

July 10, 2020

## Learn more about eligibility for the COVID-19 Energy Assistance Program

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As of July 13, 2020, residential energy customers can apply for financial support under the COVID-19 Energy Assistance Program (CEAP) if they meet the eligibility criteria for the program. CEAP provides a one time, on-bill credit to help eligible residential customers catch up on their energy bills. The Ontario government is providing \$9 million in funding for the program.

CEAP is being delivered directly by electricity and natural gas utilities as well as unit sub-meter providers (USMPs), further to rules laid out by the Ontario Energy Board (OEB).

### CEAP Eligibility Criteria

Residential electricity and natural gas customers are eligible for CEAP if they meet the following criteria:

- The customer has an account with an electricity or natural gas utility or a USMP. Only the customer who is the account holder can submit an application for CEAP.
- The customer's account was in good standing on March 17, 2020, and the customer was not enrolled in an arrears payment agreement for amounts owing prior to March 17, 2020. However, customers whose account was in good standing on March 17, 2020 and that enrolled in an arrears payment agreement for amounts that became owing after that date are eligible for CEAP.
- The customer failed to make complete payment for the electricity/gas charges (as applicable) on at least two bills issued since March 17, 2020, and has an overdue balance on the date of their application for CEAP.
- The customer, or their spouse or common-law partner that resides in the same residence:
  - Is unemployed on the date of their application for CEAP; and
  - Has received Employment Insurance or the Canada Emergency Response Benefit or CERB since March 17, 2020

The customer is required to confirm that this is the case on their CEAP application form.

- In the case of an electricity customer, the customer has not received emergency financial assistance for their electricity bills under the Low-Income Energy Assistance Program (LEAP) in 2020, and has not received funding under the Ontario Electricity Support Program (OESP) in 2020.

In the case of a natural gas customer, the customer has not received emergency financial assistance for their natural gas bills under LEAP in 2020.

However, LEAP and OESP remain available to support low-income customers. More information, including details on who is eligible for these programs and how to apply, is available at [oeb.ca/BillHelp](http://oeb.ca/BillHelp).

The on-bill CEAP credit covers half of the charges that are overdue on the date of application, up to a pre-set maximum amount. A higher level of assistance is available for electricity customers whose homes are mainly electrically heated-or, who rely on certain in-home medical devices, and for natural gas customers in certain regions of the Province.

### Maximum On-Bill Credit Amounts:

Energy Bill	Credit Amount	Higher Credit Amounts in Some Cases
Electricity	Half of the electricity charges overdue on the date of application, up to a <b>maximum of \$115</b>	Half of the electricity charges overdue on the date of application, up to a <b>maximum of \$230</b> , if the customer's home is mainly heated by electricity or they use any of three in-home medical devices (kidney dialysis, mechanical ventilator or oxygen concentrator)
Natural Gas	Half of the natural gas charges overdue on the date of application, up to a <b>maximum of \$80</b>	Half of the natural gas charges overdue on the date of application, up to a <b>maximum of \$160</b> for customers that are live in the Union Gas North West or North East rate zones.

Eligible residential customers can receive a CEAP credit once for electricity and once for natural gas.

For more information and FAQs about CEAP, visit [oeb.ca/ceap](http://oeb.ca/ceap).

### CEAP for Small Business to Launch Later this Summer

The Government of Ontario has announced that it is also providing \$8 million to help small business customers that are struggling to pay their energy bills as a result of the COVID-19 emergency. In a [June 1, 2020 letter to the OEB](#), the Minister of Energy, Northern Development and Mines and the Associate Minister of Energy noted that suggestions for this CEAP for Small Business program (or CEAP-SB) will be provided to the OEB at a later date. Small business customers are protected from disconnection for non-payment until July 31, 2020.

### Contact Us

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### **Consumer Inquiries**

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