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BY EMAIL and WEB POSTING

July 7, 2016

To: All Licensed Electricity Distributors  
All Licensed Unit Sub-Meter Providers  
All Participants in EB-2015-0148 (Consultation to Implement the Ontario  
Electricity Support Program)

**Re: OESP Guideline for Electricity Distributors and Unit Sub-Meter Providers  
EB-2015-0148**

The OEB has issued a Guideline outlining its expectations of electricity distributors and unit sub-meter providers (utilities) with respect to the delivery of the Ontario Electricity Support Program (OESP).

The Guideline is intended to consolidate and formalize guidance given to utilities throughout the OESP implementation and the initial phase of program operation.

Any questions relating to this letter or the OESP Guideline should be directed to [industryrelations@ontarioenergyboard.ca](mailto:industryrelations@ontarioenergyboard.ca).

Yours truly,

Original signed by

Donna Kinapen  
Manager, Consumer Energy Programs



# **ONTARIO ELECTRICITY SUPPORT PROGRAM: GUIDELINE FOR ELECTRICITY DISTRIBUTORS AND UNIT SUB-METER PROVIDERS**

**Date: July 7, 2016**

## **Contents**

1.	Purpose.....	3
2.	Program Overview .....	4
2.1	Eligibility Criteria .....	4
2.2	Application Process.....	4
2.3	Role of Distributors and Unit Sub-Meter Providers .....	4
3.	OESP Secure Document Portal.....	6
4.	Communication with the CSP.....	7
4.1	Transaction Types.....	7
4.2	Tariff Codes.....	8
4.3	Early Termination Code – T0 .....	9
4.4	One-Time Adjustments.....	10
5.	Applying OESP Credits to Bills .....	11
5.1	Prorating the OESP Credit.....	11
5.2	OESP Credit Greater than the Bill .....	12
5.3	Disconnection .....	13
5.4	Primary Account Holder No Longer Resides at Service Address.....	13
5.5	Communications.....	14
5.6	Low-Income Customer Service Rules.....	14
5.6.1	<i>Equal Billing and Payment Plans</i> .....	15
6.	Resolving Customer Issues with the CSP.....	16
7.	Program Cost Recovery, Settlement and Accounting .....	17
6.1	Accounting.....	17
6.2	Settlement of OESP Credits with IESO .....	18
7.	Reporting and Record Retention .....	19
8.	OESP Life Cycle Scenarios.....	20

## 1. Purpose

This document provides guidance to electricity distributors and unit sub-meter providers (together, “utilities”) regarding the delivery of the Ontario Electricity Support Program (OESP). All licensed electricity distributors and unit sub-meter providers must deliver OESP to eligible customers. The regulatory and technical framework for OESP is set out in several documents:

- ❖ Section 9 of the Distribution System Code (DSC) and section 5 of the Unit Sub-Metering Code (USMC) set out the critical requirements for program delivery including eligibility criteria, application of rate assistance to bills, and OESP-related billing corrections.
- ❖ The provincial charge to fund the OESP, known as the OESP Charge, and the OESP credit amounts provided to eligible customers are established annually by the OEB through a Decision and Order.<sup>1</sup>
- ❖ Technical requirements and guidance on the sustainment of the OESP system are contained in *Ontario Electricity Support Program: Utility Interface Specifications* and in *OESP Technical and Administrative Requirements for Distributors and Unit Sub-Meter Providers* (issued by the OESP Central Service Provider).
- ❖ The *OESP & LEAP Program Manual* sets out the application and intake process to be performed by intake agencies.

The purpose of this Guideline is not to repeat information and/or requirements set out in these other documents. Rather it augments these documents and together they provide utilities with comprehensive guidance for OESP delivery. In the event of any inconsistency, a code, order or licence condition issued by the OEB will prevail over this Guideline to the extent of the inconsistency.

The OEB believes that assistance for low-income electricity customers should be offered on a consistent basis across the province. Adherence to this Guideline and the other documents listed above will help ensure such consistency.

