

COVID-19 Energy Assistance Program (CEAP)

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On June 1, 2020, the Government of Ontario confirmed that it is making \$9 million available for the COVID-19 Energy Assistance Program (CEAP), to support residential customers struggling to pay their energy bills as a result of the COVID-19 emergency.

CEAP provides a one time, on-bill credit to eligible residential electricity and natural gas customers to help them catch up on their energy bills and resume regular payments. The program is being delivered in accordance with rules laid out by the OEB [COVID-19 Energy Assistance Program \(CEAP\)](#)

Eligible 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.

ERTH Power will begin accepting applications for CEAP on July 13, 2020. CEAP funding is limited and ERTH Power will process applications in the order in which they are received. Submitting an application for CEAP does not guarantee funding.

If you are a residential customer and meet all the following criteria please submit the application form [CEAP Application Form](#) (note: only the account holder can submit an application).

- *You or your spouse or common-law partner that resides in*

the same residence: is unemployed on the date of your application for CEAP; and you have received Employment Insurance or the Canada Emergency Response Benefit (CERB) since March 17, 2020.

- *Your account was in good standing on March 17, 2020, and you were not enrolled in an arrears payment agreement for amounts owing prior to March 17, 2020. However, if you enrolled in an arrears payment agreement for amounts that became owing after March 17, 2020, you are eligible for CEAP.*
- *You failed to make complete payment for the electricity charges (as applicable) on at least two bills issued since March 17, 2020, and have overdue balance on the date of your application for CEAP.*
- *You have not received emergency financial assistance for electricity bills under the Low-Income Energy Assistance Program (LEAP) or the Ontario Electricity Support Program in 2020.*

Note: The CEAP credit can be higher for eligible electricity customers if a) your home is mainly heated by electricity; or b) you use one of three specific at-home energy-intensive medical devices: kidney dialysis, mechanical ventilator or oxygen concentrator.

In that case, you may qualify for a one-time CEAP credit for half of the electricity charges that are overdue on the date of your application, up to a maximum of \$230. The CEAP application form requires that you confirm whether you meet either of these two conditions.