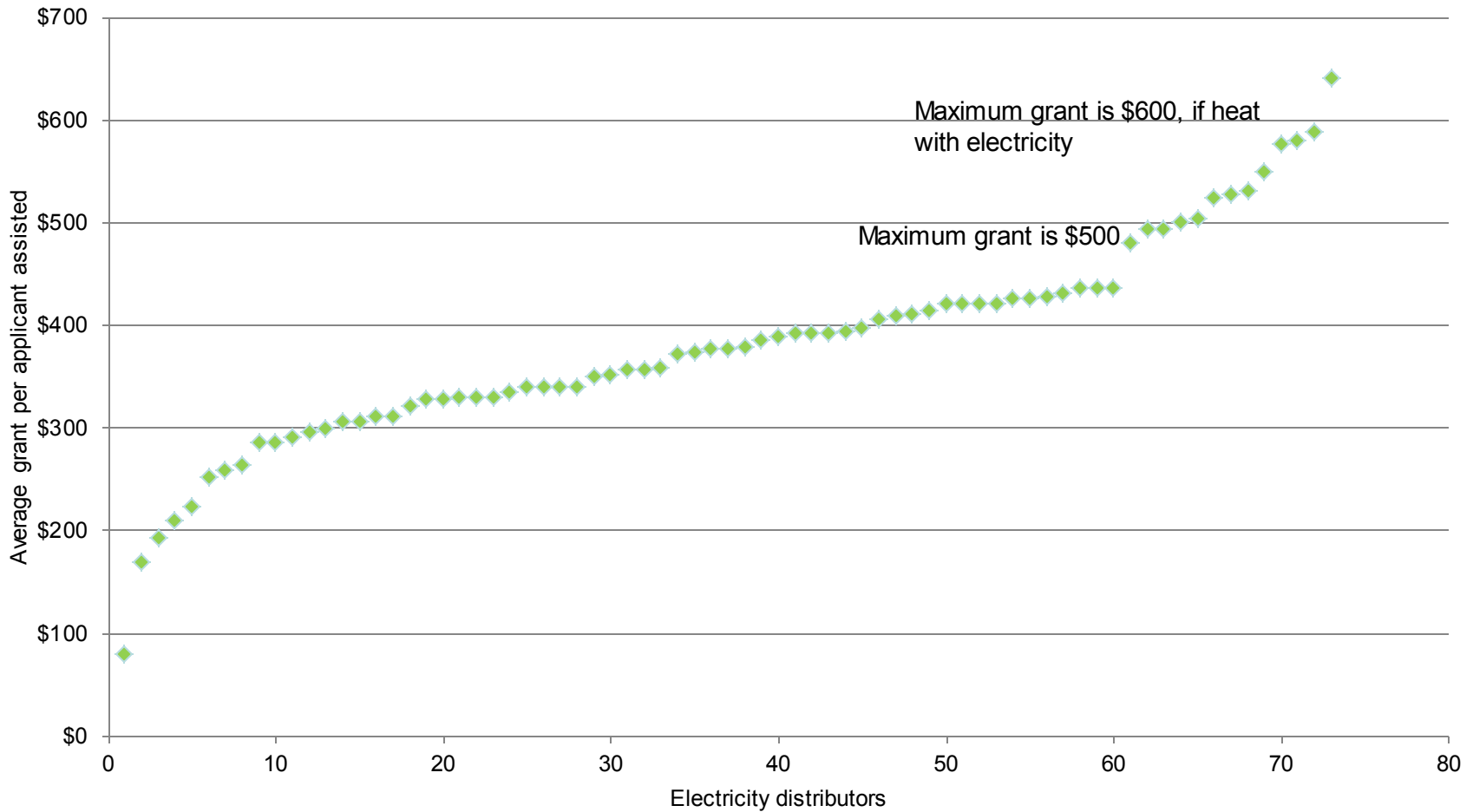
1. Bluewater Power Distribution Corporation
2. Brantford Power Inc.
3. Burlington Hydro Inc.
4. Cambridge and North Dumfries Hydro Inc.
5. Chapleau Public Utilities Corporation
6. COLLUS PowerStream Corp.
7. Cooperative Hydro Embrun Inc.
8. E.L.K. Energy Inc.
9. Enersource Hydro Mississauga Inc.
10. Entegrus Powerlines Inc.
11. EnWin Utilities Ltd.
12. Espanola Regional Hydro Distribution Corporation
13. Essex Powerlines Corporation
14. Greater Sudbury Hydro Inc.
15. Guelph Hydro Electric Systems Inc.
16. Hydro 2000 Inc.
17. Hydro Hawkesbury 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. North Bay Hydro Distribution Limited
27. Oakville Hydro Electricity Distribution Inc.
28. Orangeville Hydro Limited
29. Orillia Power Distribution Corporation
30. Oshawa PUC Networks Inc.
31. Ottawa River Power Corporation
32. PowerStream Inc.
33. PUC Distribution Inc.
34. Renfrew Hydro Inc.
35. Sioux Lookout Hydro Inc.
36. St. Thomas Energy Inc.
37. Thunder Bay Hydro Electricity Distribution Inc.
38. Tillsonburg Hydro Inc.
39. Wasaga Distribution Inc.
40. Wellington North Power Inc.
41. West Coast Huron Energy Inc.
42. Westario Power Inc.
43. Woodstock Hydro Services Inc.