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<sup>1</sup> The first such Decision and Order was issued on November 19, 2015 (EB-2015-0294).

## **2. Program Overview**

The OESP is a ratepayer-funded program that provides a fixed monthly credit on electricity bills for eligible low-income customers.

### **2.1 Eligibility Criteria**

Customers of electricity distributors and unit sub-meter providers<sup>2</sup> who meet the eligibility criteria established in section 9.1 of the DSC and section 5.1 of the USMC are eligible for the OESP. The amount of the fixed monthly credit an eligible customer will receive depends on several factors including household size and income, as well as certain electricity consumption characteristics. Eligibility for the program will expire after two years for most customers (it will expire after five for some).

### **2.2 Application Process**

The OEB has retained a central service provider (CSP) to administer the OESP. The CSP will receive all applications for the program and verify each applicant's eligibility with the help of the Ministry of Finance and intake agencies. The CSP will also communicate eligibility determinations to applicants and utilities.

A summary of the OESP application process is illustrated in Figure 1. Electricity customers can apply for OESP online, through the OESP portal; or if more assistance is needed, customers can go to an intake agency for assistance. The agency staff will complete an online or paper application on behalf of the applicant.

More information about the application process can be found in the *OESP & LEAP Program Manual*.

### **2.3 Role of Distributors and Unit Sub-Meter Providers**

Electricity distributors and unit sub-meter providers play a critical role in the delivery of the OESP. They are responsible for the following tasks:

- Verifying applicants' account information with the CSP
- Applying OESP credits to customers' bills
- Notifying recipients when their eligibility is about to expire and they must reapply for the program
- Terminating OESP credits when a customer's eligibility has expired (or when instructed to by the CSP)

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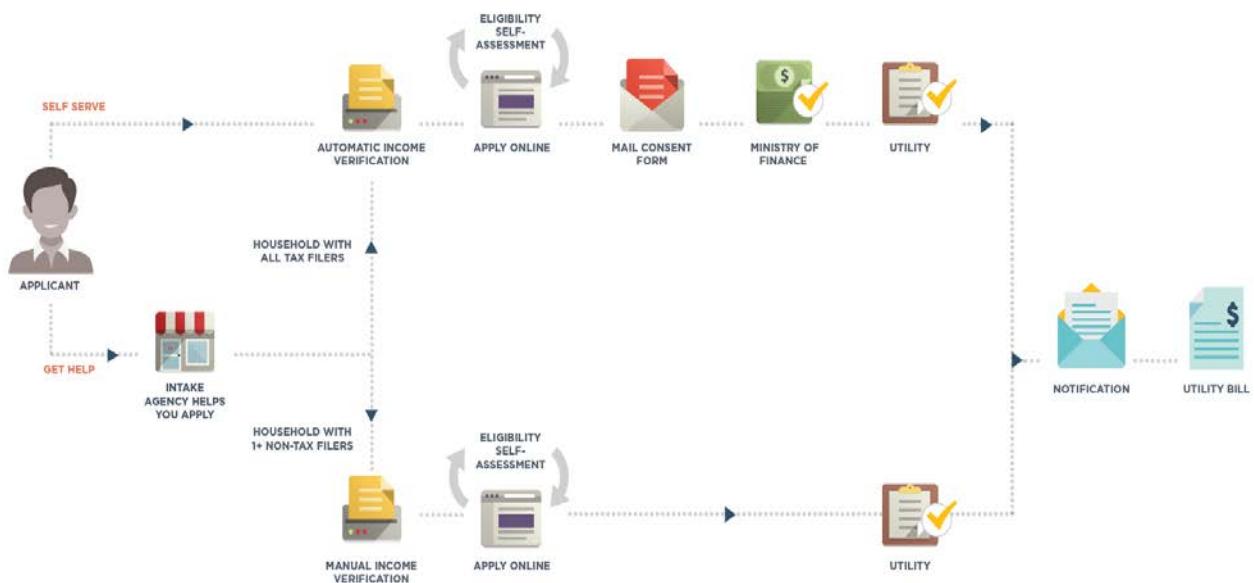
<sup>2</sup> Including customers in a contract with an electricity retailer.

