



Ontario  
Energy  
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de l'énergie  
de l'Ontario

BY EMAIL ONLY

August 7, 2020

To: All Licensed Electricity Distributors,  
All Licensed Unit Sub-meter Providers

**Re: Guidance on Covid-19 Energy Assistance Program – Small Business  
Implementation and Related Materials – OEB File No. EB-2020-0185**

The Ontario Energy Board (OEB), of its own motion, has today amended the licences of all licensed electricity distributors (Distributors) and unit sub-meter providers (USMPs) to support the implementation of the Government of Ontario's new COVID-19 Energy Assistance Program – Small Business (CEAP-SB). The purpose of this letter is to provide further details relevant to the implementation of CEAP-SB.

In the Decision and Order (Decision), the OEB has determined that the \$8 million in funding provided by the Government will be allocated based on the number of GS<50 kW customers for Distributors and the number of customers in the relevant commercial class whose annual usage is less than 150,000 kWh for USMPs, as reported to the OEB. A total of \$4.625 million will be allocated to Distributors, and \$53,700 to USMPs. The Decision indicates that the individual allocations for each Distributor and USMP would be provided by the OEB in separate correspondence, these allocations are set out in Appendix A to this letter. As explained in the Decision the funds will be provided by the Independent Electricity System Operator through a reimbursement for all credits provided to eligible consumers.

The Licence conditions prescribe the use of an application form that reflects the eligibility criteria set out in the Decision and requires the licensees to provide it for use by consumers who are seeking CEAP-SB funding. The OEB has prepared an application form in cooperation with the Ministry of Energy, Northern Development and Mines (Application Form) which is attached as Appendix B to this letter in English with a translated French version to follow shortly. The OEB will also provide a final Application Form in both official languages and in an online, fillable PDF.

As part of the implementation of the CEAP residential program, OEB staff provided a slide deck with guidance to Distributors, USMPs and natural gas utilities. The deck included a glossary of terms, eligibility, application processing, expected timelines, application of the credit to eligible customer accounts and reporting and record keeping requirements. As the much of the of the guidance provided in that deck applies, with necessary modification, to CEAP-SB, OEB staff is suggesting Utilities refer to the CEAP residential program implementation deck for guidance when implementing CEAP-SB.

There are, however, two elements of guidance specific to eligibility for CEAP-SB that OEB staff is providing to utilities. Firstly, as noted in the Decision, to achieve the Ministers' goal of helping small business and registered charity customers who need the most help due to the impact of COVID-19, the OEB has interpreted "closed" as meaning the small business or registered charity was unable to maintain regular operations to the public as a result of the requirement to either fully close or limit access to their premises. To assist Utilities in responding to enquiries from customers about CEAP-SB eligibility, OEB staff is providing examples of what closures might include, but are not limited to:

- Personal services (e.g. hair salon, chiropractor) that had to fully close
- A restaurant or coffee shop that had to close regular dining operations and provided only takeaway or delivery service.
- A small fashion retailer or pet store whose premises was closed to the public but was able to provide contactless curbside pick for customers.
- A non-publicly funded registered charity whose premises was closed to the public but was able to adapt to provide limited services remotely.

### Accounting Guidance

Note that the following accounting guidance applies to CEAP-SB as well as the CEAP residential program that was discussed in the OEB's July 16, 2020 Guidance. The CEAP-SB and CEAP residential program are being funded through provincial revenues. The IESO has informed the Utilities that CEAP-SB and CEAP residential program reimbursements will appear as charge type 1477 "Covid-19 Energy Assistance Program (CEAP) Settlement Amount" on the IESO invoice. Electricity distributors are to record the reimbursements as per the IESO invoice and amounts credited to eligible customers in new Accounts Payable or Accounts Receivable sub-accounts. CEAP-SB and CEAP residential program related transactions will not flow through expenses, revenues or variance accounts.

Electricity distributors must perform monthly reconciliations between the CEAP-SB and CEAP residential program amounts credited on customers' bills, and the amounts reimbursed from the IESO to ensure that they are kept whole, and do not exceed the funding allocated to them.

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-SB Implementation" in the subject line.

