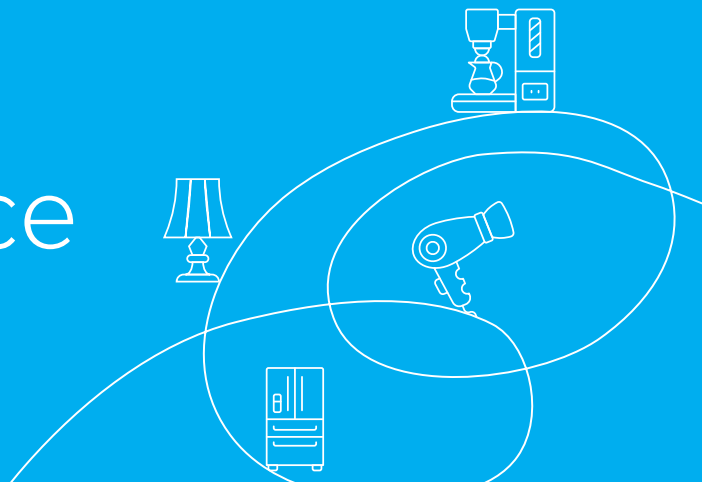
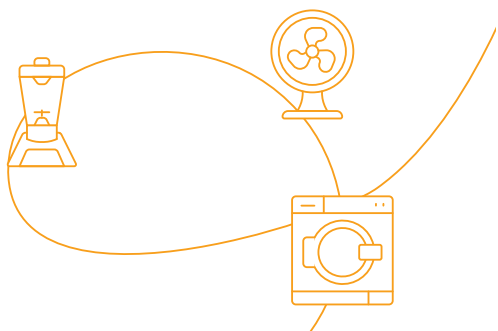


Six Financial Assistance Programs



If you have difficulty paying your electricity bills, there are financial assistance programs that can help.



COVID-19 Energy Assistance Program (CEAP) **New**

A one-time, on-bill credit available to customers who are experiencing hardship due to COVID-19.

Low-Income Energy Assistance Program (LEAP)

One-time emergency financial help for residential customers who are behind on their electricity bill and could face having their electricity service disconnected.

Ontario Electricity Support Program (OESP)

Monthly on-bill credits to help lower-income residential customers reduce their electricity bills.

Home Assistance Program (HAP)

Free energy-efficiency upgrades for eligible homeowners, tenants and social housing providers, as well as an in-home energy assessment.

Equal Payment/Budget Plans (EPP)

A plan that spreads annual electricity costs evenly throughout the year for easier budgeting and a more predictable monthly bill.

Arrears Management Program (AMP)

An agreement that allows customers more time to pay outstanding balances in order to avoid disconnection.

CEAP **New**

COVID-19 Energy Assistance Program (CEAP)

This emergency assistance is a one-time credit available to customers who are experiencing hardship due to COVID-19.

- The one-time emergency payment is made directly to your electricity bill of up to \$115.
- For customers with electrical heating or that rely on approved medical devices that required large amounts of electricity, a higher level of assistance is available.
- On the date they apply, customers must have overdue amounts owing for electricity charges from at least two electricity bills since March 17, 2020.
- Customer must have had no overdue amount on their electricity bill on March 17, 2020, and the account was not enrolled in an arrears payment agreement (APA) or any other payment plans for amounts owing prior to March 17, 2020.
- Customer can not have received Ontario Electricity Support Program (OESP) or Low-Income Energy Assistance Program (LEAP) grants in 2020.
- Applications are available on our website and can be submitted online or through the mail. Funds are limited and applications are processed in the order that they are received.

HAP

Save on Energy Home Assistance Program (HAP) from the Independent Electricity System Operator

Free energy-efficiency upgrades for eligible homeowners, tenants and social housing providers, as well as an in-home energy assessment to help uncover more ways to save.

- Available upgrades include ENERGY STAR®- certified LED light bulbs, power bars with timers, high-efficiency showerheads (standard and handheld), aerators (kitchen and bathroom), drying racks, an energy-efficient refrigerator, and a window air conditioner.
- Electrically heated homes also qualify for additional attic or basement insulation, weatherstripping around doors and windows, and smart thermostats.
- Eligibility is based on the combined household income and how many people live in your home.
- For more information about how to participate, visit SaveonEnergy.ca or call 1-855-591-0877.



LEAP

Low-Income Energy Assistance Program (LEAP)

This emergency assistance is available to residential customers who are behind on their bill – or in arrears – and may face having their electricity service disconnected.

- It is a one-time emergency payment of up to \$500 (\$600 for electrically heated homes) per calendar year, which is automatically credited to your electricity bill.
- Customers who receive CEAP are still eligible for LEAP. Apply for LEAP after CEAP.
- Eligibility depends on how many people live in your house and the combined household income. The household's income must be at or below the Statistics Canada Low-Income Measure (LIM), after tax, to qualify for assistance. The Ontario Child Benefit, Canada Child Benefit, and Universal Child Care Benefit are excluded when calculating income eligibility.
- Payments will not exceed the current outstanding balance on your bill, and you may not receive the full amount of the grant.
- To apply, contact your local social service agency.

OESP

Ontario Electricity Support Program (OESP)

The OESP is a monthly credit of between \$35 and \$75 applied directly to your electricity bill.

- The monthly credit amount is based on combined household income and the number of people living in your home.
- For customers with electrical heating, or that rely on approved medical devices that require large amounts of electricity, a higher level of assistance is available.
- You must apply to the program to receive the OESP credit. To apply or to find out if you qualify, visit OntarioElectricitySupport.ca or call **1-855-831-8151**.
- Applications can take anywhere between four to six weeks to process. If you qualify, the credit will appear directly on your electricity bill as soon as possible after you are approved.
- Most eligible customers need to re-apply every two years or whenever their personal circumstances change.

EPP

Equal Payment/Budget Plan (EPP)

An Equal Payment/Budget Plan (EPP) allows you to spread your annual electricity costs evenly throughout the year for easier budgeting and a more predictable monthly bill. Contact us to find out more information.

AMP

Arrears Management Program (AMP)

If you need more time to pay outstanding balances in order to avoid disconnection, contact us to discuss the program and see if you qualify.