

# ONTARIO'S LOW-INCOME ENERGY ASSISTANCE PROGRAM (LEAP)

ELECTRICITY



## LEAP EMERGENCY FINANCIAL ASSISTANCE

Low-income energy consumers having trouble paying their bills may qualify for **EMERGENCY RELIEF** to avoid having their service disconnected.

### WHO CAN QUALIFY

A social service agency partnered with your utility will assess whether you qualify, based on a number of factors like family income, the number of people in your household and the size of the town or city you live in.



### WHAT HELP IS AVAILABLE

If you qualify, you can get up to \$500 in emergency assistance, which is paid directly to your utility (\$600 if your home is heated with electricity).

- \* Help is only available if you are behind on your bill.
- \* Help is for emergencies only. It is not meant as ongoing help to pay your bills.
- \* You cannot receive more money than you owe on your bill.

## WHO TO CONTACT FOR HELP

1. You must go through a social service or government agency. Contact your **LOCAL ELECTRICITY UTILITY** who will connect you with an agency serving your area, or **VISIT OUR WEBSITE** for a list of agencies.
2. You may have to meet with the agency for an interview. You will be asked to provide some paperwork including:
  - \* Identification, electricity bills, disconnection notices, a copy of a rental contract, lease or mortgage documents, proof of household income (cheque stub, employment letter, etc.), bank statements, etc.



## CHECK OUT THE OEB'S ONLINE BILL CALCULATOR



### YOUR UTILITY

Use our calculator to estimate your monthly **ELECTRICITY** and **NATURAL GAS BILLS**.

Consumers with limited financial resources have unique needs. The Ontario Energy Board (OEB) is working with local utilities, social agencies, consumer groups and other energy partners on a number of initiatives to **HELP YOU MANAGE YOUR ENERGY COSTS** including **FINANCIAL ASSISTANCE** and **SPECIAL CUSTOMER SERVICE RULES**.



Ontario Energy Board

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CHARGE**

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## THE ONTARIO ENERGY BOARD CAN HELP YOU BE AN INFORMED ENERGY CONSUMER

For information on a range of topics visit [ontarioenergyboard.ca/OEB/consumers](http://ontarioenergyboard.ca/OEB/consumers)

Contact our **CONSUMER RELATIONS CENTRE**  
(open Monday to Friday, 8:30 a.m. to 5 p.m.)

**1-877-632-2727** (toll-free within Ontario)  
**416-314-2455** (within Greater Toronto Area or from outside Canada)  
[consumerrelations@ontarioenergyboard.ca](mailto:consumerrelations@ontarioenergyboard.ca)

 [@OntEnergyBoard](https://twitter.com/OntEnergyBoard)

The Ontario Energy Board is an independent and impartial public agency. We make decisions that serve the public interest. Our goal is to promote a financially viable and efficient energy sector that provides you with reliable energy services at a reasonable cost.

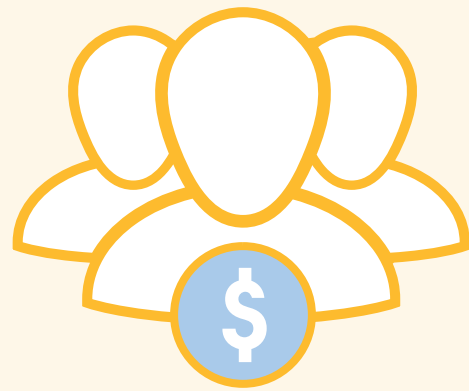
*Aussi disponible en français.* This material is also available in other languages. Visit our website or contact our Consumer Relations Centre.

## SPECIAL RULES FOR LOW-INCOME CUSTOMERS

The OEB has also created **SPECIAL RULES** for electricity utilities to follow when dealing with customers who have limited financial resources.

### THE RULES ADDRESS:

- \* Waiving and refunding security deposits.
- \* More time to pay if your utility made a mistake and under-charged you.
- \* Equal billing or payment plan options.
- \* A fair process if you are facing disconnection.
- \* Flexible arrears payment agreements.



### YOU QUALIFY FOR THESE SPECIAL RULES IF:

- Your local social agency determines you meet the requirements.
- You have received emergency financial assistance within the past two years.

## AVAILABLE YEAR-ROUND

Emergency financial assistance is available year round. Contact your utility or any social service or government agency providing emergency financial assistance.

