

Progress in Engagement

✓ OEB has initiated multiple channels for **engagement** with stakeholders to date

Engagement Activity	Progress and Milestones (to date)
Working Groups	✓ Meet every two weeks to provide feedback on the OESP design and implementation ✓ Two working groups currently engaged: Financial Assistance Working Group (FAWG), Implementation Working Group (IWG) ✓ Over 15 meetings held with each working group since April
Webinars	✓ Five webinars and 6 Q&A sessions hosted with Intake Agencies, including LEAP agencies • Over 115 Intake Agencies represented totaling over 500 participants ✓ Five webinars and 5 Q&A sessions hosted with Utilities • Over 80 Utilities represented totaling over 500 participants
Information Session Webinars	✓ MCSS webinars on September 28th and October 14th – 124 participants in total ✓ MPP Offices webinars on October 8th and 15th – 46 participants in total ✓ 211 Ontario webinar on October 22nd
Briefings	✓ EDA Communicators Council in June and July ✓ Ontario Municipal Social Services Association (OMSSA) Learning Symposium and AGM- June 23rd ✓ Northwestern Ontario Municipal Association (NOMA) Board Meeting- July 7th ✓ Federation of Northern Ontario Municipalities (FONOM) Board Meeting- July 16th ✓ Association of Municipalities Ontario (AMO) Conference- August 16-17th ✓ Ministry of Municipal Affairs and Housing Team Lead Meeting- September 10th ✓ Poverty Reduction Strategy Communications Group- September 10th ✓ Ministry of Municipal Affairs and Housing Managers Meeting (Eastern)- September 17th ✓ Ontario Seniors Secretariat (OSS) Liaison Committee Meeting- September 24th ✓ Northern Ontario Service Deliverers Association (NOSDA) OW Manager's Meeting- September 30th ✓ Enercare Client Briefing- September 30th ✓ Seniors Information and Active Living Fair (Scarborough)- October 1st ✓ Single Parent Support Fair Event- October 5th ✓ Ontario Non Profit Housing Association (ONPHA) Conference- October 16th ✓ Ministry of Municipal Affairs and Housing Managers Meeting (Central)- October 21st



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Regional Meetings	✓ Information and consultation meetings held across the province: Ottawa, Sudbury, Toronto, London & Thunder Bay ✓ Ontario LDCs, USMPs, EDA, LEAP agencies, interested social agencies, MP and MPP offices and municipalities invited ✓ 342 stakeholders attended
Training	✓ Four Utility Contact Center training webinars • 104 participants representing 77 utilities ✓ 17 face-to-face Intake Agency training sessions and 2 Intake Agency training webinars • 140 participants representing 93% of agencies ✓ Refresher Training for Intake Agencies on October 21st
Enablement Emails	✓ Two enablement email accounts catering to stakeholders are managed by a full time team for maximum responsiveness to individual needs • Over 2,000 emails sent to utilities • Over 80 one-on-one calls with utilities in regard to self-certification activities • Over 1,300 emails sent to agencies • Over 100 one-on-one calls with agencies in regard to contracts
Communication Materials provided to	✓ Ministry of Municipal Affairs and Housing Managers Meeting (Northern)- September ✓ ONN Conference- October 21st ✓ 2637 stakeholders, including Utilities, Social Agencies and Front Line Enablers
Upcoming Briefings	✓ South Riverdale Community Health Center- October 22nd ✓ Older Adult Centres' Association of Ontario (OACAO) Conference- October 26th ✓ Willowdale Community Legal Services- October 27th ✓ Three webinars for Front Line Enablers in late October / early November ✓ FRPO Lunch and Learn- TBD (November)