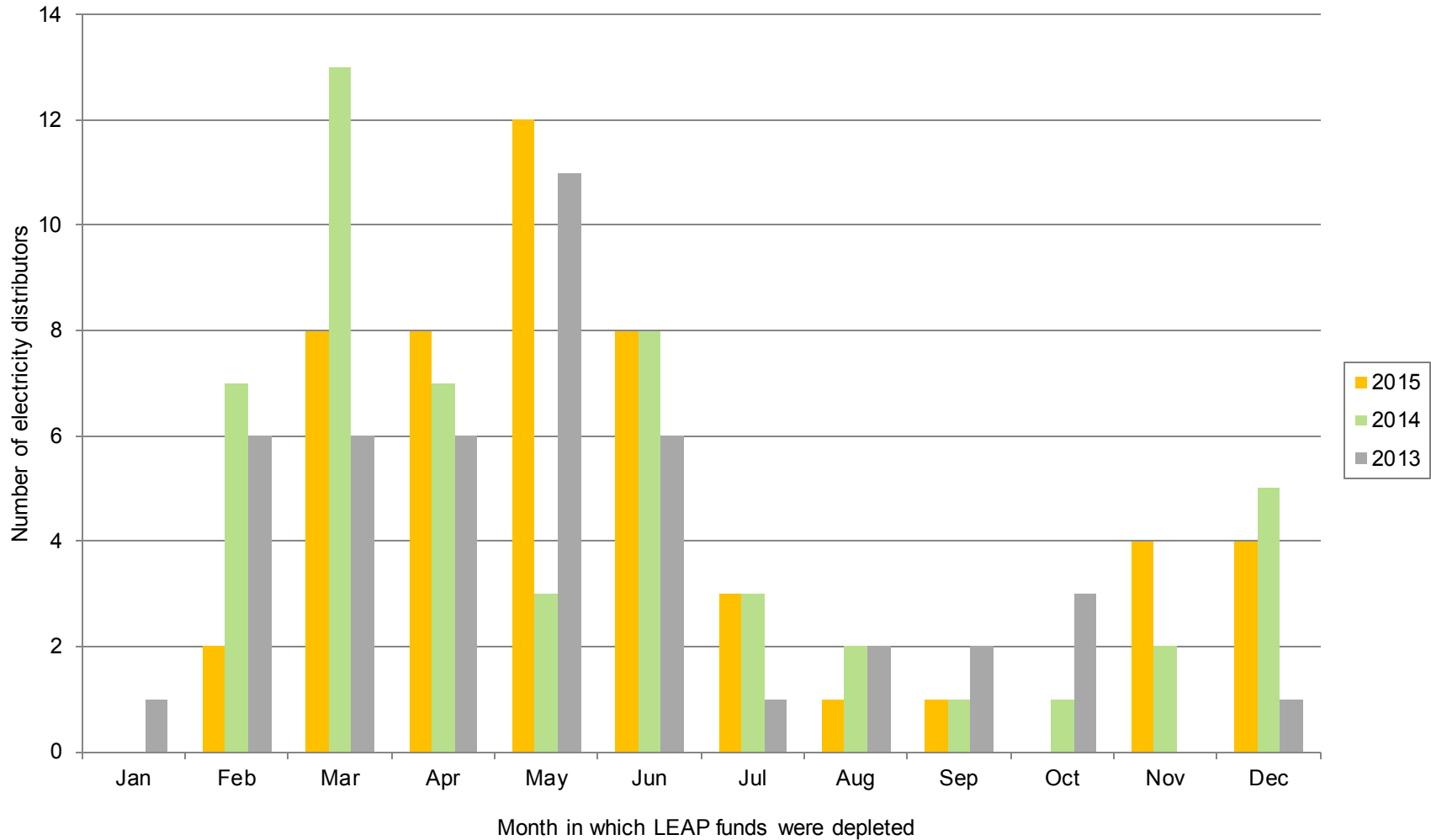
Distributors That Have LEAP Funds Remaining Dec 31, 2015

Distributors	Unused Funds	Distributors	Unused Funds
1. Hydro One Networks Inc.	\$778,608	16. Halton Hills Hydro Inc.	2,593
2. Hydro One Brampton Networks Inc.	189,390	17. Erie Thames Powerlines Corporation	1,066
3. Hydro One Remote Communities Inc.	135,521	18. Festival Hydro Inc.	616
4. Hydro Ottawa Limited	88,163	19. Innpower Corporation	535
5. Veridian Connections Inc.	21,726	20. Horizon Utilities Corporation	352
6. Niagara-on-the-Lake Hydro Inc.	18,249	21. Milton Hydro Distribution Inc.	239
7. Peterborough Distribution Incorporated	14,745	22. Niagara Peninsula Energy Inc.	116
8. Waterloo North Hydro Inc.	12,711	23. Fort Francis Power Corporation	110
9. Grimsby Power Incorporated	7,139	24. Cornwall Street Railway Light and Power Company Limited	71
10. Whitby Hydro Electric Corporation	6,352	25. Rideau St. Lawrence Distribution Inc.	37
11. Northern Ontario Wires	5,784	26. Canadian Niagara Power Inc.	29
12. Welland Hydro-Electric System Corp.	4,197	27. Brant County Power Inc.	14
13. Algoma Power Inc.	4,117	28. Toronto Hydro-Electric System Limited	14
14. Atikokan Hydro Inc.	2,783	29. Haldimand County Hydro Inc.	4
15. Hearst Power Distribution Company Limited	2,727	30. Centre Wellington Hydro Ltd.	1

Average 2015 LEAP Grant Disbursed per Applicant Assisted



Month in Which LEAP Funds Were Depleted





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Natural Gas Distributors

LEAP EFA Results for Enbridge Gas Distribution Inc.

	LEAP EFA 2015	% of Total Funding	LEAP EFA 2014	% Change
Total LEAP Funds Available	\$ 1,370,563		\$ 1,394,996	-1.8%
Total LEAP Grants Disbursed	\$ 1,164,970	85.0%	\$ 1,109,393	+5.0%
Administration Cost	\$ 205,583	15.0%	\$ 183,040	+4.3%
Total Funds Disbursed	\$ 1,370,553	100.0%	\$ 1,292,433	+12.3%
Total Unused Funds	\$ 10	0.0%	\$ 102,563	-100.0%
Total # of Applicants	4,932		3,892	+26.7%
Total # of Applicants Assisted	3,016		3,179	-5.1%
Total # of Applicants Denied	1,916		713	+168.7%
Average Grant	\$ 386		\$ 349	+10.6%



Winter Warmth Results for Union Gas Limited

	2015	% of Total Funding	2014	% Change
Total WW Funds Available	\$ 937,087		\$ 1,293,929	-27.6%
Total WW Grants Disbursed	\$ 718,555	76.7%	\$ 1,091,960	-34.2%
Administration Cost	\$ 127,385	13.6%	\$ 177,882	-28.4%
Total Funds Disbursed	\$ 845,940	90.3%	\$ 1,269,842	-33.4%
Total Unused Funds	\$ 91,147	9.7%	\$ 24,087	+278.4%
Total # of Applicants *	3,011		4,421	-31.9%
Total # of Applicants Assisted	1,746		2,735	-36.2%
Total # of Applicants Denied	1,265		1,686	-25.0%
Average Grant	\$ 412		\$ 399	+3.3%



