

COVID-19 Energy Assistance Program (CEAP): Online Settlement Process Guide

July 27, 2020

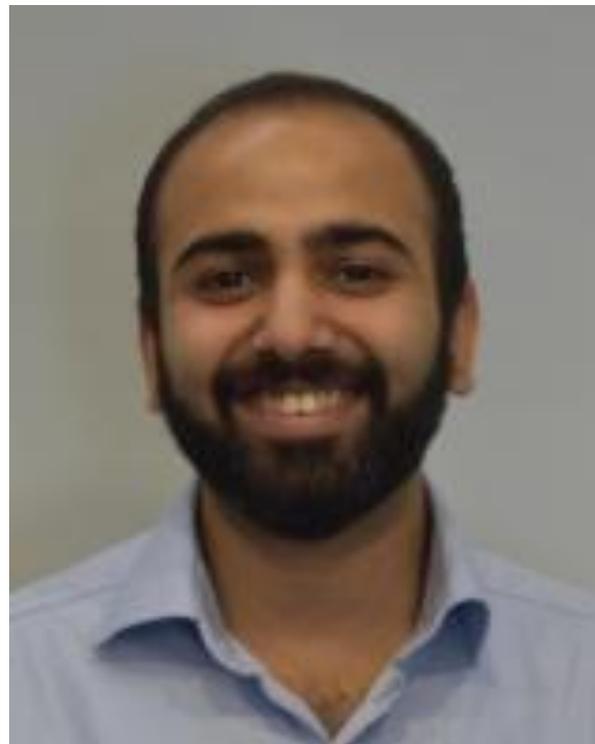
Meeting Participation

- Webinar participation:
 - <https://iesoone.webex.com/iesoone/j.php?MTID=mf2257efbff0da6961754276c68b2b08c>
- Please use the chat function to ask a question

Today's presenters



Amy Eakins
Business Advisor,
Customer Relations



Karan Ujla
Senior Specialist,
Settlements

Scope of today's webinar

- CEAP is administered by the IESO and delivered to customers by LDCs and Unit Sub-Metering Providers (USMPs) (“utilities”) as per license conditions set by the OEB
- The IESO is a settlement agent for CEAP
- This webinar will provide utilities an overview of a new online settlement submission form for CEAP reimbursements from the IESO
- Out of scope today: administering customer applications, tracking costs to implement, gas distributor responsibilities, program marketing

Outline

- CEAP background
- Online Settlement Claim Form + examples
- Settlement process
- Questions

CEAP Background

- Announced June 1, 2020: CEAP provides one time, on-bill credit to eligible residential electricity and natural gas customers
- Eligibility criteria are set out in the OEB's Decision and Order dated June 16, 2020 (EB-2020-0162)*
- Delivered by utilities
- Details about CEAP for Small Business expected late summer 2020

*Full eligibility details: <https://www.oeb.ca/rates-and-your-bill/help-low-income-consumers/covid-19-energy-assistance->

CEAP Settlements

- Eligible utilities can submit claims monthly to IESO using the new online settlement form
- LDCs have been allocated a total of \$4.89M and USMPs have been allocated a total of \$0.34M
- Each utility's limit is listed in Appendix A of a guidance letter issued to utilities, dated June 16, 2020 (link in Appendix of webinar)
- Utilities allocate funds directly onto eligible customers' bills

Online Settlement Claim Form (sample)

COVID-19 Energy Assistance Program

Organization Name

Organization ID

Date Submitted Not Yet Submitted

Submission Type Preliminary Settlement Submission

Settlement Period July 2020

Submission Window Aug 4 to Aug 7, 2020

Submitter ID

Form and submitter information

CLEAR ALL FIELDS

VOID SUBMISSION

Participant/Service Program Type

Local Distribution Company (LDC)

Total Claim Limit (\$)

1,234,567.89

Remaining Claim Limit (\$)

234,567.89

- Participant type (Lic. Dist./Embed Dist./USMP)
- Total claim limit (\$)
- Remaining claim limit at the beginning of the month (\$)

✓ Licensed Distributor Claims

Number of Customers

Payments to IESO (\$)

Payments from IESO (\$)

Form details

CANCEL

SAVE

SUBMIT

Online Settlement Claim Form (sample)

COVID-19 Energy Assistance Program

Organization Name

Organization ID

Date Submitted Not Yet Submitted

Submission Type Preliminary Settlement Submission

Settlement Period July 2020

Submission Window Aug 4 to Aug 7, 2020

Submitter ID

CLEAR ALL FIELDS

VOID SUBMISSION

Participant/Service Program Type

Unit Sub-meter Provider (USMP)

