

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 (up to \$600 if your home uses electric heat). 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 or Elexicon Energy (formerly Veridian) customers who wish to apply for LEAP must contact:

United Way of Simcoe Muskoka

1110 Highway 26
Midhurst, ON L9X 1N6
1-855-487-5327

LEAP@unitedwaygsc.ca
<http://uwsimcoemuskoka.ca/leap/>

The United Way SM 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.

Customers of any other utility company who wish to apply for LEAP should call their utility company directly. The number for the utility company should be on the utility bill.

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
Mon, Wed & Fri: 9:00 am – 12:00 pm and
1:00 pm – 3:30 pm

(for Quinte)

Social Services Intake Access Centre

228 Church Street
Belleville, ON K8M 5E2
613-966-8032 extension 2316
Mon – Fri: 8:30 am to 4:30 pm

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 → If you qualify, you can ask to have their security deposit waived. You can also ask to have a previously paid security deposit refunded.

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

Billing Errors → If you qualify and have been undercharged due to billing errors, you can pay the company back over a longer period of time than other customers.

Equalized Billing → If you qualify, you can spread your electricity payments evenly over 12 months without having to pay by automatic withdrawal.

Arrears Payment Agreement → If you qualify, you are allowed more time to pay an outstanding balance on your hydro bills.

For more information, visit the Ontario Energy Board website: <https://www.oeb.ca/rates-and-your-bill/help-low-income-consumers/low-income-energy-assistance-program>