



Ontario  
Energy  
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de l'Ontario

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## **DECISION AND ORDER**

**EB-2020-0162**

**EB-2020-0185**

**Amending Electricity Distributor and Unit Sub-Meter  
Provider Licences to Require Licensees to administer the  
COVID-19 Energy Assistance Program and the COVID-19  
Energy Assistance Program – Small Business**

**BY DELEGATION, BEFORE: Brian Hewson**  
Vice President,  
Consumer Protection & Industry Performance

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**January 14, 2021**

On June 16, 2020, the Ontario Energy Board (OEB) issued a Decision and Order (CEAP Decision) which amended the licences of all licensed electricity distributors and unit sub-meter providers (collectively, Utilities) to support the implementation of the government's COVID-19 Energy Assistance Program (CEAP). On August 7, 2020, the OEB issued a Decision and Order (CEAP-SB Decision) which amended the licences of all Utilities to support the implementation of a related government program: the COVID-19 Energy Assistance Program – Small Business (CEAP-SB). On September 30, 2020, the OEB issued a Decision and Order (CEAP/CEAP-SB Amendment Decision) to revise certain eligibility criteria for CEAP and CEAP-SB.

The OEB, for the reasons set out below, is amending the Utilities' licences to make certain additional revisions to the eligibility criteria and amounts of funding available for account holders for both the CEAP and CEAP-SB programs. The revisions are being made further to a request from the Minister of Energy, Northern Development and Mines and the Associate Minister of Energy in a letter dated December 22, 2020 that the OEB consider changes to the programs.

This Decision and Order is being issued by Delegated Authority without a hearing pursuant to section 6(4) of the *Ontario Energy Board Act, 1998*.

## BACKGROUND

The government has made \$9 million in CEAP funding available for residential consumers who are struggling to pay their energy bills as a result of the COVID-19 emergency. Further to a request the OEB received from the Minister of Energy, Northern Development and Mines and the Associate Minister of Energy (Ministers' CEAP Letter) on June 1, 2020, the CEAP Decision set out the responsibilities of Utilities with respect to the implementation of CEAP. The CEAP Decision established that Utilities would be the delivery agent for CEAP, and established rules with respect to matters such as CEAP eligibility requirements, timelines for delivery of CEAP, and reporting requirements. The OEB also specified in a separate communication how the \$9 million in funding was to be allocated amongst the Utilities. Also on June 16, 2020, the OEB issued a letter to certain natural gas distributors indicating its expectation that they would implement the CEAP in a similar manner to that of the Utilities and provided an allocation of funding to the natural gas distributors. Utilities began processing CEAP applications on July 13, 2020.

The government has made \$8 million in CEAP-SB funding available for small business and registered charity customers who have fallen behind on their energy bills. The CEAP-SB Decision set out the responsibilities of Utilities with respect to the implementation of CEAP-SB, further to a request the OEB received from the Minister of

Energy, Northern Development and Mines and the Associate Minister of Energy (Ministers' CEAP-SB Letter) on August 4, 2020. Like the CEAP Decision, the CEAP-SB Decision established that Utilities would be the delivery agent for CEAP-SB, and established rules with respect to matters relating to CEAP-SB eligibility requirements, timelines for the delivery of CEAP-SB, and reporting requirements. Also on August 7, 2020, the OEB issued a letter to natural gas distributors setting out the expectation that they would also implement CEAP-SB in a similar manner to that of the Utilities. Utilities began processing CEAP-SB applications as of August 31, 2020.

On June 18, 2020, the OEB issued a Decision and Order which amended the licence of the Independent Electricity System Operator (IESO) to require it to act as a "settlement agent" with the Utilities and to reimburse them for CEAP credits they provided to their customers, up to the maximum amount allocated to each Utility by the OEB. On August 10, 2020, the OEB issued a Decision and Order which amended the IESO's licence to create a similar process for CEAP-SB.

On September 30, 2020, the OEB issued the CEAP/CEAP-SB Amendment Decision, which amended the eligibility criteria of CEAP and CEAP-SB to allow more consumers to access the available funds.

