

FAQs

1. Can customers apply for CEAP to help with both their electricity and natural gas bills?

Yes, but customers can only receive a CEAP credit once for electricity and once for natural gas. Customers who applied and received CEAP support in 2020 may apply again to be considered for the increased funding amount.

2. Is there a deadline to apply for CEAP?

Not at the moment. Funding for the program is limited, however. Utilities and USMPs are expected to process applications in the order in which they are received. CEAP funding is not guaranteed even after a complete application has been submitted.

The government made \$9 million available for CEAP to support residential energy customers. Each utility and USMP has been allocated a share of that amount, based on how many residential customers they have. Your utility or USMP will stop accepting applications and providing CEAP credits once their allocated share of CEAP funding has run out.

3. When will I see the credit on my bill?

If your utility or USMP has CEAP funds remaining, the credit will be applied to the next available bill issued to you after your CEAP application has been assessed as complete by your utility or USMP.

4. Why doesn't the bill credit amount cover the full amount of my arrears?

The on-bill CEAP credit covers the charges that are past due, up to a pre-set maximum amount of \$750. Setting the level of support for individual customers in this way will assist in achieving the government's objective of making CEAP available to help the most people affected financially by the COVID-19 emergency.

5. How do I apply for the CEAP Small Business (CEAP-SB) program?

You must apply through your utility or USMP. Contact them directly about ways to apply – in addition to email and mail, other options like an online form may be available. Further details on CEAP-SB, including the application process, can be found [here](#).

6. I had applied previously and my application was not approved. Do I have to reapply under the new requirements?

No. Customers who previously applied but were denied will have their original applications reviewed by utilities and will be contacted directly by February 15, 2021, if they meet the new eligibility criteria.