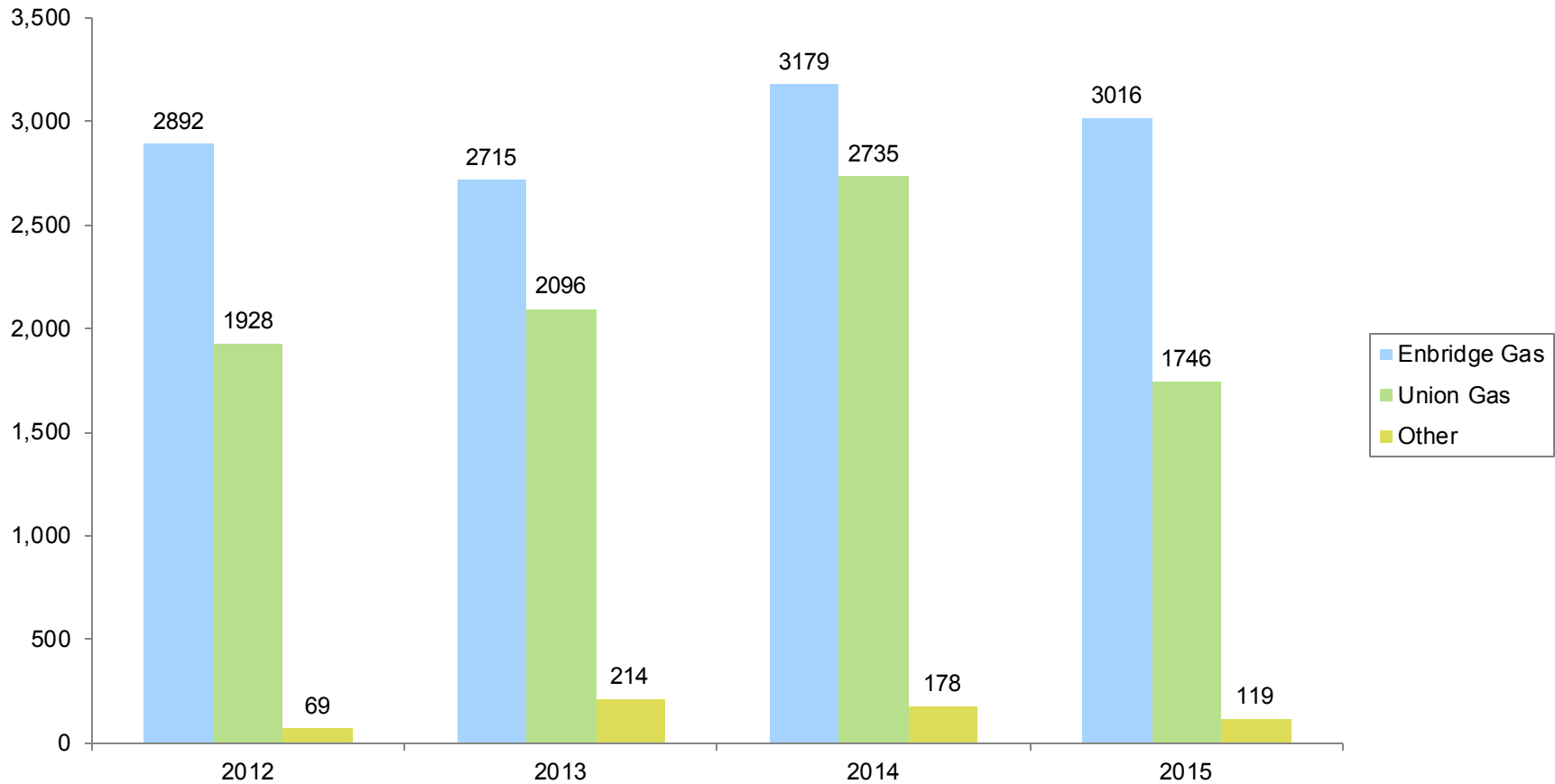
LEAP EFA Results for Other Natural Gas Distributors - 2015

	Natural Resource Gas	Kitchener Utilities	Total	% of Total Funding
Total LEAP Funds Available *	\$ 6,580	\$ 43,140	\$ 49,720	
Total LEAP Grants Disbursed	\$ 5,911	\$ 36,669	\$ 42,580	85.6%
Administration Cost	\$ 665	\$ 6,471	\$ 7,136	14.4%
Total Funds Disbursed	\$ 6,576	\$ 43,140	\$ 49,716	100.0%
Total Unused Funds	\$ 4	\$ 0	\$ 4	0%
Total # of Applicants	19	101	120	
Total # of Applicants Assisted	18	101	119	
Total # of Applicants Denied	1	0	1	
Average Grant	\$ 328	\$ 363	\$ 358	



LEAP EFA and Winter Warmth Results for Gas Distributors

Number of Applicants Assisted





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2015 Monthly Monitoring Results for Electricity Distributors and Enbridge Gas Distribution Inc.

LEAP EFA Monthly Monitoring Data

- Electricity distributors 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
- 67 electricity distributors and Enbridge Gas Distribution Inc. provided information on 24,421 applicants who were customers
- Data was collected for the period Jan. 1, 2015 to Dec. 31, 2015



Most common characteristics of a LEAP EFA Applicant



Housing Type — Private Rental (56%)

Dwelling Type — House (82%)

Average Monthly Income \$2,167*

Average Arrears \$1,091**

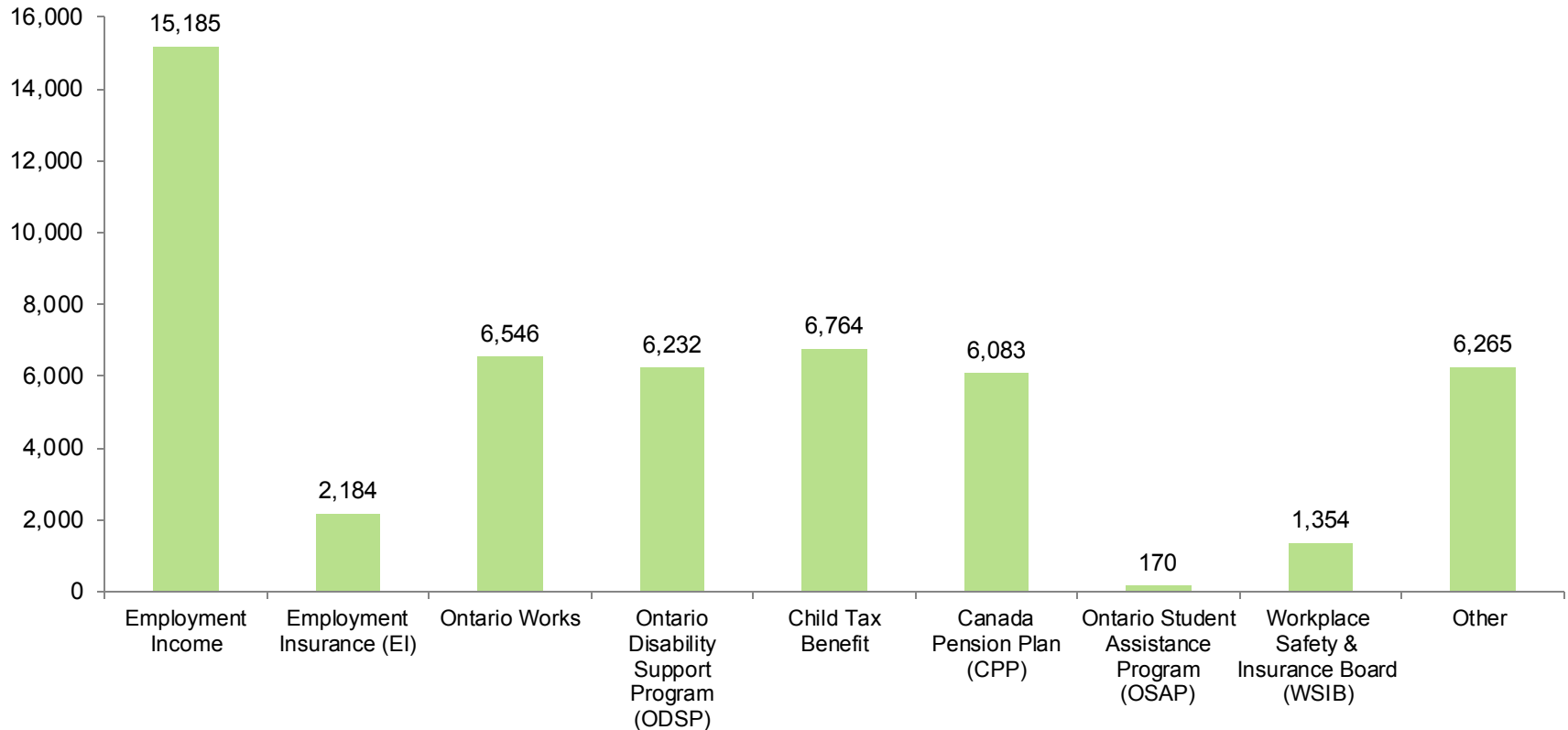
Family Type — Single - with children (33%)
Single - no children (28%)