On December 22, 2020, the OEB received a letter from the Minister of Energy, Northern Development and Mines and the Associate Minister of Energy (Ministers' December 22 Letter) which requested that the OEB consider further changes to the CEAP and CEAP-SB programs, which they believe will help more residential and small business customers become eligible for even more support. Specifically, the Ministers' December 22 Letter requested that the OEB consider the following changes for both electricity and natural gas customers:

- Elimination of the previous eligibility criteria, to be replaced with the single criterion that the customer has overdue amounts owing from one or more previous bill(s) since March 17, 2020; and
- Increasing the credit amount cap to \$750 under CEAP and to \$1,500 under CEAP-SB.

The Ministers' December 22 Letter further requested that the OEB examine how changes to the CEAP and CEAP-SB programs could be implemented in a manner that is fair to customers who applied under earlier eligibility rules, as well as customers who may be newly eligible.

## DECISION

The OEB has determined that it will implement the above-noted changes to the CEAP and CEAP-SB programs to make more consumers eligible for the existing total CEAP and CEAP-SB funding, and to provide for increased maximum credit amounts per customer. Based on reporting provided by the Utilities, the OEB understands that all Utilities still have remaining CEAP and CEAP-SB funding available. The program changes that are being made in this Decision make provision for customers that applied under the previous eligibility criteria and funding caps to obtain funding (or increased funding, as applicable), while also maximizing opportunities to make funding available to new applicants.

### Implementation of the Amended Conditions

The amendments to the licences of the Utilities to reflect the revised conditions for CEAP and CEAP-SB are effective on the date of issuance of this Decision and Order.

The OEB recognizes that Utilities already have in their possession applications for both CEAP and CEAP-SB that were rejected based on the previous eligibility criteria.

The OEB will require Utilities to re-process all previously rejected applications using the new eligibility criterion, in the order that they were received and before processing any new applications. Where those applications meet the new eligibility criterion, a credit of up to \$750 (for CEAP) or up to \$1500 (for CEAP-SB) will be applied to any current overdue balances on the customer's account. Utilities are required to re-process previously rejected applications within 30 days of the issuance of this Decision and Order. Utilities may not process any new applications (or complete the processing of any as of yet unprocessed Application Forms that were received after January 4, 2021) until the re-processing is complete, and the 10-day requirement for processing new applications will be suspended during the re-processing period. Once the previously rejected application forms have been re-processed, Utilities are required to begin processing new application forms in the order they were received and the 10-day requirement will apply.

The OEB also considers it appropriate to allow an opportunity for customers that have already received a credit under the previous eligibility criteria and per customer funding caps to apply for further funding up to the new funding caps, and is amending the licence conditions to allow for this. To facilitate this, a new licence condition will require Utilities to notify customers that previously received a credit that the funding limits per customer have now been increased, and that they are permitted to file a new application for additional credits under the new funding caps to be applied against any current overdue amounts on the customer's account. These applications, and any other new

applications, will be processed in the order that they are received, but not prior to the re-processing described in the paragraph above. No customer can receive CEAP or CEAP-SB funding that, in the aggregate, exceeds the new funding cap for the program.

In order to monitor the implementation and effect of the new criteria, Utilities are required to report to the OEB once the re-processing is complete, and indicate how much of their allotted funding remains for CEAP and CEAP-SB. This report must be filed within five days of the completion of the re-processing.

The OEB will be issuing under separate cover new application forms for both CEAP and CEAP-SB that reflect the revised program features. Utilities are required to make the revised application forms available on their website and make any other necessary changes to their systems or websites to ensure customers have access to the revised form.

All other licence conditions relating to CEAP and CEAP-SB remain unchanged.

**IT IS ORDERED THAT:**

1. Sections 23 and 24 of the electricity distribution licence of each electricity distributor are amended to reflect the changes described in this Decision and Order as set out in Attachment A.
2. Sections 12 and 13 of the unit sub-metering licence of each unit sub-meter provider are amended to reflect the changes described in this Decision and Order as set out in set out in Attachment B.