- Settling with the IESO on a monthly basis to recover the cost of OESP credits applied to eligible customers' bills
  - Responding to questions about the program and redirecting customers to the OESP portal or OESP Contact Centre when appropriate
  - Reporting to the OEB in accordance with the Electricity Reporting and Recordkeeping Requirements

Utilities are also encouraged to leverage their relationships with electricity customers in order to perform program outreach using the communication and marketing materials developed by the OEB.

Unit sub-meter providers that do not currently have, or plan to have, residential customers are not required to deliver OESP. Unit sub-meter providers must implement the technical infrastructure and processes for OESP delivery *prior* to acquiring any residential customers.

**Figure 1: OESP Application Process Flow Chart**



### **3. OESP Secure Document Portal**

The OEB has established a secure document portal which contains all the documents related to OESP delivery such as technical specifications and communications materials. All utilities have access to the secure document portal.

In the event that the username and password for the secure document portal are lost or compromised, new credentials can be obtained by sending an email to [it.help@ontarioenergyboard.ca](mailto:it.help@ontarioenergyboard.ca).

To maintain the security of important technical information, the OEB's IT help team should be informed immediately if it is discovered that a username and password for the secure document portal have been compromised.

## **4. Communication with the CSP**

Utilities must maintain an interface with the CSP that allows them to verify customer information and receive notice from the CSP regarding eligibility determinations. Instructions as to how to establish and sustain the interface are included in *Ontario Electricity Support Program: Utility Interface Specifications* and in *OESP Technical and Administrative Requirements for Distributors and Unit Sub-Meter Providers*. Both documents are available on the OESP secure document portal.

### **4.1 Transaction Types**

The transactions required to facilitate the OESP are outlined in detail in the *Ontario Electricity Support Program: Utility Interface Specifications*. There are three primary types of communications between the CSP and utilities:

- 1. Verifying customer information**

The CSP sends a file containing the customer's name, service address, and account number; a file is sent back to the CSP indicating whether the customer was verified or not (specific error codes are used to denote why a customer's information was not verified, e.g. account information did not match the utility's records).

- 2. Applying the OESP credit**

Once an eligible customer's information has been verified by the utility, the CSP will send a file containing a tariff code which must be applied to the customer's account; a file confirming the tariff code has been / will be applied is then sent back to the CSP (error codes are used to denote why a tariff code has not been applied to an eligible, verified customer's account).

- 3. One-time adjustments**

From time to time, due to an error, the CSP may send a file containing a one-time additional credit (referred to as a one-time adjustment) for a customer receiving OESP; a file confirming the one-time adjustment has been / will be applied is then sent back to the CSP (error codes are used to denote why an adjustment has not been applied to an eligible, verified customer's account).

A file sent by the CSP may include many records. Each record pertains to a particular customer. Files and records should be processed in the order in which they are received. The *Ontario Electricity Support Program: Utility Interface Specifications* provides guidance on the error codes to be used if a distributor or unit sub-meter provider is unable to process a file or a record. It also provides instructions regarding how to deal with files and/or records that are processed out of order.

#### 4.2 Tariff Codes

To facilitate application of the OESP credits to eligible customers' bills, the CSP will send a file containing a tariff code. An illustrative example of the tariff codes is shown in figure 2. The actual tariff codes are contained in the *Ontario Electricity Support Program: Utility Interface Specifications*.

**Figure 2: Tariff Table – Illustrative Example**

Tariff Code	Monthly OESP Credit Amount
T0	\$0
T1	\$\$
T2	\$\$
T3	\$\$
T4	\$\$
T5	\$\$
T6	\$\$
T7	\$\$
T8	\$\$
T9	\$\$

Tariff codes are used to apply the OESP credits to bills while protecting customers' privacy. Each tariff code corresponds to a fixed monthly credit amount in the OESP sliding scales (the amounts are established through OEB rate orders). Since each tariff code corresponds to a credit amount that appears multiple times in one or both sliding scales, it reduces the ability to identify customers' income level or household size based on the OESP credit they receive. This practice ensures that the customer's personal information regarding income is not shared with a third party.

