



FINANCIAL ASSISTANCE PROGRAMS FOR ELECTRICITY CONSUMERS

A number of special programs are available to help customers having difficulty paying their electricity bills.



LEAP

Low-Income Energy Assistance Program (LEAP)

If you're behind on your electricity bill and face having your service disconnected, you may qualify for emergency financial help through the Ontario Energy Board's Low-income Energy Assistance Program (LEAP).

- LEAP provides a one-time payment of up to \$500 (\$600 if your home is heated electrically) per calendar year, which is automatically credited to your electricity bill.
- Eligibility is based on the combined household income and how many people live in your house. Your 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.
- The assistance is only available if you are behind on your bill – or in arrears – and may face having your service disconnected.
- You cannot receive more money than the current outstanding balance on your electricity bill.
- The one-time payment is meant to provide emergency relief. It is not intended to provide regular or ongoing bill payment assistance.
- To apply, visit your local social service agency partner. Listings may be found at www.cominfo-ottawa.org/main_eng.html or by calling 211. These agencies will help you complete your application and will notify you upon its assessment. If approved, the agency will make a direct payment to Hydro Ottawa on your behalf.

OESP



Ontario Electricity Support Program (OESP)

The Ontario Electricity Support Program (OESP) provides monthly on-bill credits for lower-income customers to reduce their electricity bills.

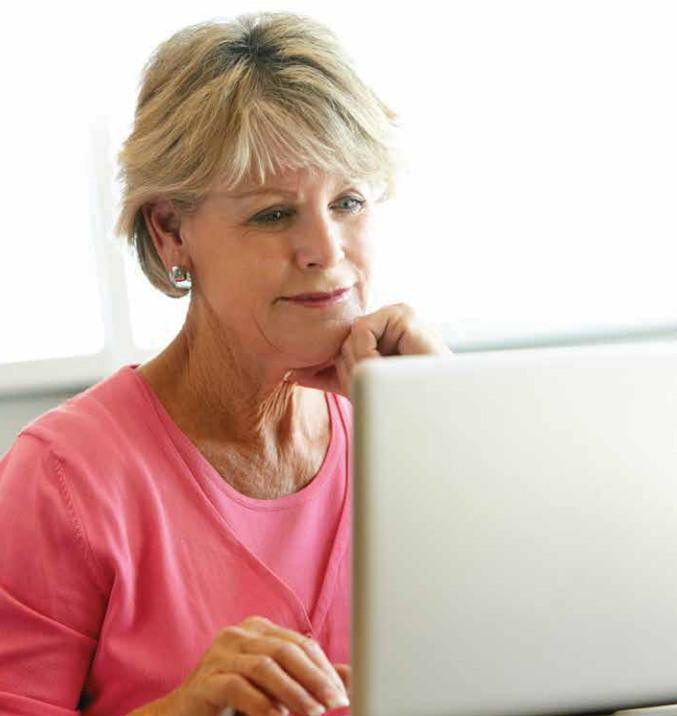
- A monthly on-bill credit of between \$35 and \$75 is available based on household income and the number of people in the home.
- Eligibility is based on the combined household income and how many people live in your house.
- If your home is electrically heated, or you rely on certain medical devices requiring a lot of power, the OESP offers a higher level of assistance.
- To receive the OESP credit, you must apply to the program. 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 in about six to eight weeks after you have been approved.

HAP

Save on Energy Home Assistance Program (HAP)

The Save on Energy Home Assistance Program (HAP) offers 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. The HAP is offered by the Independent Electricity System Operator (IESO).

- 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, a window air conditioner, additional attic or basement insulation, and weatherstripping around doors and windows.
- Eligibility is based on the combined household income and how many people live in your home.
- For more information about how you can participate, visit SaveonEnergy.ca or call 1-855-591-0877.



AFT



Affordability Fund Trust (AFT)

The Affordability Fund Trust (AFT) provides free energy-saving upgrades to eligible residential customers who do not qualify for low-income financial assistance programs. The AFT can help you lower your home's energy use and your electricity bill.

- If you qualify for assistance you will receive one of three energy efficiency improvement packages. The level you qualify for depends on your net income and average electricity bill.
- Depending on the level of support, you may receive an in-home visit from a Home Energy Advisor, a Home Energy Plan and upgrades that include ENERGY STAR® appliances, insulation, and/or an ENERGY STAR® heat pump.
- If you own, rent, or lease a primary residence in Ontario and you are the electricity account holder you are eligible.
- You can self-enroll online at AffordabilityFund.org or call 1-855-494-FUND (3863).

Other Programs

- You may sign up for an Equal Payment Plan (EPP), which allows you to spread your annual electricity costs evenly throughout the year for easier budgeting and a more predictable monthly bill.
- Arrears Payment Agreements (APA) are available. These Agreements allow residential customers more time to pay outstanding balances in order to avoid disconnection.
- Hydro Ottawa offers a number of energy saving tips as a way of helping customers reduce their electricity use. Visit hydroottawa.com/tips-tools for more information.

Contact Us

www.hydroottawa.com/contact

Telephone
613-738-6400

Monday to Friday
8:00 a.m. to 8:00 p.m.

Saturday
9:00 a.m. to 3:00 p.m.

(excluding statutory holidays)