**DATED** at Toronto January 14, 2021

**ONTARIO ENERGY BOARD**

*Original Signed By*

Brian Hewson  
Vice President, Consumer Protection & Industry Performance

**Attachment A**  
**To**  
**Decision and Order dated**  
**January 14, 2021**  
**EB-2020-0162/EB-2020-0185**  
**Licence Conditions – Electricity Distributor**

**23 Administration of COVID-19 Energy Support Program**

23.1 For the purposes of paragraphs 23.1 to 23.8:

“Application Form” means the form of application for CEAP approved by the Board, including the use of that form by telephone

“CEAP” means the COVID-19 Energy Assistance Program as described in the Board’s Decision and Order dated January 14, 2021

“CEAP-eligible account” means an account in the Licensee’s residential class that meets all of the following criteria:

- (a) The account has an Overdue Balance with respect to one or more electricity bills issued since March 17, 2020. This includes accounts subject to an arrears payment agreement, and
- (b) the account holder has provided a complete Application Form.

“Overdue Balance” means the amount by which the account holder’s balance is past due in respect of Electricity Charges at the time the Application Form is received by the Licensee, and has the modified meaning set out in paragraph 23.3(f) where applicable. Amounts that may be on the bill but are not yet past due are not part of the Overdue Balance.

“electricity charges” means:

- (a) charges that appear under the sub-headings “Electricity”, “Delivery”, and “Regulatory Charges” as described in Ontario Regulation 275/04 (Information on Invoices to Certain Classes of Consumers of Electricity) made under the Act, and all applicable taxes on those charges;
- (b) where applicable, charges prescribed by regulations under section 25.33 of the Electricity Act and all applicable taxes on those charges
- (c) Board-approved specific service charges, including late payment charges, and such other charges and applicable taxes associated with the consumption of electricity as may be required by law to be included on the bill issued to the customer or as may be designated by the Board for the purposes of this definition, but not including security deposits, amounts owed by a customer pursuant to a billing adjustment, or amounts under an arrears payment agreement entered into prior to March 17, 2020; and
- (d) any financial assistance provided for under the *Ontario Rebate for Electricity Consumers Act, 2016*

23.2 The Licensee shall start to accept Application Forms as of July 13, 2020.

23.3 The Licensee shall:

- (a) Make copies of the Application Form available on its web site and to any customer on request.
  - (b) Process all complete Application Forms in the order in which they are received.
  - (c) Accept Application Forms by e-mail or mail, and may also allow the Application Form to be completed online or by telephone, provided that where Application Forms are completed by telephone the call must be recorded and must document confirmation of all information requested on the Application Form, including consent and the applicant's declaration of eligibility.
  - (d) Subject to paragraph 23.3(e), process each complete Application Form within 10 business days of receipt.
  - (e) Notwithstanding the requirements of paragraph 23.3 (d), each Application Form that was received before January 14, 2021 and denied as not being a CEAP-eligible account as that term was defined on the date of application shall be re-processed by the Licensee as quickly as practicable and not later than February 15, 2021 on the basis of section 23 as amended on January 14, 2021. The Licensee shall not process any Application Form filed after January 14, 2021 until after this re-processing has been completed.
  - (f) In the case of re-processed applications under paragraph 23.3(e), the amount of the Overdue Balance shall be determined based on the date of the re-processing, not the date on which the Application Form was received.
  - (g) Once the re-processing of previously rejected applications described in paragraph 23.3(e) is complete, the Licensee shall report to the OEB on the amount of CEAP funding it still has available. This information must be filed with the OEB not later than five days after the completion of the re-processing.
  - (h) Within 10 days of January 14, 2021, the Licensee shall inform all of its customers that received a credit under the CEAP program prior to January 14, 2021 that the maximum amount of funding per customer is now \$750, and if they have an Overdue Balance on their bill they can submit a new Application Form for additional credits.
- 23.4 The Licensee shall provide a credit to a CEAP-eligible account in an amount equal to the Overdue Balance for the account to a maximum of \$750. For greater clarity, in the case of a new application under paragraph 23.3(h), the maximum credit that can be provided further to the new application shall be \$750 less the amount of the credit previously provided to the CEAP-eligible account.
- 23.5 The credit must be applied on the next bill issued to the CEAP-eligible account after the processing of the Application Form for the account as set out in paragraphs 23.3(d) and 23.3(e), where feasible, and in any event no later than on the following bill.
- 23.6 Despite paragraph 23.4:
- (a) The Licensee is not required to provide a credit to a CEAP-eligible account if the total amount of CEAP funding available to the Licensee as specified by the Board has been expended; and
  - (b) Subject to paragraph 23.3(h), the Licensee shall not provide a credit to a CEAP-eligible account more than once.

