

Affordability Fund Presentation to the Energy Table

November 22, 2017

What is it?

- In March 2017, the Government of Ontario established the Affordability Fund as part of the Fair Hydro Plan.
- The Affordability Fund provides assistance to households who do not qualify for low-income conservation programs.
- Eligible customers will benefit from upgrades to their home that will help make it more energy-efficient and reduce their electricity bills over the long-term.
- The Affordability Fund is governed by an independent Board of Trustees comprised of representatives from both the social service and utility sectors.

Who qualifies?

- The Affordability Fund has been designed to target those electricity customers who are above the poverty line, but who are feeling the burden of their electricity bills.
- To be eligible, individuals:
 - Self-identify as needing assistance with their electricity bill;
 - Must own, rent, or lease a primary residence in Ontario; and
 - Must be the utility account holder named in respect of the residence.
- Individuals who qualify for the Home Assistance Program, Low-Income Energy Assistance Program and the Ontario Electricity Support Program are not eligible for the Affordability Fund.

How to apply?

**Afford
Ability
Fund**

Applications can be made online by visiting :

[Affordabilityfund.org](https://affordabilityfund.org)

or by calling:

1-855-494-FUND

Applicants will only have to answer 4 simple questions to get the process started.

The screenshot shows the Afford Ability Fund application form. At the top, there are three logos: 'Afford Ability Fund' in English, 'Yes Oui' in French, and 'Fonds pour des frais abordables' in French. Below the logos, there is a section for questions. The first question is 'Are you finding your electricity bills unmanageable?' with radio button options for 'Yes', 'No', and 'Sometimes'. The second question is 'Have you recently fallen behind on your electricity bills?' with radio button options for 'Yes, I am currently behind in my payments', 'Not now, but recently I had some trouble', and 'I pay my bills on time'. The third question is 'Are you currently enrolled in any financial assistance programs to help with your electricity bills?' with a checkbox for each of the following: 'Ontario Electricity Support program (OESP)', 'Low Income Energy Assistance program (LEAP)', 'Home Assistance program (HAP)', 'Other (please specify):', and 'None'. The fourth question is 'Which of the following products that could help you save on electricity are you able to install only with financial assistance?' with checkboxes for 'Block Heater Timer, Smart Power Bar, Efficient shower heads, Aerators, Domestic Water Heater pipe insulation, LEDs', 'Refrigerator, Freezer, Window air conditioners, Dehumidifiers, Programmable thermostats', 'Heat pumps, Comprehensive draft proofing, Attic insulation, Wall insulation, Basement insulation', and 'None'. A small asterisk note at the top left of the form indicates that an asterisk denotes required fields.

Afford Ability Fund **Yes Oui** we can help ease what you spend on electricity. *For good!* **Fonds pour des frais abordables**

* denotes required fields

***Are you finding your electricity bills unmanageable?**

☐ Yes

☐ No

☐ Sometimes

***Have you recently fallen behind on your electricity bills?**

☐ Yes, I am currently behind in my payments

☐ Not now, but recently I had some trouble

☐ I pay my bills on time

***Are you currently enrolled in any financial assistance programs to help with your electricity bills?**

Select any that apply to your household

☐ Ontario Electricity Support program (OESP)

☐ Low Income Energy Assistance program (LEAP)

☐ Home Assistance program (HAP)

☐ Other (please specify):

☐ None

***Which of the following products that could help you save on electricity are you able to install only with financial assistance?**

☐ Block Heater Timer, Smart Power Bar, Efficient shower heads, Aerators, Domestic Water Heater pipe insulation, LEDs

☐ Refrigerator, Freezer, Window air conditioners, Dehumidifiers, Programmable thermostats

