

| | <u>ACRONYMS</u> |
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| ACTO | Advocacy Centre for Tenants Ontario |
| AGI | Above Guideline Rent Increase |
| APCH | A Place Called Home |
| CDM | Conservation and Demand Management |
| CELA | Canadian Environmental Law Association |
| CFL | Compact Fluorescent Light bulbs |
| CHPI | Community Homelessness Prevention Initiative |
| ComSoc | Ministry of Community and Social Services |
| CSUMB | Community Start-Up and Maintenance Benefits |
| CWG | Conservation Working Group |
| DSM | Demand-Side Management |
| EEF | Emergency Energy Fund |
| EFA | Emergency Financial Assistance |
| ESK | Energy Saving Kit |
| FAWG | Financial Assistance Working Group |
| HAP | Home Assistance Program |
| HSC | Housing Services Corporation |
| IESO | Independent Electricity System Operator |
| ISAC | Income Security Advocacy Centre |
| LAO | Legal Aid Ontario |
| LDCs | Local Distribution Companies |
| LEAP | Low-Income Energy Assistance Program |
| LICO | Low-Income Cut-Off |
| LIEN | Low-Income Energy Network |
| LIM | Low-Income Measure |
| MMAH | Ministry of Municipal Affairs and Housing |
| NIP | Neighbourhood Information Post |
| ODSP | Ontario Disability Support Program |
| OESP | Ontario Electricity Support Program |
| OEB | Ontario Energy Board |
| OW | Ontario Works |
| RGI | Rent-Geared-to-Income |
| RPP | Regulated Price Plan |
| SSA | Social Service Agency |
| TAPS | Thermostat, Aerator, Pipewrap, Showerhead |
| TOU | Time-of-Use |