

Low-Income Outreach Update
September 18, 2018

1. Home Assistance Program (HAP)

Key Issues:

- AFT and HAP measure disparity is causing challenges for customers and program delivery partners. For example:
 - Toronto Hydro identified an electrically-heated co-op building where some residences would qualify for AFT and therefore may be eligible for a heat pump and other residences (with lower income residents) would qualify for HAP and therefore would not be eligible for a heat pump.
- The Save on Energy HAP province-wide marketing campaign is awaiting government approval.
- IESO is developing the contract between LDCs and GreenSaver for delivery through LDC's CFF Budget (Option 2).

Background:

- 3,000+ customers enrolled in Centrally Managed HAP to date – Province-wide mapping of Enrollments provided in Appendix
- GreenSaver on track to meet 2018 participant target of 10,000 customers.
- ~ 25% of participants for HAP are referred via AFT. There remains a variance between what the AFT reports referring, and what GreenSaver actually intercepts.
- GreenSaver and IESO developed effective bi-directional referral and participant hand-off processes between AFT and HAP to close this variance.
- Encouraging levels of LDC involvement through HAP-engagement options:
 - 19 LDCs applied to HAP Fund (IESO Central Services budget Option 1); and
 - 12 LDCs, including THESL, HONI, and some CHEC LDCs, are pursuing delivery via contract with GreenSaver (LDC's CFF budget Option 2).

2. Energy Assistance Programming (EAP) Advisory Group

Key Issue:

- The recommendation is not to include an Affordability Fund Trust (AFT) representative on the IESO's EAP Advisory Group. Key AFT program experience learnings would be collected from LDCs and GreenSaver. *Should this recommendation be reconsidered?*

Background:

- The intended purpose of the EAP advisory group is to seek advice from experts and advocates on ways to enhance the design and operations of low-income programming (i.e. program development). The agenda will also include a standing item on IESO updates.
- EAP terminology is suggested to reflect that the group discussions will be broadened to include feedback on HAP and other new ideas for residential low-income sector programming.
- The draft design for the EAP Advisory Group is undergoing internal review.

- The EAP advisory group concept and draft design has not been shared externally.

3. External Outreach Activities

Key Issue:

- No plan to directly coordinate the IESO's strategic low-income segment outreach with the AFT's activities. *Should this plan be reconsidered? Should IESO Coordinate with AFT activities listed in Laura's email?*

Background:

- Building on the demonstrated success of the AFT referral process, IESO is working on developing a relationship with the OEB to work toward increasing referrals from the OEB's Ontario Electricity Support Program (OESP). OESP is a monthly bill payment-support program currently funded by the Fair Hydro Plan. OESP recipients automatically qualify for HAP. There may be more than 200,000 OESP recipients at any given time.
- IESO's external outreach meetings with key organizations, such as Low-Income Energy Network (LIEN) and Housing Services Corporation (HSC), are beginning next week.
- IESO is working on documenting and coordinating GreenSaver, IESO, and LDC HAP program outreach to ensure that the outreach complements and not duplicates one another.

For example:

- IESO is working on a process to collect and disseminate the dates and locations of LDC outreach tactics (e.g. planned attendance at a community event).
- GreenSaver is developing a monthly report that would document their planned and completed outreach activities.