

## What is LEAP?

The Low-Income Energy Assistance Program (LEAP) is a program of the Ontario Energy Board (OEB). The program provides emergency assistance for electricity and gas bills. The funds are available for low-income customers who are behind on their bills and may be facing a service shut off. Qualified individuals can receive up to \$500 for an electricity or natural gas bill (\$600 if their house is heated electrically). To apply for the LEAP program you have to contact the social service agency that administers the program for your energy company. *There are other benefits of LEAP – see page 2*

## Who can help me apply for LEAP?

**Hydro One customers** who wish to apply for LEAP must contact:

**United Way of Greater Simcoe County**

1110 Highway 26  
Midhurst, ON L0L 1X0  
1-855-487-5327

The United Way GSC collects initial information over the phone and then arranges for the applicant to attend a local intake agency to complete the application. There are 120 intake offices in Ontario that participate. There are intake agencies in all of CALC's satellite office areas.

**Veridian Connections Inc. customers** who wish to apply for LEAP should contact:

**Hastings County Community Trust**

228 Church Street  
Belleville, ON K8N 5E2  
613-962-3070

**Union Gas customers** who wish to apply for a program similar to LEAP (the Energy Assistance Program) should contact:

(for Lennox & Addington County)

**Salvation Army Napanee**

135 Mill St. W  
Napanee, ON K7R 4B1  
Phone: 613-354-7633

(Quinte)

**Social Services Intake Access Centre**

228 Church Street  
Belleville, ON K8M 5E2  
613-966-8032 extension 2316

### Other benefits of LEAP...

Low-income customers can take advantage of certain “**Special Rules**” offered as part of LEAP.

The social agency handling your LEAP application determines if you meet the requirements. (Customers who have received emergency financial assistance within the last two years automatically qualify.)

The **Special Rules** offered as part of LEAP include:

**Security Deposits** → Qualified customers can ask to have their security deposit waived. They can also ask to have their previously paid security deposit refunded.

**Disconnection Grace Period** → If you *may* qualify for emergency financial assistance through LEAP, the social agency handling your application should notify the utility company and the utility company must suspend the disconnection process for 21 days.

**Billing Errors** → Qualified customers who have been undercharged due to billing errors can pay the company back over a longer period of time than other customers.

**Equalized Billing** → Qualified customers can spread their electricity payments evenly over 12 months without having to pay by automatic withdrawal.

**Arrears Payment Agreement** → Qualified customers are allowed more time to pay an outstanding balance on their hydro bills.

For more information, visit:

<http://www.ontarioenergyboard.ca/OEB/Consumers/Consumer+Protection/Help+for+Low-Income+Energy+Consumers>