* The method of calculating this average was changed from a simple average to a weighted average. In 2014, the weighted average was \$1,901.

** The method of calculating this average was changed from a simple average to a weighted average. In 2014, the weighted average was \$598.

Major Sources of Household Income 2015

Number of Applicants by Major Sources of Household Income



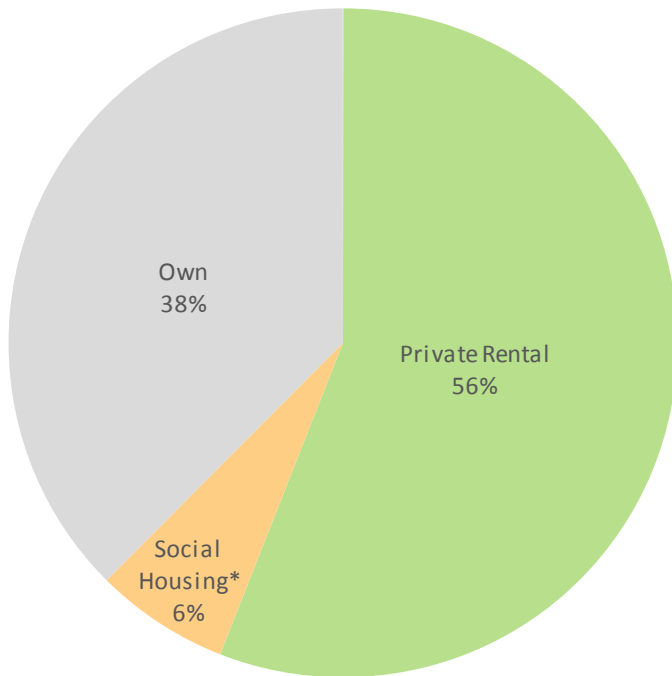
* More than one reason may be selected per applicant

** Other sources include: no income, insurance income, death benefit, CRES, ACSD, OAS, child support, old age benefit, rental income, private pension, band sponsorship, mutual fund



Applicants by Housing Status

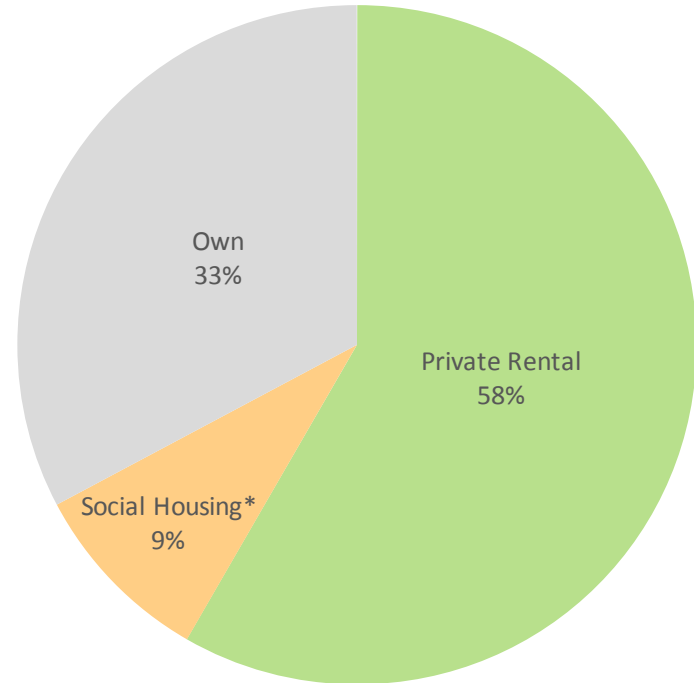
Housing Status (2015)



- Represents 24,058 applicants

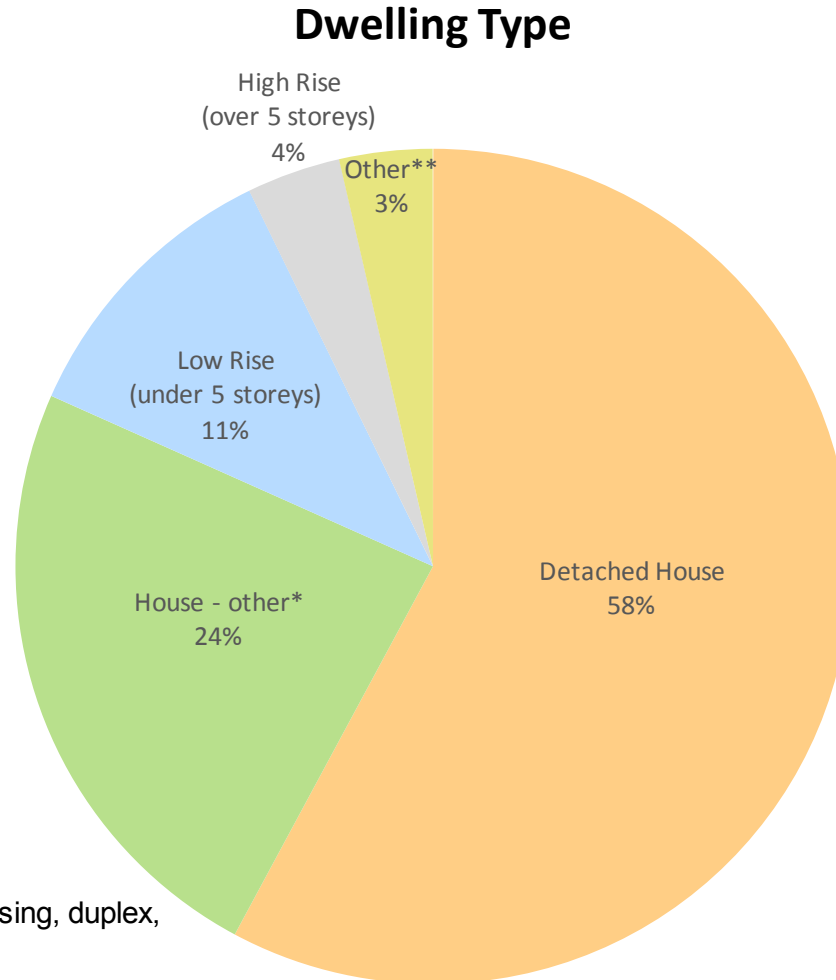
* Social housing was added to housing status breakdown in 2013 but its reporting is inconsistent