- 23.7 Reimbursement for credits provided by the Licensee to CEAP-eligible accounts, up to the total referred to in paragraph 23.6(a), are recoverable from the Independent Electricity System Operator. The Licensee shall provide information in such form and manner, and within such time, as the IESO may reasonably require, in respect of requests for reimbursement. The Licensee shall not seek reimbursement from the Independent Electricity System Operator for any amount above the total referred to in paragraph 23.6(a) or on account of any costs relating to the administration of CEAP.
- 23.8 The Licensee shall keep the following records for two years, and make them available to the Board upon request:
- (a) Copies of all Application Forms received, including recordings of calls where the Application Form is provided by telephone, and copies of any communications with customers about CEAP.
  - (b) A record of all Application Forms that were accepted as complete and a credit was provided to CEAP-eligible accounts, and a record of all Application Forms that were denied.
  - (c) A record of the credit provided to each CEAP-eligible account, as well as the total amount of credits provided to all CEAP-eligible accounts.
- 23.9 The Licensee shall report to the Board, as soon as practicable, the date on which the total amount of CEAP funding referred to in paragraph 23.6(a) has been expended.
- 23.10 Paragraphs 23.1 to 23.8 govern over any provisions of the Distribution System Code or the Standard Supply Service Code in the event of any inconsistency.

## **24 Administration of COVID-19 Energy Support Program – Small Business**

24.1 For the purposes of paragraphs 24.1 to 24.8:

“Application Form” means the form of application for CEAP-SB approved by the Board, including the use of that form by telephone

“CEAP-SB” means the COVID-19 Energy Assistance Program – Small Business as described in the Board’s Decision and Order dated January 14, 2021

“CEAP-SB eligible account” means an account for premises in the Licensee’s GS<50 class (for electricity distributors) / relevant commercial class and whose annual usage is less than 150,000 kWh (for USMPs) that meets all of the following criteria:

- a) the account holder has a registered business number or charitable registration number for the business or registered charity operating out of the premises,
- b) the account holder has an Overdue Balance with respect to one or more electricity bills since March 17, 2020. This includes accounts subject to an arrears payment agreement,
- c) the account holder has provided a complete Application Form.

Note that the Licensee is only required to verify the information in items (b) above.

“electricity charges” means:

- a) charges that appear under the sub-headings “Electricity”, “Delivery”, and “Regulatory Charges” as described in Ontario Regulation 275/04 (Information on Invoices to Certain



- Classes of Consumers of Electricity) made under the Act, and all applicable taxes on those charges;
- b) where applicable, charges prescribed by regulations under section 25.33 of the Electricity Act and all applicable taxes on those charges
  - c) Board-approved specific service charges, including late payment charges, and such other charges and applicable taxes associated with the consumption of electricity as may be required by law to be included on the bill issued to the customer or as may be designated by the Board for the purposes of this definition, but not including security deposits, amounts owed by a customer pursuant to a billing adjustment, or amounts under a payment agreement entered into prior to March 17, 2020; and
  - d) any financial assistance provided for under the *Ontario Rebate for Electricity Consumers Act, 2016*; and

“Overdue Balance” means the amount by which the account holder’s balance is past due in respect of Electricity Charges at the time the Application Form is received by the Licensee, and has the modified meaning set out in paragraph 24.4(f) where applicable. Amounts that may be on the bill but are not yet past due are not part of the Overdue Balance.

