



# FINANCIAL ASSISTANCE PROGRAMS FOR ELECTRICITY CONSUMERS

Hydro Ottawa offers several programs to help customers having difficulty paying their electricity bills.



# LEAP

## Low-Income Energy Assistance Program (LEAP)

If you qualify as a low-income customer and are having difficulty paying your electricity bill, then you can apply for emergency relief through LEAP.

This year-round, province-wide emergency financial assistance program was developed by the Ontario Energy Board to help low-income customers manage their energy costs and avoid having their service disconnected.

- LEAP provides a one-time payment of up to \$500 (\$600 if your home is heated electrically) per calendar year, that is automatically credited to your electricity bill.
- Eligibility varies based on factors such as household income, the number of people in your household, and with the amount owing on your Hydro Ottawa bill. 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.
- You cannot receive more money than the currently 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](http://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)

Through the Ontario Electricity Support Program (OESP) you may be eligible to receive a credit of up to \$900 dollars a year on your electricity bill.

This Ontario Energy Board program provides ongoing financial support to low-income electricity customers. A monthly on-bill credit of between \$45 and \$75 is available to eligible households. The credit amount will be based on household income and the number of people in a household.

- Low-income customers who heat their home with electricity, use medical devices or have other special electricity requirements, may receive a higher level of assistance.
- To receive the OESP credit, you must apply to the program. Applications are available at [OntarioElectricitySupport.ca](http://OntarioElectricitySupport.ca).
- Applications can take anywhere between six to eight weeks to process.

To find out if you qualify, or to apply, visit <https://ontarioelectricitysupport.ca/> or call 1-855-831-8151.

## Save on Energy Home Assistance Program (HAP)

Through the HAP, eligible homeowners, tenants and social and/or assisted housing providers can improve the efficiency of their homes.

The program includes an in-home energy assessment, professional installation of energy-savings measures, and information on how to save even more energy.

The energy efficiency of a home can be improved through the installation of:

- Energy saving light bulbs (LEDs);
- Power bars;
- A low-flow showerhead (in homes with electric water heating); and
- Faucet aerators (in homes with electric water heating).

Through the Home Assistance Program, some customers may be eligible for new energy-efficient refrigerators, air conditioners and other electrical appliances. Customers whose homes are heated with electricity may also be eligible for a programmable thermostat. All devices and products provided under the Home Assistance program are directly installed in the home and are free of charge for participants.

For more information about how you can participate, visit [hydroottawa.com/HAP](http://hydroottawa.com/HAP).

## Equal Monthly Payment Plan (EMPP)

You may sign up for an Equal Monthly Payment Plan, which distributes your electricity payments evenly over 12 months. Equalized billing means that your monthly balance won't rise or fall suddenly – even if your electricity usage does.

- Once you have enrolled, your equal monthly payment will be automatically withdrawn from your bank account on the due date indicated on your bill.
- You can enrol online or by mail. To register online, you must sign up for an online account.
- The Equal Monthly Payment Plan is only open to qualifying Hydro Ottawa residential and business customers. Customers who purchase their electricity from an electricity retailer are not eligible.

## Other Programs

There are more ways for you to help manage your electricity bills and reduce your energy costs.

- Qualified low-income customers are not required to provide or maintain a security deposit.
- Arrears Payment Agreements (APA) are available. These Agreements allow eligible low-income customers more time to pay outstanding balances in order to avoid disconnection.
- Hydro Ottawa offers a number of energy conservation programs and tips as a way of helping customers reduce their electricity use. Visit [hydroottawa.com/tips-tools](http://hydroottawa.com/tips-tools) for more information.

## Contact Us

Please contact us if you have a comment, question, or would like more information on any of these programs.

[www.hydroottawa.com/feedback](http://www.hydroottawa.com/feedback)

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