

What is LEAP?

The Low-Income Energy Assistance Program (LEAP) provides emergency financial help to low-income customers who are behind on their electricity or gas bill and are facing disconnection. You can get up to \$650 (or up to \$780 if their home is heated electrically).

Do I Qualify?

Whether you qualify depends on how many people live in your home and your annual household income. The Ontario Energy Board [website](#) has a chart that shows if you are eligible:

LEAP EFA Income Eligibility Criteria

| Household after tax income (\$) | Number of people living in home | | | | | | |
|---------------------------------|---------------------------------|---|---|---|---|---|---|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Less than 38,000 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 38,001 - 54,000 | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 54,001 - 65,000 | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| 65,001 - 71,000 | | | | | ✓ | ✓ | ✓ |

Per: OEB

How Do I Apply?

Hydro One, Elexicon and Enbridge customers

Call: 1-855-487-5327

Apply online: <http://uwsimcoemuskoka.ca/leap/>

- Note: if you already have a disconnection notice or have been disconnected, please call instead of applying online to avoid delays

You will need to provide:

- Identification for you and all household members
- Proof of income for you and all household members (e.g., cheque stub, employment letter, income tax return)
- Your most recent bank statement
- Your current electricity and/or gas bills
- Your disconnection notice (if you have one)
- Your lease, rent receipt or mortgage document

Frequently Asked Questions

How long does the application process take?

- It can take up to 21 days once your application is complete. Your application is NOT complete until you have submitted all required documents

How many times can I apply?

- LEAP runs on the calendar year (January to December). You can apply for one grant per utility each calendar year.

Other Benefits

Customers living on a low income may qualify for certain other benefits as part of LEAP:

- **Security Deposits** → you can ask to have your security deposit waived. If you already paid a security deposit, you can ask to have it back or credited to your account.
- **Disconnection Grace Period** → if you get LEAP financial assistance the utility company must suspend the disconnection process for up to 21 days.
- **Billing Errors** → if you have been undercharged on electricity because of billing errors, you can pay the company back over a longer period of time.
- **Arrears Payment Agreement** → you can get more time to pay off arrears. Note that the utility can ask for a 10% down payment before you start your payment plan, and if you default on the plan more than twice, they can cancel it.
- **Reconnection Fee** → if your electricity or gas was disconnected, you do not have to pay the reconnection fee.

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>