

COVID-19 Energy Assistance Program CEAP and CEAP-SB

The Government of Ontario is providing \$9 million to support residential, small business and charitable organization customers that are struggling to pay their energy bills as a result of COVID-19.

CEAP is a one time, on-bill credit for eligible electricity and natural gas customers to help them catch up on their energy bills and resume regular payments.

CEAP funding is limited. Utilities and USMPs are expected to process applications in the order in which they are received. Submitting an application for CEAP to your utility or USMP does not guarantee funding.

CEAP Residential Eligibility Requirements

Residential electricity and natural gas customers may be eligible for CEAP funding if they meet the following criteria:

1. The customer has an account with a utility or a USMP. The account holder (or the account holder'
2. The customer made at least a partial payment with respect to amounts owing from bills prior to March 17, 2020.
3. The customer failed to make complete payment for the electricity/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.
4. The customer, or their spouse or common-law partner that resides in the same residence qualified for the Canada Emergency Response Benefit (CERB) or received Employment Insurance (EI) at any point after March 17, 2020.

The customer is required to confirm that this is the case on their CEAP application form.

5. 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 in 2020.

CEAP Residential Benefit Amounts

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

The CEAP credit can be higher for eligible electricity customers if their home is mainly heated by electricity or they use one of three at-home energy-intensive medical devices (kidney dialysis, mechanical ventilator or oxygen concentrator). In that case, they may qualify for a one-time CEAP credit for half of the electricity charges that are overdue on the date of their application, up to a maximum of \$230.

CEAP-SB Eligibility Requirements

Small business or registered charity electricity consumers are:

1. For distributors, categorized in the General Service <50 kW customer class.
2. For USMPs, categorized in the relevant commercial class and consume under 150,000 kWh per year.

Small business and charitable organization electricity consumers are eligible for CEAP SB if they meet the following criteria:

1. Consumer must have an account with an electricity distributor or a USMP. Only the account holder (i.e. the customer) can submit an application for the CEAP credit.
2. If the customer did have overdue amounts prior to March 17, 2020 in respect to electricity charges, the customer made at least partial payments on these overdue amounts.
3. As of the day of applying, customer has overdue amounts owing for electricity charges from at least two electricity bills since March 17, 2020.
4. The 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-SB Benefit Amounts

CEAP-SB provides a one time, on-bill credit to eligible small business and registered charity customers to help them catch up on their energy bills and resume regular payments.

Eligible small business and registered charity customers may qualify for up to **\$850** in support towards their electricity bill if they primarily use electricity for heating, or up to **\$425** otherwise.

They may also qualify for up to **\$425** in support towards their natural gas bill.

A small business or registered charity can receive only one CEAP-SB credit towards their electricity bill and one CEAP-SB credit towards their natural gas bill, even if they have multiple locations throughout the Province.

For more information please refer to the links:

[CEAP-Residential](#)

[CEAP-SB](#)