

Donna Kinapen

From: Donna Kinapen
Sent: May 2, 2017 8:18 PM
To: Rosemarie Leclair
Cc: Brian Hewson
Subject: Re: OESP Application Stats at April 30, 2017

Hi Rose.

The delta between submitted and approved + denied can be based on two things:

- approximately 61k applications have been classified as "inactive" meaning they were not complete or had errors and the applicant did not take action to complete or fix the application (they would have received several notifications to do so). While we advise they need to do so within 90 days or they may need to start again, we actually give them 180 days to do so before we make the application inactive. At that time personal information is deleted as per our privacy and retention policies. Many of these we believe to be from the beginning of the program when applicants were submitting multiple applications. This is new data we are mining since the functionality was put in place in March.

- the other 21k are presumed to be in progress or awaiting consumer action. They would be within the 180 days prior to inactive status.

Happy to discuss further.

Donna.

Sent from my BlackBerry - the most secure mobile device - via the Rogers Network

From: Rosemarie.Leclair@oeb.ca
Sent: May 2, 2017 6:23 PM
To: Donna.Kinapen@oeb.ca
Cc: Brian.Hewson@oeb.ca
Subject: Re: OESP Application Stats at April 30, 2017

Donna, can you explain delta between submitted and accepted. Even with rejected the delta is close to 75000. Is that a process timing issue?

Sent from my iPhone

On May 2, 2017, at 3:34 PM, Donna Kinapen <Donna.Kinapen@oeb.ca> wrote:

Good afternoon all. Following are the OESP application stats as at the end of April.

Note: communications activity promoting OESP begins again this week including utility bill inserts and newspaper ads. Additional activity will be coming on board shortly. We will keep tracking the impact of these activities on applications submitted.

Applications Submitted	299,115
First Nations	10,514
Inuit	22
Métis	3,250
Chose more than one of above	266
Energy Intensive Applications	124,910
Accepted Communications sent	192,641
Declined Communications sent	23,758
Contact Centre Calls	421,456

Thanks, Donna.

Donna L. Kinapen
Manager, Energy Consumer Programs
Ontario Energy Board
Phone 416-440-8140
Cell 416-817-5930
Fax 416-440-7656
Email donna.kinapen@oeb.ca