

Terms of Reference Overview

This table outlines the scope for the Bill Affordability Collaborative Process as described in the *Terms of Reference for a Collaborative Process to Further Develop a Manitoba Hydro Bill Affordability Program*, or Terms of Reference, and is provided as a resource to help identify where that scope is addressed in the *Manitoba Hydro Bill Affordability Collaborative Process Summary Report & Recommendations* (Summary Report). The full Terms of Reference, including the letter from the Public Utilities Board dated December 4, 2015 referenced below, are attached as Appendix D to the Summary Report.

Scope – verbatim from Terms of Reference, Section 2, Page 1	Location(s)	Reference
(a) Current situation assessment		
Assess Manitoba Hydro’s overall Affordable Energy Program (AEP) including current offering, participation, cost and impact	Summary Report Appendix A	Key insights and findings: Section 5.4 (p. 22) Baseline analysis and assessment: Sections 4.1 (pp. 41-46); Sections 4.3-4.4 (pp. 48-52) Customer survey results: Appendix D
Examine all other forms of income assistance available to lower-income Manitobans by organizations or third parties other than Hydro	Summary Report Appendix A	Key insights and findings: Section 5.3.2 (pp. 20) Baseline analysis and assessment: Section 4.2 (pp. 47-48)
(b) Needs assessment		
Compile readily available information on bill collection data (including arrears for various periods, write-offs, disconnections, etc.) and costs to Manitoba Hydro for troubled payments	Appendix A	Profile of Manitoba Hydro customers: Section 3.1 (pp. 16-21)
The nature, extent and impacts of energy poverty in Manitoba	Summary Report Appendix A	Key insights and findings: Section 5.1 (p.14) Manitoba definition of energy poverty: Section 2.5 (pp. 12-15) Baseline analysis and assessment: Sections 3.1-3.3 (pp. 16, 21-35) Regression results: Appendix C

(c) Research		
Perceived shortcomings/issues with existing programs of Manitoba Hydro, government and other agencies in meeting the needs of lower-income Manitobans for affordable energy	Summary Report Appendix A	Key insights and findings: Section 5.0 (p. 14) Recommendations: Section 8.0 (p. 33) Baseline analysis and assessment: Sections 4.3-4.4 (pp. 48-52) Customer survey results: Appendix D
Consumer engagement research to address any gaps in existing information or programs	Appendix A	Profile of Manitoba Hydro customers: Sections 3.2-3.3 (pp. 21-35) Baseline analysis and assessment: Section 4.3 (pp. 48-51) Customer survey results: Appendices B & D Regression results: Appendix C
Best practices research on the design, delivery and evaluation of bill affordability programs in Canada and elsewhere to assess their possible suitability for adaptation to Manitoba circumstances	Appendix A	Options identification and assessment: Section 5.1 (pp. 53-61) Jurisdictional scan: Appendix E
(d) Options		
Identify options for potential enhancements to Manitoba Hydro's overall AEP. Enhancements shall take into consideration the policy and legal framework in Manitoba including the roles/responsibilities of government, Hydro and other agencies	Summary Report Appendix A	Recommendations: Section 8.0 (p. 33) Options identification and assessment: Section 5.1 (pp. 53-61); Section 5.2 (pp. 62-69)
(e) Cost effectiveness		
Review and establish metrics to evaluate the costs and effectiveness of bill affordability programs	Summary Report Appendix A	Key insights and findings: Section 5.8 (p. 29) Evaluative criteria for affordable bill options: Section 6.0 (pg. 69)
(f) Funding		

Review options for improvements or adjustments to current offerings to determine how best to cover the associated costs, including which party (rate payer, social agencies, government, etc.) should be the funder	Summary Report	Recommendations: Section 8.0 (p. 33)
Scope – verbatim from Dec 4, 2015 letter from PUB, Page 2	Location(s)	Reference
(g) Additional scope		
A detailed analysis as to the various reasons Manitoba Hydro’s energy accounts are in arrears, including when such arrears are for reasons other than energy poverty	Appendix A	Manitoba definition of energy poverty: Sections 2.2 (pg. 8) & 2.5 (pp. 12–15) Profile of Manitoba Hydro customers: Section 3.3 (pp. 28–32) Regression results: Appendix C
An analysis of customer arrears in First Nations communities and whether responsibility for such arrears are with individual customers or whether responsibility for such arrears is with the First Nation	Appendix A	Profile of Manitoba Hydro customers: Section 3.1 (pp. 16-19) & Section 3.3 (pp. 32–35)
A ‘gas available’ vs. ‘no gas available’ analysis	Appendix A	Profile of Manitoba Hydro customers: Section 3.1 (pp. 16-18); Section 3.2 (pp. 25–26); Section 3.3 (pp. 28–32, pg. 34)
A quantified Manitoba definition of energy poverty	Summary Report Appendix A	Key insights and findings: Section 5.0 (p. 14) Manitoba definition of energy poverty: Sections 2.2-2.4 (pp. 8-11)
Analysis of landlord and tenant incentives and split incentives	Summary Report Appendix A	Recommendations: Section 8.0 (p. 36) Manitoba definition of energy poverty: Section 2.5 (pp. 12–13)
Scope – verbatim from Dec 4 2015 PUB letter, page 3	Location(s)	
Analysis and detailed qualification criteria* as to which customers qualify for any aspect of the proposed bill affordability program and explanation as to why they qualify	Appendix A	Options identification and assessment: Section 5.2 (pg. 63) *Note (PRA): As part of the modelling of affordable rate

		designs, PRA explicitly laid out eligibility criteria for each option considered; however, these criteria are much simpler than the criteria that would be needed to actually implement a bill affordability program.
Explanation of what each aspect of the bill affordability program is intended to achieve and cost to achieve the intended result.* The status quo would be the benchmark. The board sees this as quantifying the performance of bill affordability measures, as suggested by MIPUG, such that the proposed measures are beneficial to overall utility revenues and costs while also benefiting the target customer	Summary Report Appendix A	Recommendations: Section 8.0 (p. 33) Options identification and assessment: Sections 5.2–5.3 (pg. 62–69) *Note (PRA): Although calculation of cost-effectiveness (i.e. cost to remove a household from energy poverty) was not presented in the report, this was undertaken and presented in the November 17 presentation to the Working Group (Slide 8).
Explanation of the financial benefits of each proposed bill affordability measure proposed and explanation as to the previous inequities resolved*	Appendix A	Options identification and assessment: Sections 5.2–5.3 (pg. 62–69) *Note (PRA): PRA examined reductions in energy poverty associated with each option; while not incorporated directly into the model, PRA referenced estimates provided by Manitoba Hydro regarding financial offsets to the utility that could result from reduced collection costs (Section 1.3.5, pp. 4–5 and Section 5.2.2, pg. 65).
A detailed implementation and work plan should be included in the report resulting from the collaborative process	Summary Report	Implementation: Section 9.0 (p. 41)

*denotes comments provided by PRA outlining additional context, considerations and/or limitations of information provided