Each record will contain eligible customers' account number, name and address, as well as the approval date, tariff code, and duration for which the credit must be applied. A new record containing a new tariff code will always supersede any

previous tariff code provided in relation to a given customer. There are several scenarios where this might occur, including, but not limited to:

- If an error is identified and a corrected credit amount (tariff code) must be applied to a customer's bill
- If a customer experiences a change of circumstance and reapplies for the program
- If a customer is proactive about reapplying for the program when their eligibility is about to expire and the new application is processed before the customer's eligibility has expired

The OESP credit amounts will be reviewed by the OEB annually and are subject to change. When the OEB sets new OESP credit amounts, the change will be reflected in each distributor's tariff of rates and charges and all utilities will be provided with a new tariff code table to implement in their billing systems. It is recommended that billing systems are programmed to allow changes to the tariff codes, as opposed to hard-coding any dollar values. If such a change occurs in the middle of billing period, the OESP credits will be prorated similar to how all other rate changes are prorated.

#### **4.3 Early Termination Code – T0**

Typically an OESP credit will stop appearing on an eligible customer's bill when the customer's eligibility duration expires. If OESP rate assistance must be terminated early (e.g. because it is discovered the customer no longer qualifies for the program) the CSP will send a tariff code of T0 to the utility.

As is the case when any new tariff code is received in relation to a particular customer, the T0 will override any tariff code currently applied to the bill. The T0 comes with a three month duration, however once the T0 has been applied, meaning the OESP credit no longer appears on the bill, there should be no change or reversal of the T0 when the three month duration expires. Furthermore, no notice of renewal should be sent to customers assigned the T0 tariff.

A T0 is also sent to utilities when a customer is determined to be ineligible for OESP. This allows both the CSP and utilities to track whether each application has been completed (i.e. the customer has been found eligible or ineligible and the appropriate action has been taken); if a tariff code (either a T0 or a T1-9) is not received by the utility it may be a sign that an application has stalled in processing for some reason.

When a utility receives a T0 – either because the customer is ineligible or because an OESP recipient’s credit is to be terminated early – the utility must remove the OESP credit line from the bill. Utilities must never show a \$0 OESP credit on the bill. Utilities must also send the appropriate response to the CSP to confirm the T0 has been received (see the *Ontario Electricity Support Program: Utility Interface Specifications*).

#### **4.4 One-Time Adjustments**

In the event that an error has occurred at the CSP and the wrong tariff code was applied to a customer’s account, a corrected tariff code will be sent that supersedes the old tariff code and should be applied as soon as possible. In these cases, the customer will either have received an OESP credit that is less than what they are eligible for, or more. If a customer has received an OESP credit that is less than what they are eligible for, the CSP will send a one-time adjustment to compensate the customer for the amount owing. A one-time adjustment will not be used to recover excess OESP credit amounts from customers; it will only be used to reimburse customers who have received less than they should have.

One-time adjustments, as described here, will only be used to correct errors made by the CSP. Any errors by the utility must be corrected in accordance with sections 9.3 of the DSC and 5.4 of the USMC, as applicable.

## **5. Applying OESP Credits to Bills**

The OESP credit is a fixed monthly credit on electricity bills for eligible customers. As set out in sections 9.2.1 of the DSC and 5.3.1 of the USMC, distributors and unit sub-meter providers must apply the OESP credit to the first reasonably possible bill following notification from the CSP of the customer's eligibility.

Utilities are to cease providing an OESP credit to a customer in the following circumstances:

- The customer's eligibility duration has expired
- The CSP has sent a T0
- The customer terminates their account for any reason
- It is determined that the primary account holder is no longer residing at the service address

### **5.1 Prorating the OESP Credit**

The OESP credit is a fixed monthly amount. Generally, eligible customers should see the total OESP credit for which they are eligible on every monthly<sup>3</sup> bill; for further clarity, the OESP credit must not be prorated based on the actual number of days in the month.