24.2 The Licensee shall start to accept Application Forms as of August 31, 2020.

24.3 The Licensee shall:

- a) Make copies of the Application Form available on its web site and to any customer on request.
- b) Process all complete Application Forms in the order in which they are received.
- c) Accept Application Forms by e-mail or mail, and may also allow the Application Form to be completed online or by telephone, provided that where Application Forms are completed by telephone the call must be recorded and must document confirmation of all information requested on the Application Form, including consent and the applicant’s declaration of eligibility.
- d) Subject to paragraph 24.3(e), process each complete Application Form within 10 business days of receipt.
- e) Notwithstanding the requirements of paragraph 24.3 (d), each Application Form that was received before January 14, 2021 and denied as not being a CEAP-SB eligible account as that term was defined on the date of application shall be re-processed by the Licensee as quickly as practicable and not later than February 15, 2021 on the basis of this paragraph 23 as amended on January 14, 2021. The Licensee shall not process any Application Form filed after January 14, 2021 until after this re-processing has been completed.
- f) In the case of re-processed applications under paragraph 24.3(e), the amount of the Overdue Balance on the date of the re-processing, not the date on which the Application Form was received.
- g) Once the re-processing of previously rejected applications described in paragraph 24.3(e) is complete, the Licensee shall report to the OEB on the amount of CEAP-SB funding it still has available. This information must be filed with the OEB not later than five days after the completion of the re-processing.

- h) Within 10 days of January 14, 2021, the Licensee shall inform all of its customers that received a credit under the CEAP-SB program prior to January 14, 2021 that the maximum amount of funding per customer is now \$1,500, and if they have Overdue Balances on their bill they can submit a new Application form for additional credits.
- 24.4 The Licensee shall provide a credit to a CEAP-SB eligible account up to the amount of the Overdue Balance for the account to a maximum of \$1,500. For greater clarity, in the case of a new application under paragraph 24.3(h), the maximum credit that can be provided further to the new application shall be \$1,500 less the amount of the credit previously applied to the CEAP-SB eligible account.
- 24.5 The credit must be applied on the next bill issued to the CEAP-SB eligible account after the processing of the Application Form for the account as set out in paragraph 24.3(d), where feasible, and in any event no later than on the following bill
- 24.6 Despite paragraph 24.4:
- a) The Licensee is not required to provide a credit to a CEAP-SB eligible account if the total amount of CEAP-SB funding available to the Licensee as specified by the Board has been expended; and
- b) Subject to paragraph 24.3(h) the Licensee shall not provide a credit to a CEAP-SB eligible account more than once.
- 24.7 Reimbursement for credits provided by the Licensee to CEAP-SB eligible accounts, up to the total referred to in paragraph 24.5(a), are recoverable from the Independent Electricity System Operator. The Licensee shall provide information in such form and manner, and within such time, as the IESO may reasonably require, in respect of requests for reimbursement. The Licensee shall not seek reimbursement from the Independent Electricity System Operator for any amount above the total referred to in paragraph 24.5(a) or on account of any costs relating to the administration of CEAP-SB.
- 24.8 The Licensee shall keep the following records for two years, and make them available to the Board upon request:
- a) Copies of all Application Forms received, including recordings of calls where the Application Form is provided by telephone, and copies of any communications with customers about CEAP-SB.
- b) A record of all Application Forms that were accepted as complete and a credit was provided to CEAP-SB eligible accounts, and a record of all Application Forms that were denied.
- c) A record of the credit provided to each CEAP-SB eligible account, as well as the total amount of credits provided to all CEAP-SB eligible accounts.
- 24.9 The Licensee shall report to the Board, as soon as practicable, the date on which the total amount of CEAP-SB funding referred to in paragraph 24.5(a) has been expended.
- 24.10 Paragraphs 24.1 to 24.8 govern over any provisions of the Distribution System Code or the Standard Supply Service Code in the event of any inconsistency.