Yours truly,

*Original signed by*

Brian Hewson  
Vice President, Consumer Protection & Industry Performance

## Appendix A

**Letter to All Licensed Electricity Distributors and  
All Licensed Unit Sub-Meter Providers  
Re: Guidance on CEAP-SB  
Implementation and Related Materials  
OEB File No.: EB-2020-0185**

### DISTRIBUTOR FUNDING ALLOCATION

Alectra Utilities Corporation	\$ 872,771.63
Algoma Power Inc.	\$ 9,924.73
Atikokan Hydro Inc.	\$ 2,429.06
Bluewater Power Distribution Corporation	\$ 36,185.65
Brantford Power Inc.	\$ 29,419.74
Burlington Hydro Inc.	\$ 59,454.56
Canadian Niagara Power Inc.	\$ 25,979.44
Centre Wellington Hydro Ltd.	\$ 7,870.98
Chapleau Public Utilities Corporation	\$ 1,553.35
Cooperative Hydro Embrun Inc.	\$ 1,720.15
Cornwall Street Railway Light and Power	\$ 22,580.85
E.L.K. Energy Inc.	\$ 14,657.74
Energy+ Inc.	\$ 66,804.28
Entegrus Powerlines Inc.	\$ 59,339.88
ENWIN Utilities Ltd.	\$ 81,555.85
EPCOR Electricity Distribution Ontario Inc.	\$ 18,431.64
ERTH Power Corporation	\$ 23,956.97
Espanola Regional Hydro Distribution Corporation	\$ 4,044.95
Essex Powerlines Corporation	\$ 20,787.72
Festival Hydro Inc.	\$ 21,788.54
Fort Frances Power Corporation	\$ 4,399.41
Greater Sudbury Hydro Inc.	\$ 43,222.62
Grimsby Power Incorporated	\$ 8,121.18
Halton Hills Hydro Inc.	\$ 19,755.63
Hearst Power Distribution Company Limited	\$ 4,243.03
Hydro 2000 Inc.	\$ 1,501.22
Hydro Hawkesbury Inc.	\$ 6,390.61
Hydro One Networks Inc.	\$ 1,163,393.17
Hydro Ottawa Limited	\$ 260,586.73
Innpower Corporation	\$ 11,540.63
Kingston Hydro Corporation	\$ 30,462.25
Kitchener-Wilmot Hydro Inc.	\$ 83,724.28
Lakefront Utilities Inc.	\$ 11,707.43
Lakeland Power Distribution Ltd.	\$ 22,507.87

London Hydro Inc.	\$ 132,149.04
Milton Hydro Distribution Inc.	\$ 28,168.72
Newmarket-Tay Power Distribution Ltd.	\$ 41,252.27
Niagara Peninsula Energy Inc.	\$ 46,694.19
Niagara-on-the-Lake Hydro Inc.	\$ 14,105.21
North Bay Hydro Distribution Limited	\$ 27,720.44
Northern Ontario Wires Inc.	\$ 7,547.80
Oakville Hydro Electricity Distribution Inc.	\$ 57,786.53
Orangeville Hydro Limited	\$ 12,134.86
Orillia Power Distribution Corporation	\$ 14,636.89
Oshawa PUC Networks Inc.	\$ 42,023.73
Ottawa River Power Corporation	\$ 13,438.00
Peterborough Distribution Incorporated	\$ 35,716.52
PUC Distribution Inc.	\$ 35,591.42
Renfrew Hydro Inc.	\$ 4,597.49
Rideau St. Lawrence Distribution Inc.	\$ 7,704.18
Sioux Lookout Hydro Inc.	\$ 4,211.76
Synergy North	\$ 56,420.84
Tillsonburg Hydro Inc.	\$ 6,724.21
Toronto Hydro-Electric System Limited	\$ 745,376.45
Elexicon	\$ 118,731.89
Wasaga Distribution Inc.	\$ 8,538.19
Waterloo North Hydro Inc.	\$ 60,893.23
Welland Hydro-Electric System Corp.	\$ 18,796.52
Wellington North Power Inc.	\$ 4,910.24
Westario Power Inc.	\$ 26,865.58

### USMP FUNDING ALLOCATION

Alectra Energy Services (operating at PowerStream Energy Services)	\$ 9,731.38
CARMA Corp.	\$ 1,699.30
Clean Cut Energy Corp.	\$ 850.00
Dynergy Energy Management Inc.	\$ 850.00
Enercare Connections	\$ 21,958.93
ND Energy Inc.	\$ 3,315.19
Olameter Inc.	\$ 850.00
Priority Submetering Solutions Inc.	\$ 9,674.53
Provident Energy Management Inc	\$ 850.00
Simply Metering Solutions Inc.	\$ 850.00
Wyse Meter Solutions Inc.	\$ 2,251.83
YES Energy Management Inc.	\$ 850.00

## Appendix B (English)

### **COVID-19 Energy Assistance Program for Small Business (CEAP-SB) Application Form (Electricity)**

#### **INSTRUCTIONS**

Please complete only one electricity application for your registered small business or registered charity. You cannot receive COVID-19 Energy Assistance Program for Small Business (CEAP-SB) funding for multiple storefronts or locations, and you can only receive CEAP-SB funding from your electricity provider once. If you have natural gas service, you may also be able to apply separately for natural gas CEAP-SB support through your natural gas utility.

