



Affordability Fund Trust Training Module



October 20, 2017

People matter, results count.

Affordability Fund Trust Training Overview

Topic
Program Overview
Fact Sheet
End to End Process Overview
Assistance Availability Plans
Valuing Our Customers
Call Flows
Responding to Customer Inquiries
Q & A





Affordability Fund Is Live Fact Sheet



October 18, 2017

- The **Affordability Fund** is the next phase of the *Fair Hydro Plan* initiative.
- It is for everyone in Ontario who pays an electricity bill in Ontario and feels their electricity bill is a burden.
- It helps lower electricity use and costs over the long term, easing the burden of electricity bills.
- The program provides products and upgrades at no costs to eligible customers who might otherwise not be able to afford such upgrades.

When to refer customers:

- ❖ When inquiring or expressing interest in the Affordability Fund

Refer customers to:



www.AffordabilityFund.org

- General Information
- Online Application
- Description of Benefits



1-855-494-3863 (9:00am–5:00pm)

- *Personalized* Information
- Application Intake
- Personalized Benefit Information



End to End Process Overview – One Step Process

Affordability Fund Trust Team

Utility Company

Utility Company's Vendor

1. In-Take Call & Trusted Conversation

• *Inbound Call*

- Conducts Initial Assessment
- Asks caller questions to determine eligibility
- Determines EAB level, gathers customer information & gains approval to send to LDC.

2. Eligibility Verification

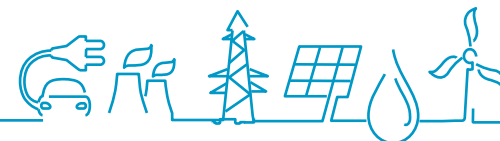
• *Outbound Call*

- Verifies the information provided by the customer
- Schedules In- Home visit
- Provides information to their vendor

3. In-Home Visit

• *In-Home Visit*

- Home Energy Advisors conducts audit
- Verifies income information
- Arranges installation dates for agreed upon equipment
- Conducts follow up visits



Assistance Availability Plans

Level 1

EAB < 3%

- Electricity Affordability Kit includes:
 - Block heater timer, smart power bar, efficient shower heads, aerators, LED light bulbs, etc
- Do not need to have electric water heating

Level 2

EAB is between 3% and 5%

- Refrigerator
- Freezer
- Window Air Conditioner
- Dehumidifier
- Programmable Thermostat

