



## Affordability Fund (AF)

The Affordability Fund (AF) provides free energy-saving upgrades to eligible residential customers who do not qualify for low-income conservation programs. The AF provides assistance for home energy efficiency improvements to help customers lower their home energy use and electricity bill.

- Customers who own, rent, or lease a primary residence in Ontario and are the electricity account holder are eligible.
- Customers who qualify for assistance will receive one of three energy efficiency improvement packages. Packages include a home energy investment plan and a selection of energy efficient products.
- Depending on the level of support, customers may also receive an in-home assessment with a Home Energy Advisor and a greater selection of energy efficient products.

Customers can self-enroll online at [AffordabilityFund.org](https://AffordabilityFund.org) or call 1-855-494-FUND (3863).

## Other Programs

- You may sign up for an Equal Monthly Payment Plan (EMPP), 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 conservation programs and tips as a way of helping customers reduce their electricity use. Visit [hydroottawa.com/tips-tools](https://hydroottawa.com/tips-tools) for more information.

## Contact Us

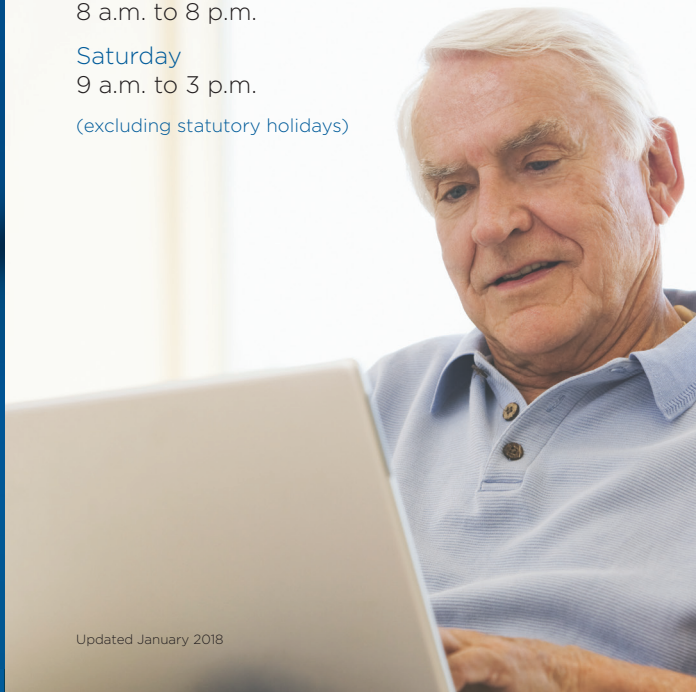
[www.hydroottawa.com/contact](https://www.hydroottawa.com/contact)

Telephone:  
613-738-6400

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

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

(excluding statutory holidays)



# 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, 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, which is automatically credited to your electricity bill.
- Eligibility varies based on factors such as household income, the number of people in your household, and 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 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 [cominfo-ottawa.org/main\\_eng.html](http://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 eligible low-income households. A monthly on-bill credit of between \$35 and \$75 is available based on household income and the number of people in the home.

- 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. To apply or to find out if you qualify, visit [OntarioElectricitySupport.ca](http://OntarioElectricitySupport.ca) or call 1-855-831-8151.
- Applications can take anywhere between six to eight weeks to process.

# HAP

## 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 energy.

The HAP is being offered provincially by the Independent Electricity System Operator (IESO).

For more information about how you can participate, visit [hydroottawa.com/HAP](http://hydroottawa.com/HAP) or contact a HAP representative at 1-877-797-9473.

