
COVID-19 ENERGY ASSISTANCE PROGRAM (CEAP)

CEAP provides a one time, 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

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.
- 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 that enrolled in an arrears payment agreement for amounts that became owing after March 17, 2020, are eligible for CEAP.
- The customer failed to make complete payment for the electricity and/or 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 the customer's 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 (CERB) since March 17, 2020
 - You are required to confirm that this is the case in the CEAP application.
- 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.

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.

- Your small business or registered charity did not have any overdue amounts on its electricity bill on March 17, 2020, the date of the Provincial Declaration of Emergency.
- As of the date you are applying, your small business or registered charity has any overdue amounts owing from at least two electricity bills since March 17, 2020.
- Your small business or registered charity was required to close its premises to members of the public for regular operations for at least fifteen days as a result of a government order or an inability to adapt your business or charity to comply with public health recommendations.

CEAP BENEFITS

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

Eligible electricity residential customers may qualify for a one-time CEAP credit for half of the electricity charges that are overdue on the date of your application for CEAP, up to a maximum of \$115.

The CEAP credit can be higher for eligible residential electricity customers if:

- Your home is mainly heated by electricity; or
- You use one of three specific at-home energy-intensive medical devices: kidney dialysis, mechanical ventilator or oxygen concentrator.

In that case, you may qualify for a one-time CEAP credit for half of the electricity charges that are overdue on the date of your application, up to a maximum of \$230. The CEAP application form requires that customers confirm whether they meet either of these two conditions.

Eligible small business or registered charity electricity customers may qualify for a one-time CEAP credit equal to the amount necessary to settle the outstanding balance or the following maximum benefits, whichever is less.

- Small businesses that heat with natural gas would be eligible for up to \$425 in support for their electricity bills.
- Small businesses that heat with electricity would be eligible for up to \$850.

Please fill out the appropriate application form and email it to 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.