

<b>Manitoulin-Sudbury District Services Board POLICY &amp; PROCEDURES MANUAL</b>	
Section: H. Ontario Works	Effective Date: <b>February 1, 2013</b>
Topic: 7B. Benefits/Discretionary Benefits	Replaces: July 1, 2009
Subject: 7B.14.Utility Arrears	
Policy No. H.7B.14.	Page 1 of 1

**POLICY**

**Authority**                    **OW Act: Sec. 2, 5, and 10**  
**OW Directives: Dir. 7.7**

As of February 1, 2013, The Manitoulin-Sudbury District Services Board will no longer pay for utility arrears. This policy will allow the Director of Integrated Social Services to make an exception only where the applicant has exhausted all other avenues, including Healthy Communities Fund, Our Kids Count, local service clubs and community organizations. Where this exception is applied the maximum allowable will ensure continuation of the utility.

**PROCEDURE**

Refer the applicant to appropriate agencies in the community such as Salvation Army, Service Clubs, Healthy Communities Fund, and Low Energy Assistance Program etc.

The OW entitlement should be covering the cost of utilities, unless the shelter costs exceed the actual value of that cost. In this case, the client may require some information/guidance about budgeting.

For Ontario Works clients who are renting, the Case Manager should assess the case via Direct Shelter Subsidy.

If the participant has made reasonable and verifiable efforts to obtain assistance in the community, and has been unsuccessful, the Director of Integrated Social Services can make an exception.