When an account is closed or a customer moves during a billing period, the OESP credit should be prorated, like all charges on the bill would be.

Similar to other rate changes (such as the biannual changes to Regulated Price Plan), when the OESP credit amounts change utilities will prorate the OESP credits accordingly.

The OESP credit may also be prorated in the first and/or last month that it is provided. The OEB has permitted utilities to choose whether or not to prorate in order to accommodate differences in billing systems and processes. Since the approach will vary, each utility is responsible for explaining to their customers, as needed, why the OESP credit is prorated in certain circumstances.

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<sup>3</sup> Eligible customers on bi-monthly billing will see double the OESP credit amount on each bill. For example, a customer's eligible for a \$30 credit will see \$60 on each bi-monthly bill.

The OEB expects that the OESP credits will be applied to customers' bills in accordance with one of the three following options (in order of preference).

1. Full OESP credit applied during current or next billing cycle

If the OESP tariff code is received in sufficient time to apply the OESP credit to the customer's bill in the current billing cycle, the distributor or unit sub-meter provider will do so. If the OESP tariff code is not received in sufficient time, it will be applied in the next billing cycle. No prorating is necessary or applicable. Barring early termination (such as a move-out) the customer will receive 24 full OESP amounts on 24 bills.

2. First and last month's OESP credit prorated

The OESP credit is applied starting on or about the date on which the notice from the CSP is received and the first bill is prorated accordingly. Barring early termination (such as a move-out), the last bill should be prorated correspondingly so that the customer receives the mathematical equivalent of 24 monthly OESP credits.

3. First month's OESP credit is prorated

The OESP credit is applied starting on or about the date on which the notice from the CSP is received and the first bill is prorated accordingly. Barring early termination (such as a move-out), the last bill is not prorated and the customer must receive 24 monthly OESP credits, plus the partial credit given in the first month.

## 5.2 OESP Credit Greater than the Bill

If the OESP credit is consistently larger than a customer's total bill an excess credit will accumulate over time. This excess credit should be applied to future bills until the unused credit has been exhausted. The excess credit should continue to be applied to bills even if the customer's eligibility for OESP has expired. The excess credit must not be paid to the customer under any circumstance.

If a customer who has received OESP closes their account and there is an outstanding credit, utilities must verify how much, if any, of the credit owing is due to unused OESP credits. Any amount that is attributed to OESP must not be paid to the customer. Instead, it should be returned to the program fund through the settlement process with the IESO. Amounts that must be returned to the program fund can be included in the "prior month adjustment" field on the IESO settlement form. This is discussed further in section 6.2 below.

In order to verify whether a credit balance on a customer's account is due to unused OESP credits utilities should use the calculation below:

$$\text{Final Bill} = \max( [A + B], 0 ) - C$$

A = the sum of all bills since the customer was first granted an OESP amount

B = the sum of all OESP amounts (e.g. -\$30 x 12 months = -\$360)

C = the sum of all payments made by the customer

If "C" is a negative number, then the customer should receive a cheque in the amount of "C" (i.e. the absolute value of C).

### **5.3 Disconnection**

Section 9.2.5 of the DSC and 5.3.5 of the USMC require utilities to continue applying OESP credits when a customer is disconnected and then reconnected within two billing periods.

The practices around disconnection vary considerably; an account that has been disconnected may be closed or final billed immediately or several weeks after the disconnection has taken place. Utilities should continue to apply any OESP credits owing to the account for as long as the account continues to attract charges. This will help offset newly incurred charges and potentially arrears as well, making it less difficult for low-income customers to get reconnected.

### **5.4 Primary Account Holder No Longer Resides at Service Address**

If a utility discovers that the account holder no longer resides at the service address it should stop applying OESP credits to the bill, assist the remaining household member(s) to change the name on the account or open a new account, as applicable, and advise the customer to reapply for the program with the new account information.

