



Hydro Ottawa ASSISTANCE FOR LOW-INCOME CUSTOMERS



A leading, trusted, integrated utility services company

Low-income families and individuals sometimes need assistance meeting their financial commitments, including their energy bills. Hydro Ottawa offers programs to assist customers who need help in paying their electricity bills.

LOW-INCOME ENERGY ASSISTANCE PROGRAM

The Low-Income Energy Assistance Program (LEAP) is a year-round, province-wide emergency financial assistance program developed by the Ontario Energy Board for low-income energy customers who are experiencing difficulty paying their energy bill.

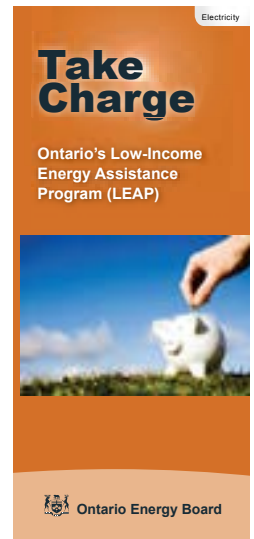
This program provides emergency relief to help customers manage their energy costs and avoid having their service disconnected. It is not intended to provide regular or ongoing bill payment assistance, but rather to ensure that in a crisis, low-income families stay warm and stay connected.

Eligible consumers can receive a one-time payment of up to \$500 per household, per calendar year, which is credited directly to their electricity bill. Eligibility includes a pre-tax income at or below Statistics Canada's Low-Income Cut-off (LICO) plus 15%.

All provincially-regulated electricity utilities are required by the Ontario Energy Board to make funds available for their eligible low-income customers for LEAP. The program is funded by all utility customers through the distribution rates of each utility. The funds provided by a particular utility must be used only for that utility's customers, or customers of unit sub-metering providers operating within that utility's service area. Hydro Ottawa's contribution to LEAP for 2013 is \$187,000.

During the first nine months of 2012, more than \$125,285 in LEAP funding was issued. This financial assistance helped 340 households (440 adults and 474 children), with the average contribution totalling \$350.

Hydro Ottawa's LEAP program is overseen by the United Way Ottawa and administered by the Salvation Army Ottawa Booth Centre. To apply for LEAP Emergency Financial Assistance, customers should call The Salvation Army Booth Centre at 613-241-1573.



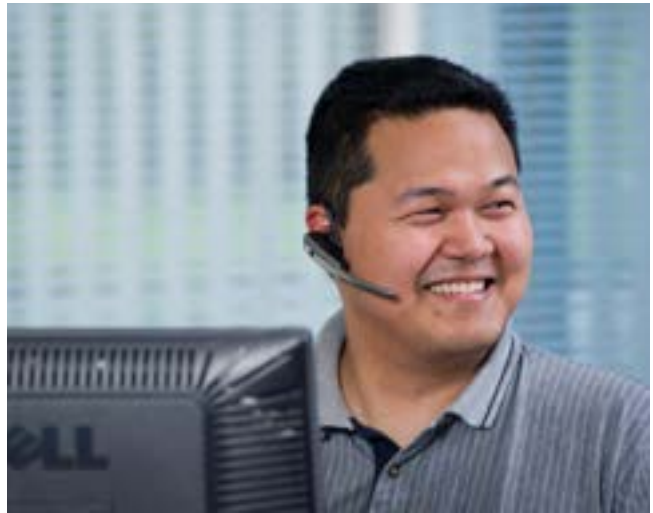
ARREARS PAYMENT AGREEMENT

An Arrears Payment Agreement (APA) is also available to Hydro Ottawa's residential customers who are unable to pay their electricity bill.

Prior to entering into an APA, residential customers will be required to make a 10 percent APA down payment. Low-income customers are then offered a longer period to pay their outstanding balance. Arrears payment agreements for residential low-income customers range from 8 months to 16 months, depending on the amount owing. This compares to 6 months to 10 months for a typical residential customer.

Hydro Ottawa may cancel the agreement if a customer defaults on the arrears payment or the current bill payment on 3 occasions. The defaults must occur over two different billing periods.

A customer will not be disconnected if an active APA exists on the account. If previous APA obligations were not met, the customer must demonstrate the recent completion of 12 months of good payment history. A customer can have one active APA per premise at a given time.



Contact Us

HYDRO OTTAWA

3025 Albion Road North
P.O. Box 8700
Ottawa, Ontario K1G 3S4

CUSTOMER SERVICE

- > www.hydroottawa.com
- > 613-738-6400

POWER OUTAGE REPORTING AND INFORMATION

- > www.hydroottawa.com/outages
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