

Paul Gasparatto

From: Paul Gasparatto
Sent: September 15, 2017 11:02 AM
To: 'Collaco, Olive (MOHLTC)'; Brian Hewson
Cc: Nowak, Theresa (MOHLTC); Ogunyankin, Ifeolu (MOHLTC)
Subject: RE: LTC homes and the hydro rebate

Good Morning Olive,

Thank you for the e-mail. We will work on this and get back to you next week.

Cheers,

Paul Gasparatto | Policy Advisor | Consumer Policy & Compliance | Consumer Protection & Industry Performance | Ontario Energy Board

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From: Collaco, Olive (MOHLTC) [<mailto:Olive.Collaco@ontario.ca>]
Sent: September-14-17 6:23 PM
To: Brian Hewson; Paul Gasparatto
Cc: Nowak, Theresa (MOHLTC); Ogunyankin, Ifeolu (MOHLTC)
Subject: LTC homes and the hydro rebate

Hello Brian and Paul,

Thank you very much for the helpful discussion on Monday. We would like to request your assistance on a few items.

We met with our regional representatives on Tuesday to discuss the hydro rebate. Although many of the ~630 LTC homes have received the rebate, we are hearing from a somewhat larger trickle of LTC homes and hospitals with LTC beds who have either been told by the LDC that they do not qualify because each unit needs to have a kitchen or that the rebate only applies to residential customers. Some homes were unaware that they qualify.

We're working with homes one-on-one (and with the EDA, where applicable) to address issues. However, we feel that clarifying communication is required as we're hearing that LDCs haven't been able to find any documented reference to LTC homes with respect to the 8% or 25% rate reduction.

To keep the communication targeted, the ministry is working to send an email to our stakeholders to support LTC homes that have not been able to access the applicable rate reductions.

1. Please let us know if you have any concerns with the bullets at the bottom of this email, which we would like to share with our stakeholders.
2. We are hoping you could provide a few bullets/language on the following items, that we can share with our stakeholders:
 - The 8% rebate applies to LTC homes and hospitals with licenced LTC beds (note: our ministry funds “licenced long-term care beds”)
 - How the rebate is applied where there is a shared meter
 - Information on the additional ~17% (total approx. 25%) - about whether LTC homes qualify; whether it’s automatic or if they need to apply; and if possible, what factors/components go into calculating the ~25%.
3. We would like to take you up on your offer for OEB to reach out to Hydro One to provide the same clarification. We haven’t heard any issues regarding Toronto Hydro or Niagara-on-the-Lake Hydro at this time – we’ll let you know if more than a few come our way.

Once again, we truly appreciate your assistance, as we’re expecting any financial savings in the sector to go back into resident/patient care.

Regards,
Olive

Olive Collaco

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- Initially announced on September 13, 2016 by the Ministry of Energy, the initiative provides an 8% rebate to eligible “multi-unit residential buildings and other facilities used as residential rental units such as long-term care homes and school residences”.
- If they are not yet receiving the rebate, LTC homes should contact their electricity distribution company to register with the utility for the rebate.
- Please note that eligible customers will receive the 8% rebate calculated before HST, and the HST charge will still appear on their bill.
- Each utility may have its own application process, and may require the customer to complete and submit a self-declaration form if they are eligible to receive the 8% rebate.
- For eligible customers, applicable savings will be retroactive to January 1, 2017. It is the customer’s responsibility to provide accurate information to the utility to qualify for the rebate.
- Customers may be subject to a third-party audit at any time to verify the information they provided.