

ONTARIO'S LOW-INCOME ENERGY ASSISTANCE PROGRAM (LEAP)

NATURAL GAS



LEAP EMERGENCY FINANCIAL ASSISTANCE

Low-income energy consumers having trouble paying their bills may qualify for **EMERGENCY RELIEF** to avoid having their service disconnected.

WHO CAN QUALIFY

A social service agency partnered with your utility will assess whether you qualify, based on a number of factors like family income, the number of people in your household and the size of the town or city you live in.



WHAT HELP IS AVAILABLE

If you qualify, you can get up to \$500 in emergency assistance, which is paid directly to your utility.

- * Help is only available if you are behind on your bill.
- * Help is for emergencies only. It is not meant as ongoing help to pay your bills.
- * You cannot receive more money than you owe on your bill.

WHO TO CONTACT FOR HELP

1. You must go through a social service or government agency. Contact your **LOCAL NATURAL GAS UTILITY** who will connect you with an agency serving your area, or **VISIT OUR WEBSITE** for a list of agencies.
2. You may have to meet with the agency for an interview. You will be asked to provide some paperwork including:
 - * Identification, natural gas bills, disconnection notices, a copy of a rental contract, lease or mortgage documents, proof of household income (cheque stub, employment letter, etc.), bank statements, etc.



CHECK OUT THE OEB'S ONLINE BILL CALCULATOR



YOUR UTILITY

Use our calculator to estimate your monthly **ELECTRICITY** and **NATURAL GAS BILLS**.

Consumers with limited financial resources have unique needs. The Ontario Energy Board (OEB) is working with local utilities, social agencies, consumer groups and other energy partners on a number of initiatives to **HELP YOU MANAGE YOUR ENERGY COSTS** including **FINANCIAL ASSISTANCE** and **SPECIAL CUSTOMER SERVICE RULES**.



Ontario Energy Board



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THE ONTARIO ENERGY BOARD CAN HELP YOU BE AN INFORMED ENERGY CONSUMER

For information on a range of topics visit ontarioenergyboard.ca/OEB/consumers

Contact our **CONSUMER RELATIONS CENTRE**
(open Monday to Friday, 8:30 a.m. to 5 p.m.)

1-877-632-2727 (toll-free within Ontario)

416-314-2455 (within Greater Toronto Area or from outside Canada)

consumerrelations@ontarioenergyboard.ca

 [@OntEnergyBoard](https://twitter.com/OntEnergyBoard)

The Ontario Energy Board is an independent and impartial public agency. We make decisions that serve the public interest. Our goal is to promote a financially viable and efficient energy sector that provides you with reliable energy services at a reasonable cost.

Aussi disponible en français. This material is also available in other languages. Visit our website or contact our Consumer Relations Centre.

SPECIAL RULES FOR LOW-INCOME CUSTOMERS

At the OEB's request, natural gas utilities have developed **SPECIAL RULES** to follow when dealing with customers who have limited financial resources.

THE RULES ADDRESS:

- * Waiving and refunding security deposits.
- * More time to pay if your utility made a mistake and under-charged you.
- * Equal billing or payment plan options.
- * A fair process if you are facing disconnection.
- * Flexible arrears payment agreements.



→ **CONTACT YOUR UTILITY FOR DETAILS.**

YOU QUALIFY FOR THESE SPECIAL RULES IF:

- Your local social agency determines you meet the requirements.
- You have received emergency financial assistance within the past two years.



AVAILABLE YEAR-ROUND

Emergency financial assistance is available year round. Contact your utility or any social service or government agency providing emergency financial assistance.

NOTE: Instead of LEAP, Union Gas offers a program called WINTER WARMTH to its customers. Visit uniongas.com for more information.