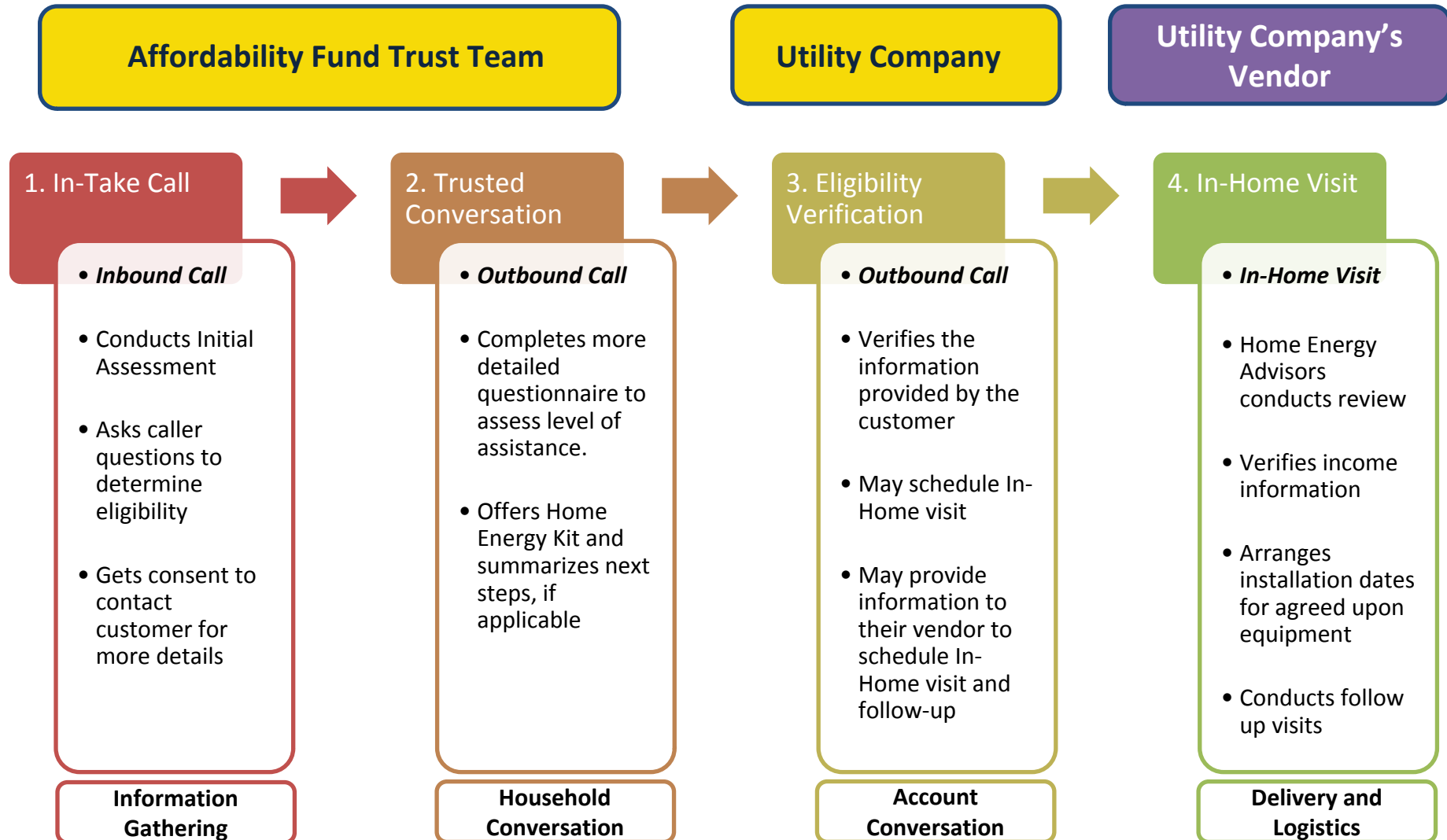
☐ Heat pumps, Comprehensive draft proofing, Attic insulation, Wall insulation, Basement insulation

☐ None

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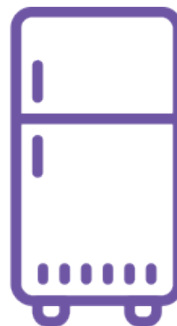
AffordAbilityFund.org

How does it work?



What type of assistance is available?

- Eligible customers will benefit from upgrades to their home that will help make it more energy-efficient and in turn, will reduce their electricity bills.
- Upgrades include:
 - Energy efficient power bars, block heater timers, efficient shower heads, LEDs or aerators;
 - A refrigerator, freezer, window air conditioner, dehumidifier, programmable thermostat, heat pump, comprehensive draft proofing, attic insulation, wall insulation and/or basement insulation (with an in-home visit).
- The types of upgrades provided are relative to the support required by the customer.



What is the current status of the Fund?

**Afford
Ability
Fund**

Afford Ability Fund **Yes Oui** we can help ease what you spend on electricity. For good! nous pouvons aider à alléger vos dépenses en électricité. Pour de bon!

*denotes required fields

***Are you finding your electricity bills unmanageable?**

☐ Yes

☐ No

☐ Sometimes

***Have you recently fallen behind on your electricity bills?**

☐ Yes, I am currently behind in my payments

☐ Not now, but recently I had some trouble

☐ I pay my bills on time

***Are you currently enrolled in any financial assistance programs to help with your electricity bills?**

Select any that apply to your household

☐ Ontario Electricity Support program (OESP)

☐ Low Income Energy Assistance program (LIEAP)

☐ Home Assistance program (HAP)

☐ Other (please specify):

☐ None

***Which of the following products that could help you save on electricity are you able to install only with financial assistance?**

☐ Smart Power Bar, Efficient shower heads, Aerators, Domestic Water Heater pipe insulation, LEDs

☐ Refrigerator, Freezer, Window air conditioners, Dehumidifiers, Programmable thermostats

☐ Heat pumps, Comprehensive draft proofing, Attic insulation, Wall insulation, Basement insulation

☐ None

Number of Intake Forms
completed: 1,634



Number of Inbound Calls: 612



Number of Outbound Calls: 1,925
Total Trusted Conversations: 928



Number of AFT Applications sent to
Hydro One as leads: 476



**Participating Utilities
(41 Active or Pending)**

Number of AFT Applications sent to
other LDCs as leads: 605

How can I participate?

- Local utilities are rolling out the Affordability Fund over the coming months but every Ontarian who is struggling with their electricity bill may contact the Affordability Fund **today** to determine what type of support they are eligible for.
- **If you are a Hydro One customer**, the company is working with 47 First Nations communities through the First Nations Conservation Program.
 - Individuals may qualify for additional support under the Affordability Fund.
- **If you are not a Hydro One customer**, the Independent Electricity System Operator will be delivering the Home Assistance Program in 2018.
 - If you do not qualify for the Home Assistance Program, you may qualify for the Affordability Fund.