**Attachment B  
To  
Decision and Order dated  
January 14, 2021  
EB-2020-0162/EB-2020-0185  
Licence Conditions – Unit Sub-Meter Provider**

**12 Administration of COVID-19 Energy Support Program**

12.1 For the purposes of paragraphs 12.1 to 12.8:

“Application Form” means the form of application for CEAP approved by the Board, including the use of that form by telephone

“CEAP” means the COVID-19 Energy Assistance Program as described in the Board’s Decision and Order dated January 14, 2021

“CEAP-eligible account” means an account in the Licensee’s residential class that meets all of the following criteria:

- (a) The account has an Overdue Balance with respect to one or more electricity bills since March 17, 2020. This includes accounts subject to an arrears payment agreement, and
- (b) the account holder has provided a complete Application Form.

“Overdue Balance” means the amount by which the account holder’s balance is past due in respect of Electricity Charges at the time the Application Form is received by the Licensee, and has the modified meaning set out in paragraph 12.3(f) where applicable. Amounts that may be on the bill but are not yet past due are not part of the Overdue Balance.

“electricity charges” means:

- (a) charges that appear under the sub-headings “Electricity”, “Delivery”, and “Regulatory Charges” as described in Ontario Regulation 275/04 (Information on Invoices to Certain Classes of Consumers of Electricity) made under the Act, and all applicable taxes on those charges;
- (b) where applicable, charges prescribed by regulations under section 25.33 of the Electricity Act and all applicable taxes on those charges
- (c) Board-approved specific service charges, including late payment charges, and such other charges and applicable taxes associated with the consumption of electricity as may be required by law to be included on the bill issued to the customer or as may be designated by the Board for the purposes of this definition, but not including security deposits, amounts owed by a customer pursuant to a billing adjustment, or amounts under an arrears payment agreement entered into prior to March 17, 2020; and
- (d) any financial assistance provided for under the *Ontario Rebate for Electricity Consumers Act, 2016*

12.2 The Licensee shall start to accept Application Forms as of July 13, 2020.

12.3 The Licensee shall:

- (a) Make copies of the Application Form available on its web site and to any customer on request.
  - (b) Process all complete Application Forms in the order in which they are received.
  - (c) Accept Application Forms by e-mail or mail, and may also allow the Application Form to be completed online or by telephone, provided that where Application Forms are completed by telephone the call must be recorded and must document confirmation of all information requested on the Application Form, including consent and the applicant's declaration of eligibility.
  - (d) Subject to 12.3(e), process each complete Application Form within 10 business days of receipt.
  - (e) Notwithstanding the requirements of paragraph 12.3 (d), each Application Form that was received before January 14, 2021 and denied as not being a CEAP-eligible account as that term was defined on the date of application shall be re-processed by the Licensee as quickly as practicable and not later than February 15, 2021 on the basis of the this section 12 as amended on January 14, 2021. The Licensee shall not process any Application Form filed after January 14, 2021 until after this re-processing has been completed.
  - (f) In the case of re-processed applications under paragraph 12.3(e), the amount of the Overdue Balance shall be determined based on the date of the re-processing, not the date on which the Application Form was received.
  - (g) Once the re-processing of previously rejected applications described in paragraph 12.3(e) is complete, the Licensee shall report to the OEB on the amount of CEAP funding it still has available. This information must be filed with the OEB not later than five days after the completion of the re-processing.
  - (h) Within 10 days of January 14, 2021, the Licensee shall inform all of its customers that received a credit under the CEAP program prior to January 14, 2021 that the maximum amount of funding per customer is now \$750, and if they have an Overdue Balance on their bill they can submit a new Application Form for additional credits.
- 12.4 The Licensee shall provide a credit to a CEAP-eligible account in an amount equal to the Overdue Balance for the account to a maximum of \$750. For greater clarity, in the case of a New Application under paragraph 12.3(h), the maximum credit that can be provided further to the new application shall be \$750 less the amount of the credit previously provided to the CEAP-eligible account.
- 12.5 The credit must be applied on the next bill issued to the CEAP-eligible account after the processing of the Application Form for the account as set out in paragraph 12.3(d), where feasible, and in any event no later than on the following bill.
- 12.6 Despite paragraph 12.4:
- (a) The Licensee is not required to provide a credit to a CEAP-eligible account if the total amount of CEAP funding available to the Licensee as specified by the Board has been expended; and
  - (b) Subject to paragraph 12.3(h), the Licensee shall not provide a credit to a CEAP eligible account more than once.
- 12.7 Reimbursement for credits provided by the Licensee to CEAP-eligible accounts, up to the total referred to in paragraph 12.6(a), are recoverable from the Independent Electricity System Operator. The Licensee shall provide information in such form and manner, and within such time, as the IESO may reasonably require, in respect of requests for reimbursement. The Licensee shall not seek reimbursement from the Independent Electricity System Operator for any amount

