

Neil Brodie

From: Neil Brodie
Sent: May 12, 2017 3:59 PM
To: Rosemarie Leclair
Subject: FW: OESP

Below is Donna's update on OESP. No update on the transfer from OEB to Gov.

From: Donna Kinapen
Sent: Friday, May 12, 2017 10:15 AM
To: Neil Brodie
Cc: Brian Hewson
Subject: RE: OESP

Hi Neil. Please see bullets below on OESP / FHP status for the Chair's one-on-one with the DM on Monday.

- ICF and Ministry of Finance system changes done, tested and in place in time for May 1st
- Utilities also undertook system changes to accommodate the new values, ICF monitoring transaction activity daily to identify any potential issues and resolve with utility (only a handful of minor issues identified – utility confirmed bills would not be issued with old value)
- First 10 days of May has seen an increase in the average number of applications per day over those received in April
 - o April 284 per weekday, 78 per weekend day
 - o May 1 to 10 441 per weekday, 119 per weekend day
- 227 applications have been submitted using the new income eligibility ranges and 91 have already been approved
- Ongoing work with MCSS on increasing social assistance recipient uptake of OESP
- Communications:
 - o utility bill inserts with OESP message being included in May utility bills
 - o newspaper ads appeared the weeks of May 1st and 8th
 - o digital advertising began early May (search results / ads)
 - o radio and transit beginning mid-May

Happy to answer any questions.

Thanks, Donna

Please note that my email address has now changed to donna.kinapen@oeb.ca please update your address book accordingly

From: Neil Brodie
Sent: May-11-17 12:17 PM

To: Donna Kinapen
Subject: OESP

Donna,

Rose has a 1 on 1 with the DM on Monday. She asked for a short update on where we are with the oesp/fhp. 3-4 points is good.

Thanks.