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CEAP supports eligible residential customers struggling to pay their energy bills due to COVID-19



CEAP is a one time, on-bill credit to help eligible residential customers catch up on their energy bills

COVID-19 Energy Assistance Program: Applications Begin July 13

The Government of Ontario is making \$9 million available to support residential customers struggling to pay their energy bills because of COVID-19. The COVID-19 Energy Assistance Program (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.

Electricity and natural gas utilities and unit sub-meter providers (USMPs) will begin accepting applications for CEAP on July 13, 2020, delivering the program in accordance with rules laid out by the OEB. CEAP funding is limited, with utilities and USMPs expected to process applications in the order in which they are received. Please note, submitting an application does not guarantee funding. To apply for CEAP funding, customers should contact their utility or USMP directly.

For more information, including eligibility requirements and on-bill credit amounts, visit oeb.ca/ceap.



Support available for eligible residential customers struggling to pay their energy bills due to COVID-19

NEW support for eligible residential customers struggling to pay their energy bills due to COVID-19