above the total referred to in paragraph 12.6(a) or on account of any costs relating to the administration of CEAP.

- 12.8 The Licensee shall keep the following records for two years, and make them available to the Board upon request:
- (a) Copies of all Application Forms received, including recordings of calls where the Application Form is provided by telephone, and copies of any communications with customers about CEAP.
  - (b) A record of all Application Forms that were accepted as complete and a credit was provided to CEAP-eligible accounts, and a record of all Application Forms that were denied
  - (c) A record of the credit provided to each CEAP-eligible account, as well as the total amount of credits provided to all CEAP-eligible accounts.
- 12.9 The Licensee shall report to the Board, as soon as practicable, the date on which the total amount of CEAP funding referred to in paragraph 12.6(a) has been expended.
- 12.10 Paragraphs 12.1 to 12.8 govern over any provisions of the Distribution System Code or the Standard Supply Service Code in the event of any inconsistency.

### **13 Administration of COVID-19 Energy Support Program – Small Business**

13.1 For the purposes of paragraphs 13.1 to 13.8:

“Application Form” means the form of application for CEAP-SB approved by the Board, including the use of that form by telephone

“CEAP-SB” means the COVID-19 Energy Assistance Program – Small Business as described in the Board’s Decision and Order dated January 14, 2021

“CEAP-SB eligible account” means an account for premises in the Licensee’s GS<50 class (for electricity distributors) / relevant commercial class and whose annual usage is less than 150,000 kWh (for USMPs) that meets all of the following criteria:

- a) the account holder has a registered business number or charitable registration number for the business or registered charity operating out of the premises,
- b) the account holder has an Overdue Balance with respect to one or more electricity bills since March 17, 2020 This includes accounts subject to an arrears payment agreement.
- c) the account holder has confirmed in the Application Form that it is not applying for a CEAP-SB credit for another location or electricity account anywhere in the Province of Ontario for the same small business or registered charity,
- d) the account holder has provided a complete Application Form.

Note that the Licensee is only required to verify the information in items (b) above.

“electricity charges” means:

- a) charges that appear under the sub-headings “Electricity”, “Delivery”, and “Regulatory Charges” as described in Ontario Regulation 275/04 (Information on Invoices to Certain Classes of Consumers of Electricity) made under the Act, and all applicable taxes on those charges;

- b) where applicable, charges prescribed by regulations under section 25.33 of the Electricity Act and all applicable taxes on those charges
- c) Board-approved specific service charges, including late payment charges, and such other charges and applicable taxes associated with the consumption of electricity as may be required by law to be included on the bill issued to the customer or as may be designated by the Board for the purposes of this definition, but not including security deposits, amounts owed by a customer pursuant to a billing adjustment, or amounts under a payment agreement entered into prior to March 17, 2020; and
- d) any financial assistance provided for under the *Ontario Rebate for Electricity Consumers Act, 2016*; and

“Overdue Balance” means the amount by which the account holder’s balance is past due in respect of Electricity Charges at the time the Application Form is received by the Licensee, and has the modified meaning as set out in paragraph 13.3(f) where applicable. Amounts that may be on the bill but are not yet past due are not part of the Overdue Balance.

