



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

BY EMAIL

March 26, 2021

To: All Licensed Electricity Distributors  
All Licensed Unit Sub-Meter Providers  
All Gas Distributors

**Re: Updated Funding Allocations for CEAP and CEAP-SB**

In the summer of 2020, the Government of Ontario announced funding for two new programs to support consumers that were struggling to pay their energy bills as a result of the COVID emergency: the COVID-19 Energy Assistance Program (CEAP, which is for residential customers) and the COVID-19 Energy Assistance Program – Small Business (CEAP-SB, which is for small businesses and registered charities). The government allocated \$9 million to CEAP, and \$8 million to CEAP-SB. In two letters to the Ontario Energy Board (OEB), the Minister Energy, Northern Development and Mines and the Associate Minister of Energy asked for the OEB's support in implementing the two programs, including by allocating the total funding amounts amongst the individual licensed electricity distributors and unit sub-meter providers, and rate regulated natural gas distributors (collectively, Utilities).

On June 16, 2020 and August 7, 2020, the OEB issued decisions and orders which amended the licences of all electricity distributors and unit sub-meter providers to support the implementation of CEAP and CEAP-SB. On the same dates the OEB issued letters to rate regulated natural gas distributors setting out its expectations that they would also implement CEAP and CEAP-SB. The OEB also issued letters to the Utilities in which it allocated the total funding for CEAP (\$9 million) and CEAP-SB (\$8 million) amongst the individual Utilities.

A number of additional licence amendments and letters have been issued by the OEB since then which amended the eligibility criteria for CEAP and CEAP-SB and allowed Utilities to “pool” funding between the two programs under certain circumstances.

On March 26, 2021 the OEB received a letter from the Minister of Energy, Northern Development and Mines (Minister's Letter). The Minister's Letter indicated that the government has approved an immediate \$6 million in additional funding for Utilities that have already, or will imminently have, exhausted their initial CEAP and/or CEAP-SB allocations. This funding, like the initial CEAP and CEAP-SB funding (collectively, the CEAP 2020-21 Funds), will only be available for applications that are filed with the Utility by May 31, 2021.

The Minister's Letter also indicated that the government is providing a further \$17 million in new program funding to allow utilities to continue to offer CEAP and CEAP-SB in fiscal year 2021-22, beginning April 1, 2021 (CEAP 2021-22 Funds).

The Minister's Letter asks the OEB to allocate these funds to utilities in a manner that maximizes customers' ability to access CEAP credits from their Utilities, recognizing that the OEB's decision to allow for the pooling of funds will also allow small business and registered charity customers to access the additional funds if a Utility's CEAP-SB funding is exhausted and vice versa. It further asks that the OEB use its discretion to allocate the funding to utilities incrementally according to demand.

After considering the advice in the Minister's Letter, and a review of the amounts of previously allocated CEAP and CEAP-SB funding that each Utility has reported to the OEB is still available, the OEB has determined that it will allocate \$5.25 million of the \$6 million in additional funding for CEAP 2020-21 to Utilities who have expended their existing funding or have limited remaining funding. The specific allocations are set out in Appendix A. Utilities that have more than 50% of their initial allocations remaining have not been allocated any additional funding for 2020-21 at this time.

The OEB will allocate the remaining \$750,000 in 2020-21 funding to Utilities that use all of their additional or initial funds and have additional need for applications received prior to May 31, 2021. Utilities that are close to exhausting their allocated funding should advise the OEB. The additional CEAP 2020-21 Funds will be added to the Utilities' CEAP allocation. In accordance with the OEB's previous direction regarding the pooling of funds, this funding can be used for both CEAP and CEAP-SB. With respect to reimbursement from the IESO, Utilities will continue to follow the existing process while they still have funding allocations remaining for both programs. Once a Utility starts to provide funding from the pooled allocation, Utilities will need to report the total combined number of CEAP and CEAP-SB accounts that they provided credits to and the total funding provided under that allocation.

The OEB is only allocating the \$6 million in funding for 2020-21 at this time to ensure Utilities that have had applications which have not been processed, or may be close to having no funds to provide credits, are allocated additional funds for continued support

to their customers. The \$17 million in CEAP 2021-22 funding will be allocated by the OEB in a further letter to all Utilities at a future date.