Housing Status (2014)



- Represents 11,125 applicants

Applicants by Dwelling Type 2015



* House – other includes: row-housing, duplex, semi-detached

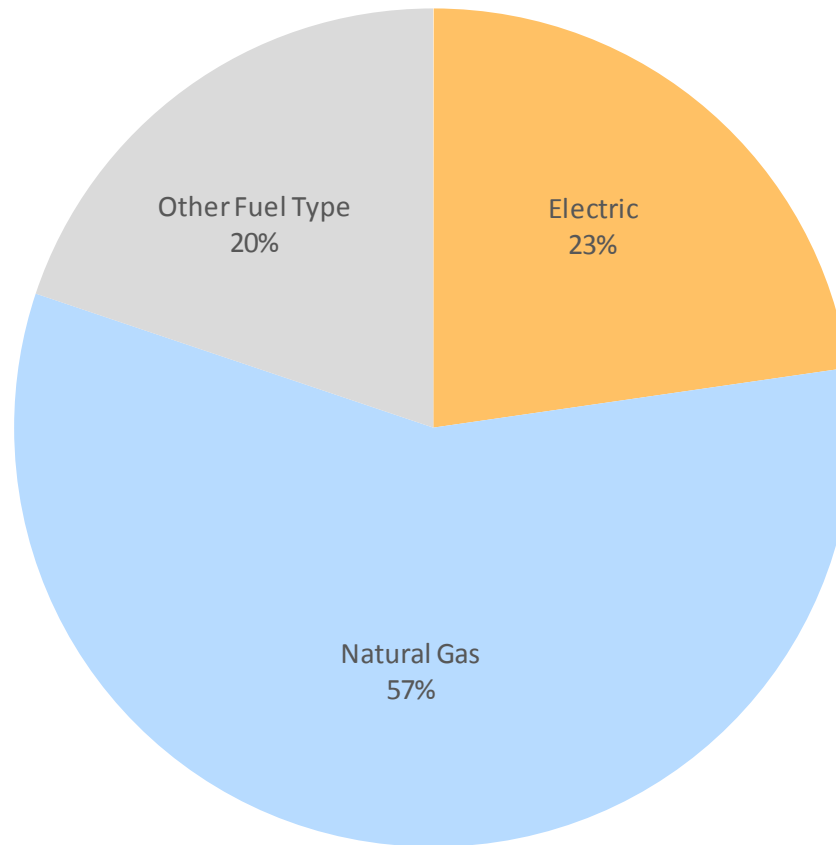
** Other includes: moveable housing, not specified