Total claim limit allotted to the utility (auto-populated)

Total Claim Limit (\$)

1,234,567.89

Remaining claim limit for the utility at the beginning of the month (auto-populated)

Remaining Claim Limit (\$)

234,567.89

Unit Sub-meter Provider Claims

Number of Customers

This is the number of customers where CEAP claim was processed

Amount being claimed (can't exceed the remaining claim limit)

Payments to IESO (\$)

Payments from IESO (\$)

CANCEL

SAVE

Submit the claim for processing (active once all fields filled)

SUBMIT

Settlement Process

Starting
July 13,
2020

Eligible customers submit claims to their utility

Starting
August 1,
2020

Utilities submit their CEAP claims **monthly** to the IESO through the CEAP form on Online IESO using the preliminary settlement submission (PSS) window (between 1-4 business day of the month)

Starting
August 17,
2020

Utilities will see CT1477 on their settlement statements and the invoice issued to the utility on August 17 (as per the current Settlement Statement And Payment Calendar)

Starting
August 20,
2020

IESO shares a report with the OEB with July CEAP claims processed in August as per license conditions

Settlement Process (cont'd)

- The form will not allow submission of any amounts beyond the participant's limit
- The IESO will use Charge Type 1477 to settle CEAP on utilities' statements
- Note that any corrections to the claim amounts must be included in the subsequent month's claim total
 - Unlike some other settlement forms, this form will not be open for corrections or post final adjustments

Settlement Process (cont'd)

New line on statements:

- **LDCs** will see:

MP|1477|31-JULY-

2020|0|0|1,234,567.89|ONZN||P|||.13|160,493.8257|CEAP licensed distributor claim, current month adjustment amount

- **Embedded Distributors** will see:

MP|1477|31-JULY-

2020|0|0|1,234,567.89|ONZN||P|||.13|160,493.8257|CEAP embedded distributor claim, current month adjustment amount

- **USMPs** will see:

MP|1477|31-JULY-

2020|0|0|1,234,567.89|ONZN||P|||.13|160,493.8257|CEAP unit sub-meter provider claim, current month adjustment amount

Summary

- Utilities began accepting CEAP claims from customers on July 13, 2020
- Utilities to submit CEAP forms monthly via Online IESO, following the Settlements calendar
 - Need two pieces of information for form: number of customers and total amount claimed
- Utilities will see CT1477 on their settlement statements beginning August 17, 2020
- Program to continue until funds are exhausted

For general questions: **Customer.Relations@ieso.ca**

For settlement questions: **Settlement.Support@ieso.ca**

QUESTIONS?

APPENDIX

Useful links

- **OEB order # EB-2020-0162 dated June 16, 2020**
 - <http://www.rds.oeb.ca/HPECMWebDrawer/Record/680011/File/document>
- **Guide to Settlement Claims and Data Submission via Online IESO**
 - <http://www.ieso.ca/-/media/Files/IESO/Document-Library/training/Guide-to-Settlement-Claims-and-Data-Submissions-via-Online-IESO.pdf?la=en>
- **Guidance letter on CEAP Implementation and Related Materials (contains funding allotments)**
 - <http://www.rds.oeb.ca/HPECMWebDrawer/Record/680013/File/document>

Questions asked by participants during the webinar

- Is the submission on Online IESO required for embedded distributors?

Yes.

- If we do not receive any applications from qualified residential customers, do we just not fill in the form?

Correct.

- Is there a hard stop date for CEAP?

No. The program is to continue until funds are exhausted.

Questions asked by participants during the webinar (cont.)

- Is the submission required if the claim is zero?
No, a submission is not required in a month when a utility does not receive any customer claims.
- If we get applications that are denied, do we report on those numbers but with zero value?
No, rejected applications are not reported through the IESO CEAP form.

Questions asked by participants during the webinar (cont.)

- Throughout the program, how does a utility know how much is remaining in their allotment?
There is a field on the CEAP form "Remaining claim limit" which shows the balance at the beginning of the month.
- Can we send multiple months of submissions all at once?
Please submit one form each month.

Questions asked by participants during the webinar (cont.)

- If a utility submits a form for \$115 but there are only \$100 remaining in that utility's allotment, what happens?
OEB to advise
- What should a utility do if they discover an error in a previous month's submission?
OEB to advise.
- How will the OEB know if a utility is sending a correction?
OEB to advise