This situation might arise for a number of reasons including separation or divorce, one spouse moving into an assisted care facility, or the death of the primary account holder. In the event that the primary account holder dies, the OEB recognizes that it is possible the low-income household has lost an income earner and may be eligible for a greater OESP credit amount. In this situation, utilities must terminate the OESP credit, update the account information and encourage the customer to reapply. If possible, however, a reasonable grace period ought to be provided so the surviving household member(s) may have time to reapply and avoid an interruption in their OESP assistance. If there are no survivors and the

deceased person's account is transferred to their estate the OESP credit should be terminated immediately.

## **5.5 Communications**

Under sections 9.5 of the DSC and 5.6 of the USMC, utilities are required to notify OESP recipients that they should reapply for the program when their eligibility is about to expire.

Utilities are encouraged to inform OESP recipients that they must reapply for the program if they move, or if their circumstances change, specifically their household size or income, such that they would be eligible for a different OESP credit amount.

Utilities are also encouraged to take advantage of the marketing and communications materials the OEB has provided to inform their customers of the program.

## **5.6 Low-Income Customer Service Rules**

Special customer service rules for eligible low-income customers have been established in the DSC, USMC, and the Standard Supply Service Code. OESP recipients are eligible for these special rules.

If a customer has not been deemed an eligible low-income customer but provides proof of having submitted an application for OESP (e.g. a confirmation email or letter from the CSP) utilities may, at their discretion, extend the low-income customer service rules to the customer pending the outcome of the application.

For example, a new customer who is low-income may request a waiver of the security deposit. Since it is unlikely that an OESP application will be processed before the security deposit is due, it may be difficult for some low-income customers to take advantage of this rule. Utilities may, at their discretion, extend the due date for the deposit pending the outcome of the application.

### *5.6.1 Equal Billing and Payment Plans*

Some OESP recipients may also take advantage of equal monthly billing or payment plans offered by distribution companies (unit sub-meter providers are not required to offer equal billing and payment plans).

Sections 2.6.2A and 2.6.2C of the Standard Supply Service Code require equal billing and equal payment amounts to be calculated based on the total “electricity charges” billed to a customer. OESP credits are considered part of the “electricity charges” as defined in section 2.6.6.3 of the DSC.

Accordingly, OESP credits should be included when calculating equal billing and equal payment plan amounts.

Sections 2.6.2 (e)(iii) and 2.6.2B (d)(iii) of the Standard Supply Service Code require distributors to review a customer’s equal billing/payment plan amount at least biannually and to recalculate the amount if there has been a material change in the customer’s electricity consumption or charges. When a customer starts or stops receiving OESP credits this constitutes a “material change” and the equal billing/payment amount must be recalculated accordingly. Distributors are encouraged to recalculate a customer’s equal billing/payment plan amount as soon as a customer starts or stops receiving OESP (rather than waiting for the next scheduled quarterly or biannual review).

## **6. Resolving Customer Issues with the CSP**

From time to time, OESP applicants or recipients will encounter an issue that utilities and the CSP will have to work together to resolve.

The process for resolving technical issues, including the responsibilities of utilities and the CSP and expected response times, are set out in the *OESP Technical and Administrative Requirements for Distributors and Unit Sub-Meter Providers*.

The expectations for resolving non-technical, customer service issues are set out below.

The OESP Contact Centre (operated by the CSP) provides support for applicants and intake agencies and is integral to program delivery. When an applicant makes an inquiry to the OESP Contact Centre, and it is determined that the inquiry is related to an action a utility must take/has taken, the applicant will be referred to their utility. The utility is expected to assist the applicant within a reasonable timeframe if the issue is within the utility's control. At all times, all parties will be expected to take these reasonable steps to assist the applicant in either completing their application or receiving their OESP credit.