After you have provided your information, please sign this form and provide your consent by: (a) if submitting electronically, typing your name(s) in Section 4; or (b) if submitting by mail, you may print the completed form and sign Section 4 by hand. Please ensure that the information provided is accurate and up-to-date.

Once completed, the form can be emailed or printed and mailed to your utility. Your utility may offer other ways to submit your application, including in some cases by phone. Please refer to your utility's website or contact them for more details.

CEAP-SB funding is limited and applying does not guarantee that your utility has CEAP-SB funding remaining. Applications will be processed in the order they are received. For information on residential CEAP and lower-income energy support programs available, please visit the Ontario Energy Board's [website](#).

#### **PROGRAM ELIGIBILITY**

**You are eligible for this program if you meet all of the following criteria:**

1. As of the date you are applying, your small business or registered charity has an active account with an electricity distributor or a unit sub-meter provider. You will be required to provide your registered business number or charitable registration number.
2. Your small business or registered charity is using less than 150,000 kWh of electricity annually if the account is with a unit sub-meter provider.
3. Your small business or registered charity is classified as a general service < 50 kW customer if the account is with an electricity distributor.
4. Your small business or registered charity did not have any overdue amounts on its electricity bill on March 17, 2020, the date of the Provincial Declaration of Emergency.

5. As of the date you are applying, your small business or registered charity has any overdue amounts owing from at least two electricity bills since March 17, 2020.
6. Your small business or registered charity was required to close its premises to members of the public for regular operations for at least fifteen days as a result of a government order or an inability to adapt your business or charity to comply with public health recommendations.

You may be eligible for an enhanced credit if your small business or registered charity's main heating source is electricity.

If you are not eligible for CEAP-SB, your place of residence may still be eligible for residential CEAP or lower-income energy support programs. Please contact your utility for information on entering into a payment agreement. You may also visit the Ontario Energy Board's [website](#) for more information .

## **SECTION 1: NOTICE AND CONSENT**

When submitting this completed form to your utility, please do not provide any personal information. The term "personal information" has the same meaning as under the *Freedom of Information and Protection of Privacy Act*, R.S.O. 1990 c. F.31. Please note that information requested in this form is business identity information (i.e. name, title, and business contact information), not personal information.

Should any personal information be provided within this form, this personal information will be collected by your utility in accordance with applicable privacy legislation such as the *Municipal Freedom of Information and Protection of Privacy Act* or the federal *Personal Information Protection and Electronic Documents Act* and the licence granted to it by the Ontario Energy Board under the *Ontario Energy Board Act, 1998*.

Your business information is being collected for the purpose of administering CEAP-SB, including but not limited to, determining your eligibility for CEAP-SB.

In addition, your utility may use information already collected from you for the purposes of administering your utility account (e.g., any data respecting billing, bill payments), for the purposes of evaluating your eligibility for CEAP-SB and administering CEAP-SB.

The funding for CEAP-SB is provided by the Government of Ontario. Given that, in order to verify and determine whether you were eligible for CEAP-SB and/or to otherwise administer CEAP-SB, it may be necessary for your utility to share your information with the Ministry of Energy, Northern Development and Mines. If the Ministry of Energy, Northern Development and Mines requests any of the information, including personal information contained in this form in order to verify your eligibility for CEAP-SB or for audit purposes related to the administration of CEAP-SB, your utility will supply it

to them. The Ministry of Energy, Northern Development and Mines may contact you for further information as part of their audit. You are encouraged to retain any documentation that demonstrates you meet the eligibility for CEAP-SB.

By completing and submitting this application form, you are consenting to the collection, use, and disclosure of your information, including personal information as described above.

Contact information for the person who can answer questions about the collection of the information in this form is available on your utility's web site.

