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BY EMAIL ONLY

October 21, 2021

Miriam Heinz  
Advisor, Regulatory Affairs  
Independent Electricity System Operator  
1600-120 Adelaide St. W  
Toronto ON M5H 1T1

Dear Ms. Heinz:

**Re: Winding down the COVID-19 Energy Assistance Programs**

By [letter](#) dated June 17, 2021, the Ontario Energy Board (OEB) notified licensed electricity distributors, unit sub-meter providers and gas distributors (collectively, Utilities) of the Ministry of Energy's confirmation that no additional funding would be provided for the COVID-19 Energy Assistance Program and the COVID-19 Energy Assistance Program – Small Business (collectively, CEAP). The Ministry of Energy also asked the OEB to take whatever prudent steps it considered necessary to manage CEAP to a conclusion. By [letter](#) dated July 5, 2021, the OEB provided notice that final funding amounts had been allocated to certain Utilities reporting the greatest need and affirmed all CEAP funds had been allocated.

Based on the most recent reporting from Utilities and the Independent Electricity System Operator (IESO), the OEB understands that most Utilities have fully credited their CEAP allocations to customers and overall program funding has effectively been depleted. In order to manage CEAP to a conclusion, the OEB has determined that remaining CEAP funds shall only be available for claims made in the next scheduled IESO reimbursement period (November 2021) and Utilities will not be permitted to submit additional claims after this period.

The IESO is advised to reimburse any eligible claims for reimbursement made by Utilities by November 4, 2021 and to cease providing CEAP reimbursement for claims made after this date. The OEB intends to amend the IESO's licence to reflect the above requirements for winding down CEAP.

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

Yours truly,

*Original Signed By*

Brian Hewson  
Vice-President, Consumer Protection and Industry Relations