When a utility receives an inquiry about the OESP, the utility should first leverage material provided in training, on the OESP portal, and the OEB's website to respond to the customer. If the utility cannot resolve the issue, the customer should be given the contact information for the OESP Contact Centre. The OESP Contact Centre will then assist the customer. If the issue cannot be resolved by the OESP Contact Centre, it will be documented and referred to the OEB.

The OESP Contact Centre operates 8am to 9pm ET on weekdays except on Ontario statutory holidays and can be reached at:

Phone: 1-855-831-8151

TTY: 1-800-855-1155 (TTY to TTY)

Email: [help@ontarioelectricitysupport.ca](mailto:help@ontarioelectricitysupport.ca)

## **7. Program Cost Recovery, Settlement and Accounting**

The costs of the OESP are recovered from all electricity customers in Ontario. The charge was set for the first time in the OEB's November 19, 2015 Decision and Order on Regulatory Charges.<sup>4</sup> All wholesale market participants, including distributors, pay a per-kilowatt charge to the IESO to fund the OESP. Distributors pass this charge on to their customers (except any customers who are direct market participants and therefore already pay the charge to the IESO). For the purpose of billing, the OESP Charge will be rolled into the Wholesale Market Service Charge. Accordingly, on residential customers' bills the OESP Charge will be included in the "regulatory" line; if there is no regulatory line on the bill (e.g. commercial and industrial customers) then the OESP Charge will appear as part of the Wholesale Market Service Charge.

### **6.1 Accounting**

The OEB provided the following accounting guidance to distributors in its November 19, 2015 Decision and Order on Regulatory Charges:

*Effective January 2016, IESO invoices to distributors will include the new OESP charge type. This new charge type will be applied on IESO invoices to the amount a distributor withdraws from the IESO-controlled grid, as well as embedded generation of the distributor. For the purpose of regulatory accounting, these charges will be included as part of USoA Account 4708: Charges - Wholesale Market Services in the distributors' books of accounts.*

*Effective January 1, 2016, distributors will start billing their customers the OESP recovery rate, as part of the Regulatory Charges line on customer bills. For the purpose of regulatory accounting, the revenues related to OESP amounts billed to customers will be included as part of USoA Account 4062: Billed - Wholesale Market Services in the distributors' book of accounts.*

*No new variance account will be established as the differences between the amounts paid and amounts collected for OESP will be included in the existing retail service variance account 1580: RSVAwms. No separate sub-account will be established. Variances recorded in Account 1580 are to be accounted for and reviewed annually as per the OEB's review and disposition methodology for deferral and variance accounts.*

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<sup>4</sup> EB-2015-0294.

*Amounts credited on electricity bills to eligible customers for OESP credits shall be recorded separately as accounts receivable from the IESO. As required by the IESO settlement process, by the fourth business day of each month distributors will submit their OESP settlement forms with the IESO for the credits that were issued on customer bills in the previous month. Similar to other accounts payable and receivables, carrying charges would not apply to temporary differences between credits on customer bills and settlement with the IESO.*

*In addition to their own customers, distributors will also be settling with the IESO for the OESP credits on behalf of their embedded distributors.*

## **6.2 Settlement of OESP Credits with IESO**

The IESO administers the provincial fund for the OESP program. It holds all the funds collected through the OESP Charge and it disburses funds to cover the cost of OESP delivery. Utilities are entitled to recover the amounts of the OESP credits applied to their customers' bills from the IESO. Detailed information about the settlement process is available from the IESO.

Sections 9.6 of the DSC and 5.7 of the USMC require utilities to perform OESP-related settlement with the IESO on a monthly basis. The IESO is required to report this information to the OEB to support program monitoring.

As noted in section 5.2 above, the total amount of the credits provided to eligible customers in a given month should always be recovered, even if a portion of the credit was "unused" and rolls over to subsequent bills. If, at the time an account is closed, "unused" OESP credits remain, utilities should remit that amount back to the IESO using the "prior month adjustment" field on the settlement form.