## **SECTION 2: PROGRAM ELIGIBILITY REQUIREMENTS**

1. Are you applying for support for a small business or registered charity?  
 Yes (*NTD: If you select yes, please provide your registered business number or charitable registration number.*)  
  
 No (*NTD: If you select No, CEAP-SB is a targeted program designed to aid certain customers in these difficult times. The response you have selected means your small business or registered charity does not meet the program's eligibility criteria.*)
  
2. Have you previously applied for CEAP-SB electricity support for another premise or account that operates under the same registered business number or charitable registration number?  
 Yes (*NTD: If you select Yes, CEAP-SB is a targeted program designed to aid certain customers in these difficult times. The response you have selected means your small business or registered charity does not meet the program's eligibility criteria.*)  
  
 No
  
3. As of the date you are applying, does your small business or registered charity have either:  
(a) an active account with an electricity distributor as a general service < 50 kW customer; or  
(b) an active account with a unit sub-meter provider and use less than 150,000 kWh of electricity annually?  
 Yes (*NTD: If you select Yes, your electricity utility will verify this information.*)  
  
 No (*NTD: If you select No, CEAP-SB is a targeted program designed to aid certain customers in these difficult times. The response you have selected means your small business or registered charity does not meet the program's eligibility criteria.*)



4. Did your small business or registered charity have overdue amounts for its electricity bill on March 17, 2020, the date of the Provincial Declaration of Emergency?
- Yes (*NTD: If you select Yes, CEAP-SB is a targeted program designed to aid certain customers in these difficult times. The response you have selected means your small business or registered charity does not meet the program's eligibility criteria.*)
- No (*NTD: If you select No, your electricity utility will verify this information.*)
5. As of the date you are applying, does your small business or registered charity have any overdue amounts owing from at least two electricity bills since March 17, 2020?
- Yes: I have overdue amounts owing from at least two bills since March 17, 2020. (*NTD: If you select Yes, your electricity utility will verify this information.*)
- No: (*NTD: If you select No, CEAP-SB is a targeted program designed to aid certain customers in these difficult times. The response you have selected means your small business or registered charity does not meet the program's eligibility criteria.*)
6. Was your small business or registered charity required to close its premises to the public for regular operations for at least fifteen days as a result of a government order or an inability to adapt its business to comply with public health recommendations?
- Yes
- No: (*Note to Draft: If you select No, CEAP-SB is a targeted program designed to aid certain customers in these difficult times. The response you have selected means your small business or registered charity does not meet the program's eligibility criteria.*)
7. Is your small business or registered charity's main heating source electricity?
- Yes
- No (*If you select No, you are still eligible for CEAP-SB funding. Small businesses or registered charities that use electricity as their main heating source may be eligible for an enhanced CEAP-SB credit.*)

### SECTION 3: UTILITY ACCOUNT INFORMATION

Before you begin, make sure that you have a copy of your bill for reference.

**Utility Account Information:** Please enter your information exactly as it appears on your small business or registered charity's utility bill. If the information is not entered as it appears on your small business or registered charity's utility bill, your application may not be processed until the information can be corrected and verified.

1. Your Utility:

\_\_\_\_\_

2. Utility Account Number:

\_\_\_\_\_

Name on the Account:

\_\_\_\_\_

Name of Person Authorized to Act on Behalf of the Account:

\_\_\_\_\_

Account's Service Address:

\_\_\_\_\_

3. Your Registered Business Number or Charitable Registration Number:

\_\_\_\_\_

4. Your small business or registered charity contact information (please provide the best number or e-mail address for your utility to contact you if they have questions about your application):

Phone Number (home, work or mobile): \_\_ \_\_ \_\_ - \_\_ \_\_ \_\_ - \_\_ \_\_ \_\_ \_\_

Email Address: \_\_\_\_\_

### SECTION 4: DECLARATION

By signing below,

(a) I declare that the information I have provided in this application is true and correct;  
and

(b) I indicate my consent to the collection, use and disclosure of my information, including personal information, if applicable, as described in this form

Name of Person Authorized to Act on Behalf of the Account:

Date:

\_\_\_\_\_  
(sign by hand or type in your name)

Please e-mail or mail this form to your small business or registered charity's utility. The e-mail and mailing address are available on the utility's website. Your utility may offer other ways to submit your application, including in some cases by phone. Please refer to your utility's website or contact them for more details.

Your utility will review this application and notify you whether your small business or registered charity is eligible for CEAP-SB. If approved, a one-time credit amount will appear on the customer's next bill or the following one, depending on where the customer is in the billing cycle.