

# Help is available for low-income households

**Support programs are available for customers who are struggling with their bill payments.**

## **Ontario Electricity Support Program (OESP)**

This program provides ongoing help to low-income customers with a monthly on-bill credit to reduce their electricity bill.

## **Low-income Energy Assistance Program (LEAP)**

This program provides an emergency grant towards your electricity or natural gas bill if you are behind on your bill payments.

## **Energy conservation**

Conservation programs are available to help customers reduce their energy use. Some of these programs are intended to assist low-income customers. For natural gas customers, consult your local utility's website for more information.

*Aussi disponible en français.*



## Rules to protect low-income customers

We have rules in place to ensure that all residential electricity customers across the province are treated fairly when it comes to customer service, including disconnections and reconnection.

Electricity utilities, unit sub-meter providers and rate-regulated natural gas utilities follow customer service rules specific to low-income customers. These include waiving security deposits, and allowing longer payment times under arrears payment plans.

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**Learn more about eligibility and how to apply for these programs. Visit: [oeb.ca/billhelp](https://oeb.ca/billhelp)**