Level 3

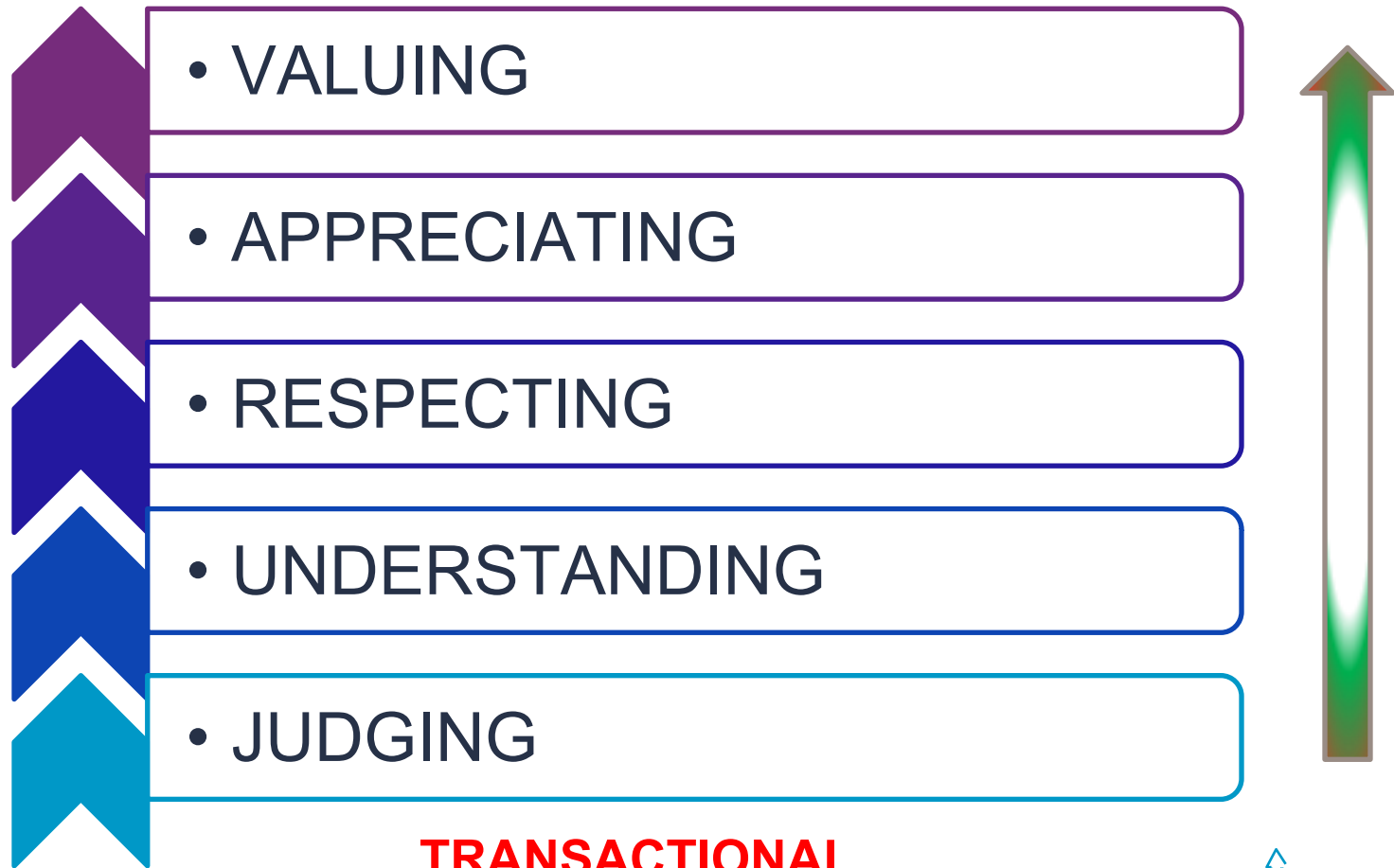
EAB > 5%

- Heat Pumps
- Attic Insulation
- Draft Proofing
- Wall Insulation
- Basement Insulation
- Must be electrically heated



Valuing Our Customers

PROFESSIONAL



TRANSACTIONAL



One Step Process Call Flow - Introduction



One Step Process Call Flow – In Take Questions



One Step Process Call Flow – Trusted Conversation

Responding to Customer Inquiries

Customer Says	Suggested CSR Response
Who is offering this program?	The Affordability Fund is funded by the Government of Ontario and is offered to you by your local electric utility and community services.
Why this program being offered?	This program helps Ontarians lower their electricity use and costs at home over the long term, easing the burden of electricity bills.
I have already qualified for a financial assistance program (LEAP, OESP, HAP). Do I qualify for this program?	Yes, you qualify for a free energy-saving kit including light bulbs, power bars and more and may qualify for other levels of help as well
I do not qualify for financial assistance programs. Do I qualify for this program?	Yes – this program is for everyone who feels their electricity bill is a burden. The level of help you qualify for is based on the percentage of your electricity bill to your income.
I live in social or assisted housing. Do I qualify?	Yes, you qualify for a free energy-saving kit including light bulbs, power bars and more and may qualify for other levels of help as well.
I rent my home. Do I qualify?	Yes, if you pay an electricity bill and it is in your name, you qualify for a free energy-saving kit including light bulbs, power bars and more. You may qualify for other levels of help as well.

Responding to Customer Inquiries

Customer Says	Suggested CSR Response
I have fallen behind on my bills. Do I qualify for this program?	Yes, you qualify for a free energy-saving kit including light bulbs, power bars and more and may qualify for other levels of help as well, including special payment arrangements.
Will I need to provide any personal information?	To qualify for Level 2 and 3 help, we will ask you to provide some basic information such as your total household income (for all members 18 years and older, after tax), your average electricity bill, and any arrears or disconnection fees you have paid. Your personal information will be kept strictly private.
My home is electrically heated. Can this program help me?	Yes, you may qualify for upgrades specifically for electrically heated homes, such as a heat pump or insulation.
Do I have to pay for upgrades or installation?	No. If you qualify, all upgrades, including installation, are offered free of charge.
How long does installation take?	Most upgrades can be done in a day or two, although some take longer. We will work with you to schedule a convenient time for any upgrades. You will always know what to expect.

Q & A