13.2 The Licensee shall start to accept Application Forms as of August 31, 2020.

13.3 The Licensee shall:

- a) Make copies of the Application Form available on its web site and to any customer on request.
- b) Process all complete Application Forms in the order in which they are received.
- c) Accept Application Forms by e-mail or mail, and may also allow the Application Form to be completed online or by telephone, provided that where Application Forms are completed by telephone the call must be recorded and must document confirmation of all information requested on the Application Form, including consent and the applicant’s declaration of eligibility.
- d) Subject to paragraph 13.3(e), process each complete Application Form within 10 business days of receipt.
- e) Notwithstanding the requirements of paragraph 13.3 (d), each Application Form that was received before January 14, 2021 and denied as not being a CEAP-SB eligible account as that term was defined on the date of application shall be re-processed by the Licensee as quickly as practicable and not later than February 15, 2021 on the basis of the this paragraph 13 as amended on January 14, 2021. The Licensee shall not process any Application Form filed after January 14, 2021 until after this re-processing has been completed.
- f) In the case of re-processed applications under paragraph 13.3(e), the amount of the Overdue Balance shall be determined based on the date of the re-processing, not the date on which the Application Form was received.
- g) Once the re-processing of previously rejected applications described in paragraph 13.3(e) is complete, the Licensee shall report to the OEB on the amount of CEAP-SB funding it still has available. This information must be filed with the OEB not later than five days after the completion of the re-processing.
- h) Within 10 days of January 14, 2021, the Licensee shall inform all of its customers that received a credit under the CEAP-SB program prior to January 14, 2021 that the maximum amount of funding per customer is now \$1,500, and if they have an Overdue Balance on their bill they can submit a new Application Form for additional credits.

- 13.4 The Licensee shall provide a credit to a CEAP-SB eligible account up to the amount of the Overdue Balance for the account to a maximum of \$1,500. For greater clarity, in the case of a new application under paragraph 23.3(h), the maximum credit that can be provided further to the new application shall be \$1,500 less the amount of the credit previously provided to the CEAP-SB eligible account.
- 13.5 The credit must be applied on the next bill issued to the CEAP-SB eligible account after the processing of the Application Form for the account as set out in paragraph 13.3(d), where feasible, and in any event no later than on the following bill.
- 13.6 Despite paragraph 13.4:
- a) The Licensee is not required to provide a credit to a CEAP-SB eligible account if the total amount of CEAP-SB funding available to the Licensee as specified by the Board has been expended; and
  - b) Subject to paragraph 13.3(h), the Licensee shall not provide a credit to a CEAP-SB eligible account more than once.
- 13.7 Reimbursement for credits provided by the Licensee to CEAP-SB eligible accounts, up to the total referred to in paragraph 13.5(a), are recoverable from the Independent Electricity System Operator. The Licensee shall provide information in such form and manner, and within such time, as the IESO may reasonably require, in respect of requests for reimbursement. The Licensee shall not seek reimbursement from the Independent Electricity System Operator for any amount above the total referred to in paragraph 13.5(a) or on account of any costs relating to the administration of CEAP-SB.
- 13.8 The Licensee shall keep the following records for two years, and make them available to the Board upon request:
- a) Copies of all Application Forms received, including recordings of calls where the Application Form is provided by telephone, and copies of any communications with customers about CEAP-SB.
  - b) A record of all Application Forms that were accepted as complete and a credit was provided to CEAP-SB eligible accounts, and a record of all Application Forms that were denied.
  - c) A record of the credit provided to each CEAP-SB eligible account, as well as the total amount of credits provided to all CEAP-SB eligible accounts.
- 13.9 The Licensee shall report to the Board, as soon as practicable, the date on which the total amount of CEAP-SB funding referred to in paragraph 13.6(a) has been expended.
- 13.10 Paragraphs 13.1 to 13.8 govern over any provisions of the Distribution System Code or the Standard Supply Service Code in the event of any inconsistency.