The "prior month adjustment" field may also be used for two other purposes. It may be used to recover amounts provided to OESP recipients as a result of a "one-time adjustment" from the CSP. And it may be used to correct a settlement error from a prior month. For example, if due to a typing error in the submission form a utility has over- or under-collected from the IESO in the past, a correction can be made subsequently using this field in the submission form.

## **7. Reporting and Record Retention**

Distributors, unit sub-meter providers and the IESO must report information about OESP under the OEB's Electricity Reporting and Recordkeeping Requirements.<sup>5</sup>

In addition, utilities must securely retain files from the CSP related to the application of tariff codes to customer accounts for a period of at least seven years, or in accordance with any mandatory record retention period that may be established by the OEB.

Intake agencies will retain records of the documentation that was used to verify each applicant's household income for seven years. The CSP is also required to maintain records pertaining to individual OESP applicants.

All records must be managed and stored in a manner that respects privacy and security of personal information.

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<sup>5</sup> The CSP and Ministry of Finance will also be reporting to the OEB to support program monitoring and evaluation.

## 8. OESP Life Cycle Scenarios

Scenario	Process / Guidance
1. Customer applies, receives credit, eligibility naturally expires	<p>CSP sends Customer_Request (CusReq) to verify customer account information. Utility confirms customer by replying with Customer_Confirmed (CusRes).</p> <p>Upon receipt of Customer_Tariff (CusTar) from CSP, utility applies tariff code/ eligibility duration to customer's account and sends Benefit_Response (BftRes) back to CSP.</p> <p>OESP credit automatically expires. 60 days before this occurs utility reminds customer to reapply.</p>
2. Customer applies, cannot be verified, application is corrected	<p>In response to Customer_Request (CusReq) from CSP utility replies with applicable error code.</p> <p>CSP directs customer to correct the application. Once corrected the process starts over (see scenario 1).</p>
3. Error identified related to a current recipient, new tariff code assigned along with one-time adjustment	<p>New tariff code and eligibility duration supersede existing tariff code and eligibility duration (new tariff code will be sent using same process as scenario 1).</p> <p>CSP sends Customer_Adjustment (CusAdj). Utility confirms adjustment will be applied by sending Benefit_Response (BftRes).</p> <p>One-time adjustment is applied to bill and appears on the same part of the bill as any other adjustments or billing corrections would appear.</p>
4. Current recipient reapplies due to change in circumstance or proactive reapplication (i.e. no gap in credit on bill)	<p>New tariff code and eligibility duration supersede existing tariff code and eligibility duration (new tariff code will be sent using same process as scenario 1).</p>
5. Current recipient's eligibility naturally expires, customer reapplies (i.e. gap in credit on bill)	<p>OESP credit automatically expires. 60 days before this occurs utility reminds customer to reapply.</p> <p>New credit applied as set out in scenario 1.</p>
6. Customer applies, receives credit, issue identified, eligibility	<p>CSP sends Customer_Request (CusReq) to verify customer account information. Utility confirms customer by replying with Customer_Confirmed (CusRes).</p>

Scenario	Process / Guidance
terminated by CSP (i.e. T0)	<p>Upon receipt of Customer_Tariff (CusTar) from CSP, Utility applies tariff code/ eligibility duration to customer's account and sends Benefit_Response (BftRes) back to CSP.</p> <p>When an issue is identified and it is determined the customer is not eligible for OESP, the CSP will send a Customer_Tariff (CusTar) of "T0". Utility applies tariff code to the customer's account (i.e. terminates OESP credit) and sends Benefit_Response (BftRes) back to CSP.</p>
7. Primary account holder no longer resides at service address	See section 5.4 of this Guideline. Utility terminates OESP credit and may advise remaining household members, if any, to reapply. No transactions with CSP take place.
8. OESP recipient moves (account may or may not be closed)	Utility terminates OESP credit as of final billing date at old service address (credit amount may be prorated). Utility advises customer to reapply.
9. OESP recipient closes account	Utility terminates OESP credit as of final billing date (credit amount may be prorated).