



Ontario  
Energy  
Board | Commission  
de l'énergie  
de l'Ontario

BY EMAIL

May 20, 2021

All Licensed Electricity Distributors  
All Licensed Unit Sub-Meter Providers  
All Gas Distributors

**Re: Updated CEAP and CEAP-SB Applications for the 2021-22 Fiscal Year**

The OEB is issuing updated [COVID-19 Energy Assistance Program](#) (CEAP) and the [COVID-19 Energy Assistance Program – Small Business](#) (CEAP-SB) application forms. These forms reflect changes to the programs that were made to licences issued in April 2020. Specifically, the updated forms replace the previous statement that customers receiving support may only apply once more with the statement that they may apply again, up to the total combined maximum credit (\$750 for CEAP and \$1,500 for CEAP-SB). Utilities are reminded that customers may reapply more than once to receive the total combined maximum credit. Other wording changes were made to clarify that the programs are targeted to customers who have overdue amounts on their electricity bills as a result of the COVID-19 pandemic and the Provincial Declaration of Emergency. These changes do not alter the eligibility requirements for either program.

Utilities are asked to make copies of the updated applications forms available on their websites as soon as possible.

Any questions relating to this letter should be forwarded to the OEB's Industry Relations Enquiry e-mail at [IndustryRelations@oeb.ca](mailto:IndustryRelations@oeb.ca). Please include "CEAP/CEAP-SB Funds" in the subject line.

Yours truly,

*Original Signed By*

Brian Hewson  
Vice-President, Consumer Protection & Industry Performance