• Represents 22,389 applicants



Primary Heating Source 2015

Primary Heating Source

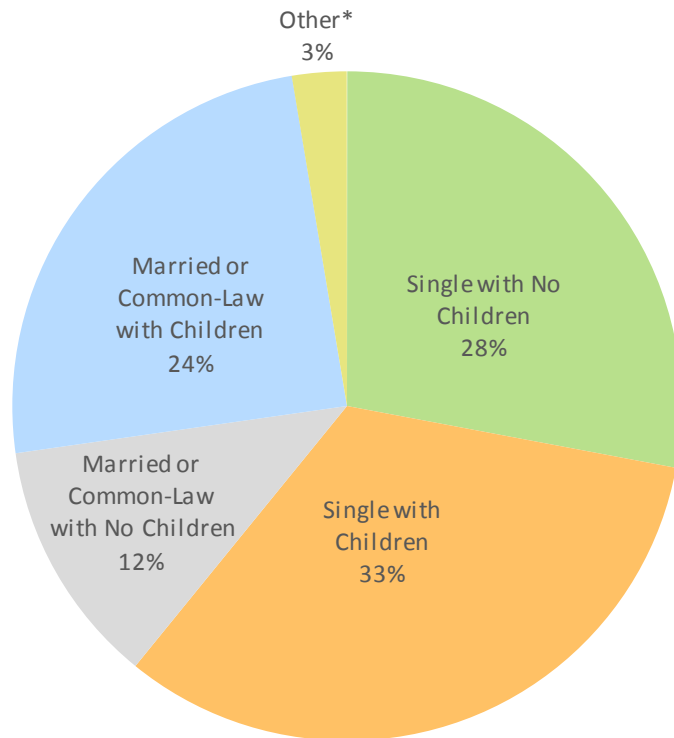


* Represents 22,528 applicants



Applicants by Family Type

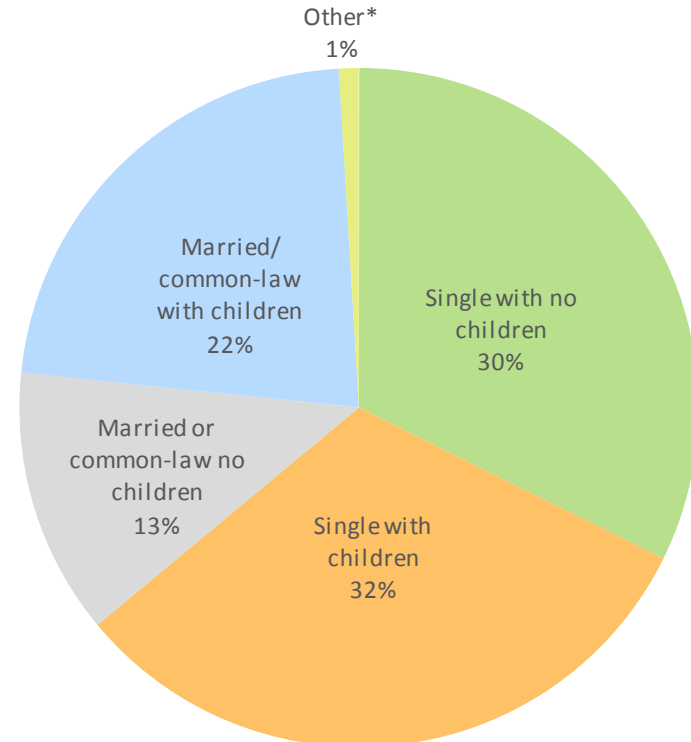
2015



• Represents 23,082 applicants

* Other includes: extended family, living with tenants or roommates

2014

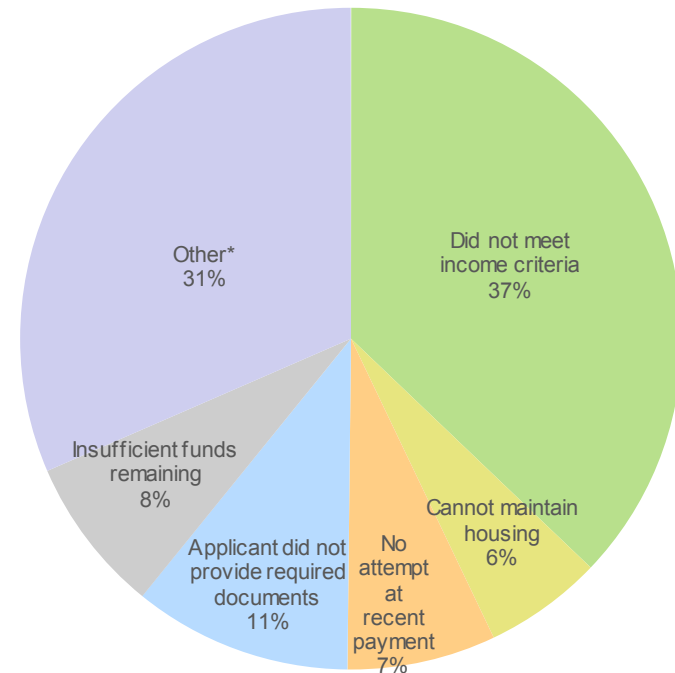
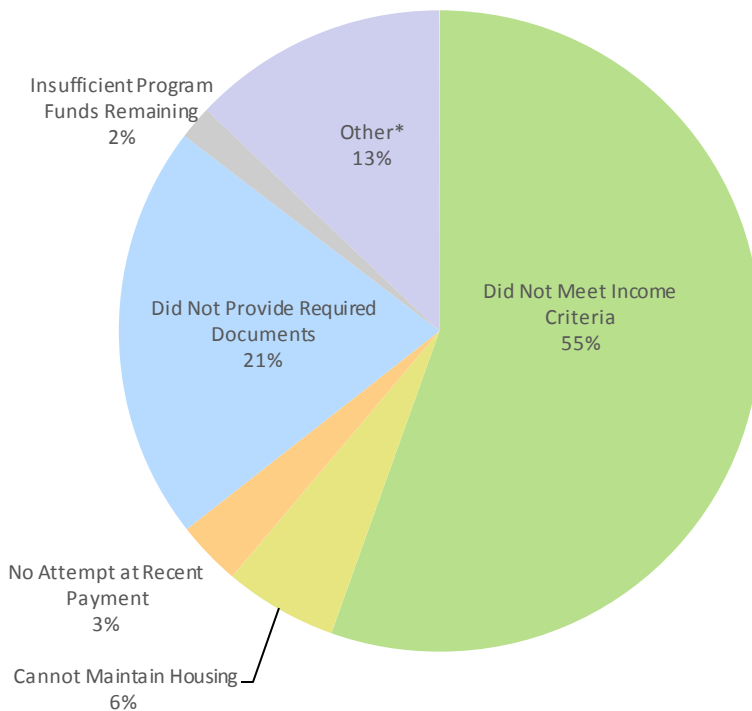


