

## COVID-19 ENERGY ASSISTANCE PROGRAM (CEAP)

CEAP provides an on-bill credit to eligible residential and small business electricity and natural gas customers to help them catch up on their energy bills and resume regular payments. The program is being delivered by electricity distributors, gas distributors and unit sub-meter providers (USMPs), in accordance with rules laid out by the Ontario Energy Board.

Utilities will be accepting applications as of July 13, 2020 for residential customers and August 31, 2020 for small business customers.

### *CEAP ELIGIBILITY CRITERIA – UPDATED JANUARY 14, 2021*

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

- The customer has an account with an electricity distributor, a USMP or a natural gas distributor. Only the customer who is the account holder can submit an application for CEAP.
- As of the date you are applying, you have overdue amounts owing from one or more electricity bill(s) incurred since March 17, 2020, the date of the initial Provincial Declaration of Emergency.
- If you previously received funding under this program and are reapplying based on overdue amounts still owing, you may qualify for additional funding up to a total combined maximum credit of \$750.

Small business or registered charities electricity and natural gas customers are eligible for CEAP if they meet all the following criteria:

- As of the date you are applying, your small business or registered charity has an active account with an electricity distributor or a unit sub-meter provider. You will be required to provide your registered business number or charitable registration number.
- Your small business or registered charity is using less than 150,000 kWh of electricity annually if the account is with a unit sub-meter provider.
- Your small business or registered charity is classified as a general service < 50 kW customer if the account is with an electricity distributor.
- As of the date you are applying, your small business or registered charity have overdue amounts owing from one or more electricity bill(s) incurred since March 17, 2020, the date of the initial Provincial Declaration of Emergency.

### *CEAP BENEFITS*

Please note that submitting an application does not guarantee funding to the CEAP benefit.

Eligible electricity residential customers may qualify for a CEAP credit for overdue charges on the date of your application for CEAP, up to a maximum of \$750.

Eligible small business or registered charity electricity customers may qualify for a CEAP credit equal to the amount necessary to settle the outstanding balance or the maximum of \$1,500.

Please fill out the following form and email it to [CEAP@easternontariopower.com](mailto:CEAP@easternontariopower.com) with "CEAP APPLICATION" as the subject line, or print and mail it to:

C/O Customer Service Department  
Eastern Ontario Power  
P.O. Box 1179  
Cornwall, ON  
K6H 5V3

You may also call to speak directly with one of our Customer Service team members at:

**(613) 382-2188**

CEAP funding is limited and applying does not guarantee that your utility has CEAP funding remaining. Applications will be processed in the order they are received.