Utilities are reminded that as per previous direction from the OEB any customers that applied for and were granted CEAP or CEAP-SB credits that were less than the maximum amount permitted (\$750 for CEAP and \$1,500 for CEAP-SB) are eligible to apply again, though their total credits cannot exceed the maximum amount permitted.

The OEB will continue to monitor the amount of CEAP and CEAP-SB funding that each Utility has credited to eligible consumers, and this will inform the OEB in determining the allocations of the CEAP 2021-22 funding.

Any questions relating to this letter should be directed to the OEB's Industry Relations Enquiry e-mail at [IndustryRelations@oeb.ca](mailto:IndustryRelations@oeb.ca). Please include "CEAP/CEAP-SB Implementation" in the subject line.

Yours truly,

*Original Signed By*

Brian Hewson  
Vice-President, Consumer Protection & Industry Performance

## APPENDIX

**Appendix A**  
**OEB Letter – CEAP and CEAP-SB**  
**Additional Pool Funding**

<b>Distributor Name</b>	<b>Potential Additional Pooled Allocation</b>
Alectra Utilities Corporation	\$621,524.61
Algoma Power Inc.	\$7,375.14
Atikokan Hydro Inc.	\$1,294.86
Bluewater Power Distribution Corporation	\$23,504.63
Brantford Power Inc.	\$22,542.98
Canadian Niagara Power Inc.	\$17,910.06
Cornwall Street Railway Light and Power	\$7,750.17
Elexicon	\$92,441.71
Energy+ Inc.	\$42,570.96
Entegrus Powerlines Inc.	\$38,240.76
ENWIN Utilities Ltd.	\$27,512.21
EPCOR Electricity Distribution Ontario Inc.	\$11,555.32
Espanola Regional Hydro Distribution Corporation	\$1,178.56
Festival Hydro Inc.	\$13,911.23
Grimsby Power Incorporated	\$3,206.70
Halton Hills Hydro Inc.	\$13,668.76
Hearst Power Distribution Company Limited	\$2,203.30
Hydro 2000 Inc.	\$886.29
Hydro Hawkesbury Inc.	\$1,911.74
Hydro One Networks Inc.	\$810,179.36
Hydro Ottawa Limited	\$193,757.21
Innpower Corporation	\$9,747.20
Kingston Hydro Corporation	\$18,672.05
Kitchener-Wilmot Hydro Inc.	\$29,254.81
Lakefront Utilities Inc.	\$7,118.10
Lakeland Power Distribution Ltd.	\$11,480.30
London Hydro Inc.	\$94,455.01
Newmarket-Tay Power Distribution Ltd.	\$27,371.24
Niagara Peninsula Energy Inc.	\$33,092.61
Niagara-on-the-Lake Hydro Inc.	\$7,495.79
North Bay Hydro Distribution Limited	\$16,660.31
Northern Ontario Wires Inc.	\$4,307.61
Oakville Hydro Electricity Distribution Inc.	\$21,067.65
Orangeville Hydro Limited	\$7,979.07
Orillia Power Distribution Corporation	\$9,246.81
Oshawa PUC Networks Inc.	\$16,430.29

<b>Distributor Name</b>	<b>Potential Additional Pooled Allocation</b>
Ottawa River Power Corporation	\$3,952.52
Peterborough Distribution Incorporated	\$23,531.84
PUC Distribution Inc.	\$11,136.44
Renfrew Hydro Inc.	\$2,864.21
Rideau St. Lawrence Distribution Inc.	\$4,352.45
Synergy North	\$18,219.85
Toronto Hydro-Electric System Limited	\$489,084.97
Wasaga Distribution Inc.	\$7,344.99
Waterloo North Hydro Inc.	\$19,021.61
Welland Hydro-Electric System Corp.	\$13,716.54
Wellington North Power Inc.	\$2,788.00
CARMA Corp.	\$6,371.32
Wyse Meter Solutions Inc.	\$23,212.17
Enbridge Gas (including Union Gas Rate Zones)	\$2,319,634.12
EPCOR Natural Gas	\$3,054.14
Kingston Utilities	\$11,381.28
Kitchener Utilities	\$20,828.12