

Take Charge

Ontario's Low-Income Energy Assistance Program (LEAP)



Ontario Energy Board

Consumers with limited financial resources have unique needs. The Ontario Energy Board (OEB) is working with local utilities, social agencies, consumer groups and other energy sector partners on a number of initiatives to help you manage your energy costs including:

- LEAP Emergency Financial Assistance
- Low-Income Customer Service Rules



LEAP Emergency Financial Assistance

- Low-income energy consumers having difficulty paying their bills may qualify for emergency relief to avoid having their service disconnected.

How it works

- Eligible consumers can apply to receive a one-time payment of up to \$500 per household per calendar year (\$600 if your home is heated electrically), which is credited directly to their electricity bill.
- You may be able to prevent disconnection while your application is being reviewed.
- The program is designed to provide emergency relief – you're expected to continue to manage your electricity bills.

How to apply for LEAP Emergency Financial Assistance

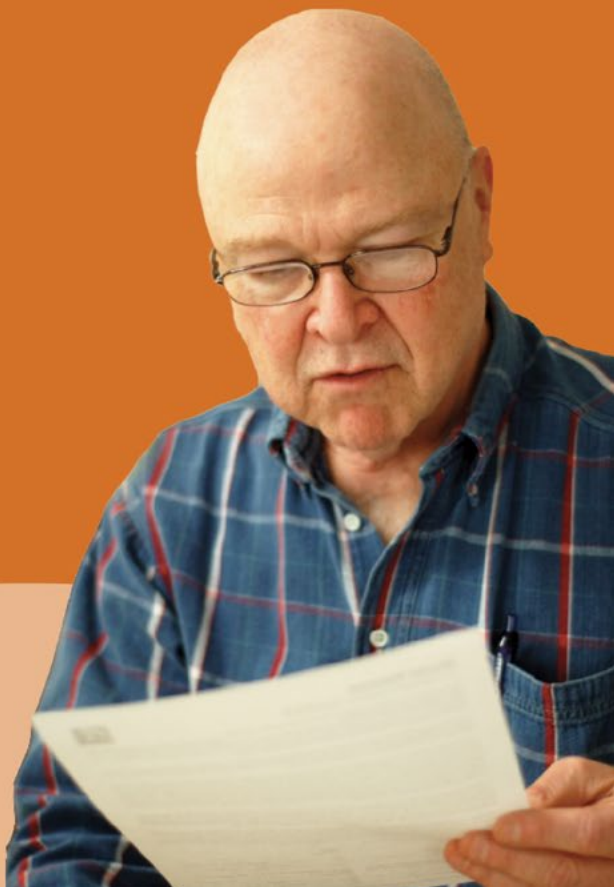
- 1 Contact your local electricity utility. They will connect you with their social service agency partner serving your area.
- 2 Arrange to meet with your agency.
- 3 The agency will help you complete your application.
- 4 Once your application is assessed, you will be notified.
- 5 If you qualify as a low-income consumer, the agency will make the payment directly to your utility.

Who's eligible

- A social service agency partnered with your utility will assess whether you're eligible, based on a number of factors such as household income, the number of people in your household and your arrears status with your electricity utility.
- You'll be asked to provide certain documents such as electricity bills, disconnection notices, identification, proof of household income, bank statements, etc.

More Information

- Contact your utility or any social service or government agency partner providing emergency financial assistance.



Low-Income Customer Service Rules

The OEB has also created customer service rules for electricity utilities to follow when dealing with consumers who have limited financial resources.

If you qualify as a low-income energy consumer, you automatically qualify for these customer service rules.

The new rules address the following areas:

- Waiving and refunding security deposits
- Extended periods to pay under-billing adjustments
- Equal billing or equal payment plan options
- Fair notice and process for customers facing disconnection
- Flexible arrears payment agreements
- Load control devices as an alternative to disconnection

Find out if you qualify or for more information visit www.ontarioenergyboard.ca

The OEB can help you become an informed energy consumer

Visit www.ontarioenergyboard.ca for information on a range of topics:

- The charges that appear on your energy bill.
- Current and historical electricity and natural gas prices.
- Time-of-use pricing and smart meters.

Have more questions?

Contact our Consumer Relations Centre

(open Monday to Friday, 8:30 a.m. until 5 p.m.)

1-877-632-2727 (toll-free within Ontario)

416-314-2455 (within the GTA or outside Ontario)

consumerrelations@ontarioenergyboard.ca

Aussi disponible en français.

This material is also available in other languages.

Visit our website or contact our Consumer Relations Centre.

To apply for Ontario's Low-Income Energy Assistance Program (LEAP) in Ottawa contact:

The Salvation Army Ottawa
Booth Centre
613 241-1573

