

CEAP Extension – April 2021
Ministry of Energy, Northern Development and Mines
Key Messages/Questions and Answers

KEY MESSAGES

- The effects of COVID-19 continue to be felt across the province.
- The COVID-19 Energy Assistance Program (CEAP) for residential customers and COVID-19 Energy Assistance Program for small business and charitable organizations (CEAP-SB) have provided support for thousands of customers, and there continues to be demand for this assistance.
- We are working with electricity and natural gas utilities and the Ontario Energy Board (OEB) to ensure that there is ongoing support for customers who need help with their energy bills during this pandemic.
- CEAP and CEAP-SB provide a bill credit to help with electricity and natural gas bill debt incurred over the COVID-19 outbreak period. Customers can apply through their electricity and/or natural gas utility.

QUESTIONS & ANSWERS

Q1. What changes have you made to the CEAP/CEAP-SB availability?

The province has provided emergency support to thousands of residential and small business customers struggling with their energy bills due to the COVID-19 pandemic, through the COVID-19 Energy Assistance Program (CEAP) and CEAP for small business and charitable organizations (CEAP-SB).

As there continues to be a need for this assistance, we are committing up to an additional \$23 million to CEAP and CEAP-SB. This will help ensure that support is available to electricity and natural gas customers who are struggling with their bills.

Q2. How much support will people get through CEAP/CEAP-SB funding?

The government is providing up to an additional \$23 million to support eligible **households, small businesses and charitable organizations** that are struggling to pay their energy bills as a result of COVID-19 and are behind on their payments.

CEAP funding will provide **residential** customers with up to **\$750** in support per fuel type (electricity or natural gas). **Small business and charities** are eligible to receive up to **\$1,500** in support per fuel type (electricity or natural gas) through CEAP-SB.

The government initially committed \$9 million to residential customers under CEAP and \$8 million to small business and charitable organization customers under CEAP-SB.

Q3. How will people access this CEAP/CEAP-SB funding?

Ontarians can find the application form online, on their electricity and natural gas utilities' website, and can send it by email or mail it to their utilities.

Some utilities may also allow their customers to apply online or by phone. Please contact your utility for more information.

Please note that funding is limited, and applications are processed on a first-come, first-served basis.

Q4. How is eligibility determined?

Residential Customers

As of the date you are applying, you are eligible to receive support for your primary residence if 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.

Small Business and Charitable Organization Customers

You are eligible to receive support for your small business or registered charity if:

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, and as of the date you are applying, your small business or registered charity has overdue amounts owing from one or more previous energy bill(s) incurred since March 17, 2020, the date of the initial Provincial Declaration of Emergency.

For purposes of CEAP-SB eligibility, the account must be classified as general service less than 50-kilowatt (GS <50) if the account is with an electricity distributor, or have consumption of less than 150,000 kilowatt-hours of electricity annually if the account is with a unit sub-meter provider. For natural gas customers, the account must consume less than 50,000 m³ of gas annually. Customers can contact their utility for more information if they are unsure whether they meet the eligibility criteria.

Q5. I previously received CEAP/CEAP-SB bill assistance, am I now eligible to receive more support under the additional allocation?

CEAP and CEAP-SB provide a bill credit to help with electricity and natural gas bill debt incurred over the COVID-19 outbreak period.

If you already received the CEAP credit you may qualify for additional funding. In this case, you can submit a new application to your electricity/natural gas utility for additional credits up to a total combined maximum of: for residential customers \$750 for electricity

and an additional \$750 for natural gas; for small business and charity customers, \$1,500 for electricity and an additional \$1,500 for natural gas.

Q6. How long will CEAP/CEAP-SB support be available for?

Our commitment of an additional \$23 million to CEAP and CEAP-SB will help to ensure that support continues to be available for electricity and natural gas customers who are struggling with their bills.

As the province continues to work towards economic recovery, we will assess the availability of CEAP and the associated funding amounts for the program as necessary.