• Represents 10,968 applicants

Reasons for Application Rejections

2015

2014



• Represents 6,804 applicants

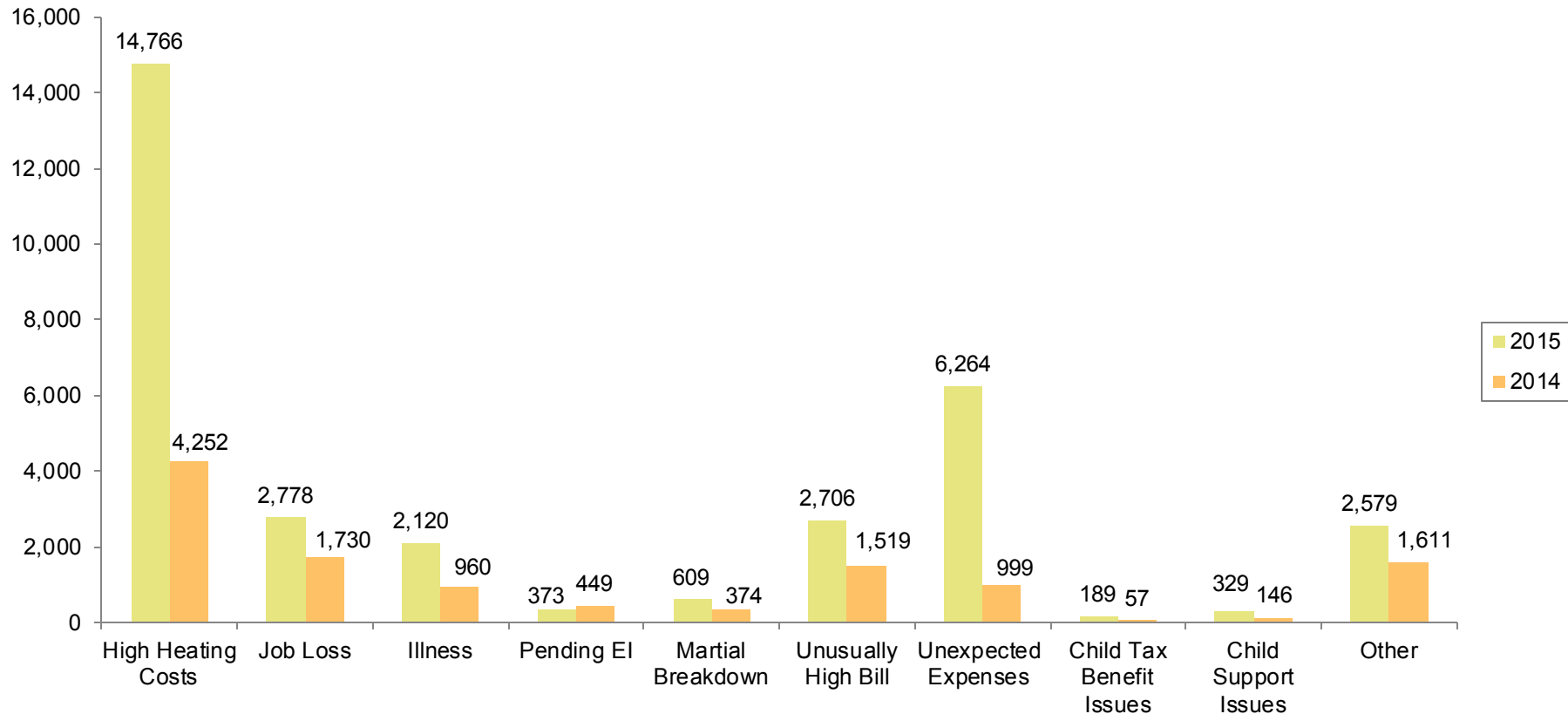
• Represents 1,979 applicants

* Other includes: lost contact, no arrears, referred to OW/ODSP, client not willing to disclose income information, does not live at address in arrears, arrears too large for grant to allow customer to stay connected and already accessed funds



Reasons for Needing Assistance

Number of Applicants Requesting Assistance by Reason*



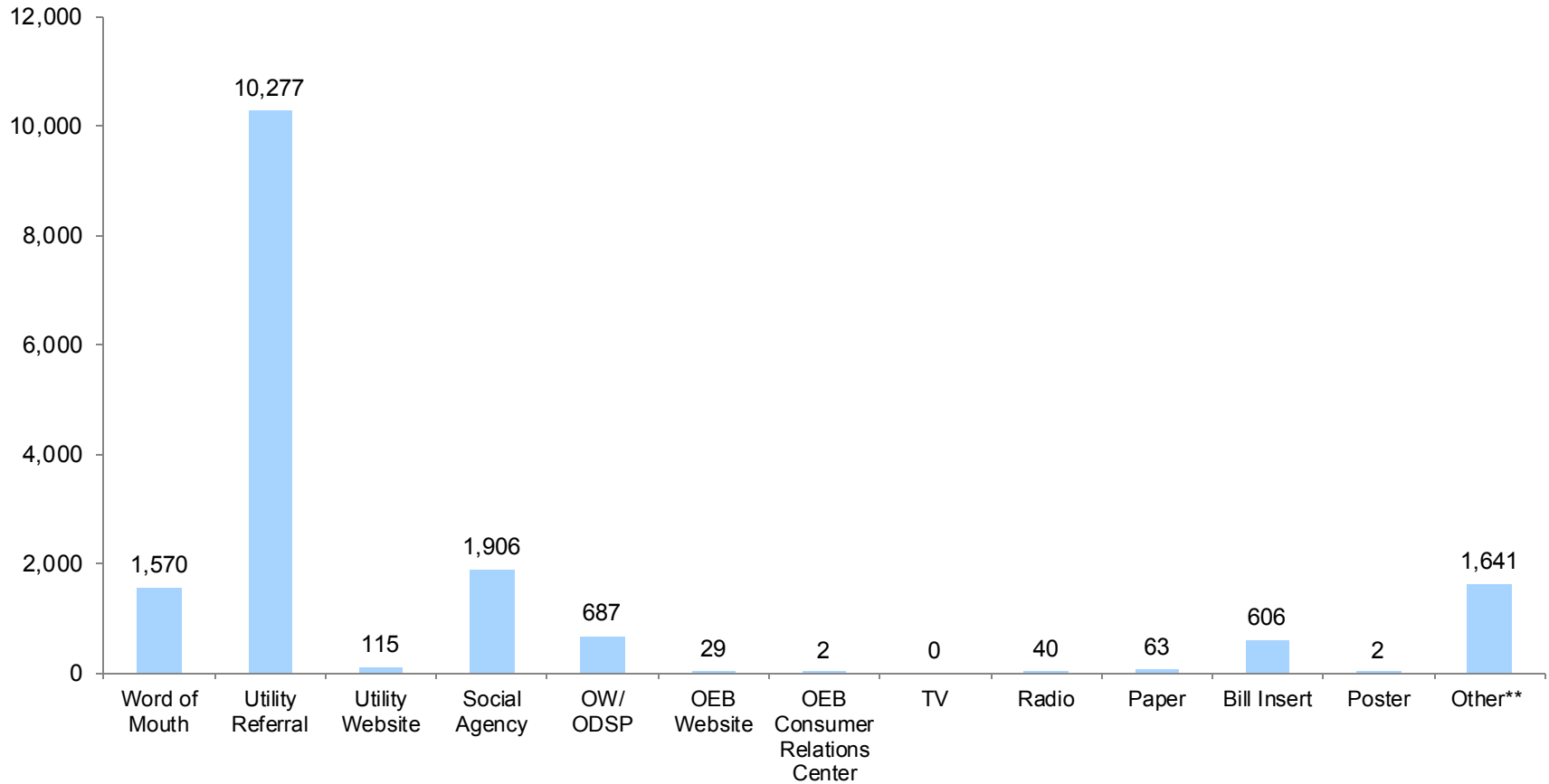
* More than one reason may be selected per applicant

** Unexpected expenses includes: vehicle repair, medication, travel costs, funeral expenses, etc.

*** Other includes: underemployment, income varies, low income, lack of support payments, expenses on children, money stolen, high housing costs



