

Frequently Asked Questions

Updated April 29, 2021

What is CEAP and CEAP-SB?

The Government of Ontario has made funding available to support residential, small business and registered charity customers who have overdue amounts on their energy bills as a result of the COVID-19 emergency. The **COVID-19 Energy Assistance Program (CEAP)** for residential customers and the **COVID-19 Energy Assistance Program for Small Business (CEAP-SB)** provide on-bill credits to electricity and natural gas bills.

How do customers apply?

CEAP is being delivered by electricity distributors, gas distributors and unit sub-meter providers (USMPs). Customers must apply for CEAP through their utility or USMP and should contact their utility and/or USMP directly as each may have a unique approach for application in-take. Only the customer who is the account holder (whose name is on the bill) can submit an application for CEAP.

Is there a deadline to apply?

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 and CEAP-SB funding is not guaranteed even after a complete application has been submitted. Each utility and USMP has been allocated a share of CEAP and CEAP-SB funding. Utilities and USMPs will stop accepting applications and providing credits once their allocated share of funding has run out.

When will customers see a credit on their bills?

If the utility or USMP has CEAP and/or CEAP-SB funds remaining, the credit will be applied to the next available bill issued after the application has been assessed as complete by the customer's utility or USMP.

Residential Customers

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

Yes. Also, residential customers who received CEAP support that was less than the maximum amount of \$750 may apply again, but their total on-bill credits for each bill (electricity and gas) cannot exceed that amount. That means a residential customer may receive up to \$750 for their electricity bill, and up to \$750 for their gas bill.

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.

Each utility and USMP has been allocated a share of CEAP funding. We will stop accepting applications and providing CEAP credits once our CEAP funding has run out.

What are the on-bill credit amounts for residential customers?

Under CEAP, residential customers may be eligible for on-bill credits for electricity and/or natural gas charges that are overdue on the date of their application for CEAP, up to a maximum of \$750 on both their natural gas and electricity bills.

What are the eligibility criteria for residential customers?

Residential electricity and gas customers are eligible for CEAP if they meet the following criteria:

- The customer has an account with an electricity distributor, a unit sub-meter provider (USMP) or a natural gas distributor.
- The customer has overdue amounts owing on the day they apply from one or more electricity or gas bills since March 17, 2020.

What about customers who have previously received CEAP for less than the maximum amount? Can they apply for additional support?

Residential customers who previously received CEAP support that was less than the maximum amount of \$750 and have additional arrears may apply again, but their total on-bill credits cannot exceed \$750.

Why don't the bill credits cover the full amount of a customer's arrears?

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

When will I see the credit on my bill?

If we have 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.

I had applied previously and was told my application was not approved due to a lack of funding. Do I have to reapply?

No. Customers who previously applied but were denied due to a lack of funding will have their original applications reviewed and will be contacted if they meet the eligibility criteria and funding is available.

Small Business and Registered Charities

What are the on-bill credit amounts for small business and registered charity customers?

Under CEAP-SB, small business and registered charity customers may be eligible for on-bill credits for electricity and/or natural gas charges that are overdue on the date of their application for CEAP-SB, up to a maximum \$1,500 on **both** their natural gas and electricity bills.

What are the eligibility criteria for small business and registered charity customers?

Small business and registered charity electricity and natural gas customers are eligible for CEAP-SB if they meet all of the following criteria:

- The customer has an active account with an electricity distributor, a USMP or a natural gas distributor.
- The customer's account falls within the following class*:
- For customers of an electricity distributor, the General Service less than 50 kW rate class
- For customers of a USMP, the relevant commercial class that uses less than 150,000 kWh of electricity annually.
- For customers of a natural gas distributor, is a non-residential customer that uses less than 50,000 cubic meters of gas annually.
- The customer has a registered business number or charitable registration number for the small business or registered charity operating out of the premises.
- The customer has overdue amounts owing on the day they apply from one or more electricity or gas bills since March 17, 2020.

*Customers can find information about their class on their bill, or they can contact their utility or USMP.

What if a small business or registered charity has multiple locations?

A small business or registered charity that has multiple locations can receive CEAP-SB credits for each location towards their electricity or natural gas bills but must apply for each location separately.

What about customers who have previously received CEAP-SB but for less than the maximum amount? Can they apply for additional support?

Customers who previously received CEAP-SB support that was less than the maximum amount of \$1,500 and have additional arrears may apply again, but their total on-bill credits cannot exceed \$1,500.

Why don't the bill credits cover the full amount of a customer's arrears?

The on-bill credits cover the charges that are past due, up to a maximum amount of \$1,500 for small business and registered charity customers. Setting the level of support in this way will assist in achieving the government's objective of making support available to help the most people affected financially by the COVID-19 emergency.

Can customers apply for CEAP-SB to help with both their electricity and gas bills?

Yes. Also, small business and registered charity customers who received CEAP-SB support that was less than the maximum amount of \$1,500 may apply again, but their total on-bill credits for each bill (electricity and gas) cannot exceed that amount. That means a small business or registered charity customer may receive up to \$1,500 for their electricity bill, and up to \$1,500 for their gas bill.

When will I see the credit on my bill?

If we have CEAP-SB funds remaining, the credit will be applied to the next available bill issued to you after your CEAP-SB application has been assessed as complete.

Why is there a cap on the maximum amount of the CEAP-SB credit available per eligible customer?

The maximum amount of support for eligible customers will assist in achieving the government's objective of making CEAP-SB available to help the most people affected financially by the COVID-19 emergency.

I had applied previously and was told my application was not approved due to a lack of funding. Do I have to reapply?

No. Customers who previously applied but were denied due to a lack of funding will have their original applications reviewed and will be contacted directly if they meet the eligibility criteria and funding is available.