



COVID-19 ENERGY ASSISTANCE PROGRAM (CEAP)

CEAP provides a one time, on-bill credit to eligible residential 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.

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.

CEAP BENEFITS

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

Eligible electricity 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 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.

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

C/O Customer Service Department
Canadian Niagara Power Inc.
1130 Bertie Street
Fort Erie, ON
L2A 5Y2

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

(905) 871-0330 or (905) 835-0051

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.