Number of Applicants by Information Source*



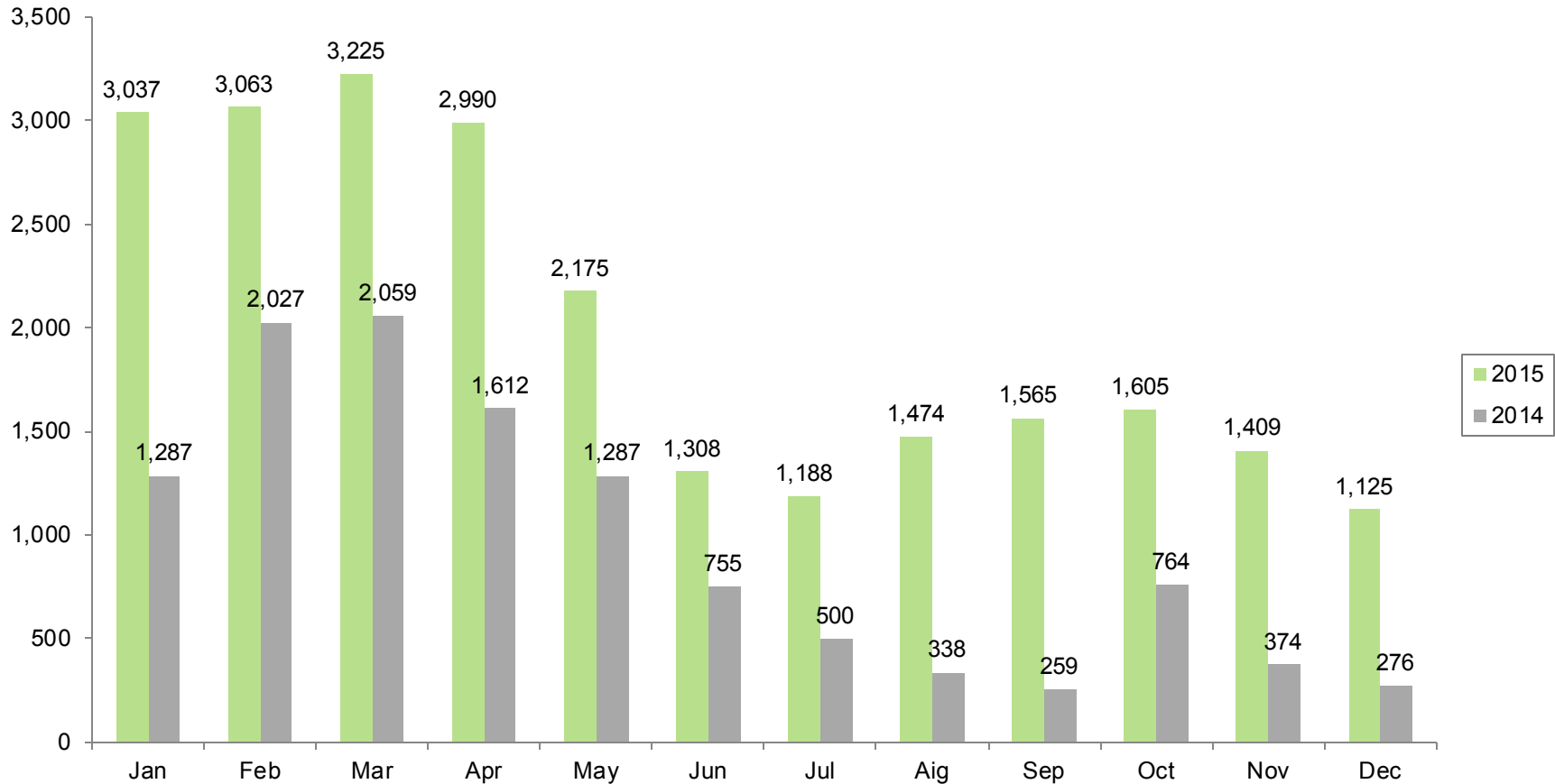
* More than one source may be selected per applicant

**Other includes: community services, self referral



Applications per Month

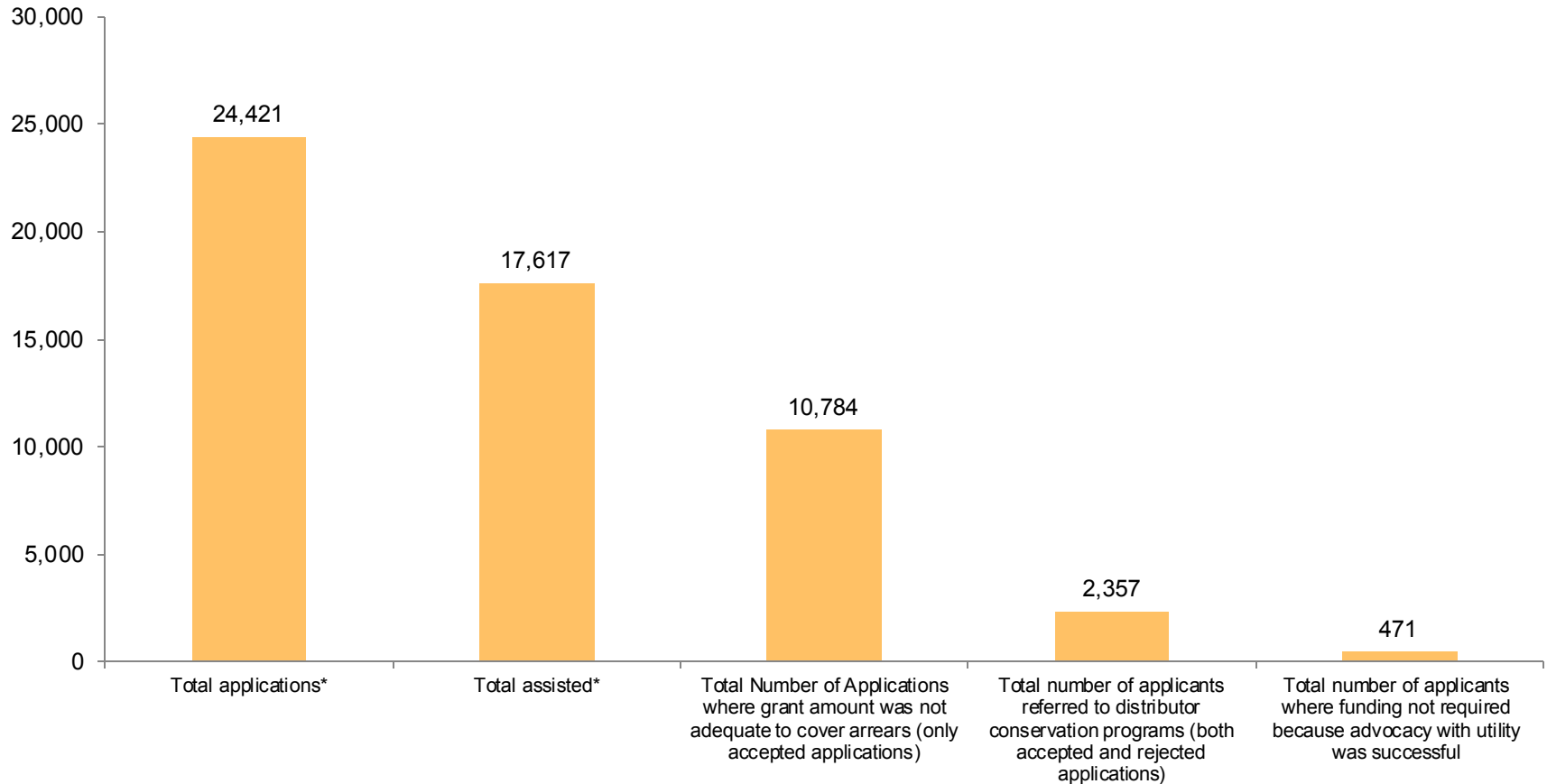
Applications per Month*



* Includes applications from Enbridge Gas customers made in 2015, figures not submitted in 2014



Additional Information



* These numbers differ from RRR results because they are derived only from distributors that filed monthly monitoring reports

