



Ministry of Energy,  
Northern Development and Mines

**COVID-19 Energy Assistance  
Program for Small Business  
(CEAP-SB) Application Form  
(Electricity)**



Hydro One Networks Inc.  
P.O. Box 5700  
Markham, ON L3R 1C8  
Attn: CEAP-SB  
Email: [CEAP-SB@HydroOne.com](mailto:CEAP-SB@HydroOne.com)

## **INSTRUCTIONS**

Please complete only one electricity application for your registered small business or registered charity. You cannot receive COVID-19 Energy Assistance Program for Small Business (CEAP-SB) funding for multiple storefronts or locations, and you can only receive CEAP-SB funding from Hydro One once. If you have natural gas service, you may also be able to apply separately for natural gas CEAP-SB support through your natural gas utility.

After you have provided your information, please sign this form and provide your consent by: (a) if submitting electronically, typing your name(s) in Section 4; or (b) if submitting by mail, you may print the completed form and sign Section 4 by hand. Please ensure that the information provided is accurate and up-to-date.

Once completed, the form can be emailed or printed and mailed to Hydro One. The form may also be completed and submitted online. Please visit [www.HydroOne.com/CEAP-SB](http://www.HydroOne.com/CEAP-SB) or call us at 1-888-664-9376 for more details.

CEAP-SB funding is limited and applying does not guarantee that Hydro One has CEAP-SB funding remaining. Applications will be processed in the order they are received. For information on residential CEAP and lower-income energy support programs available, please visit the Ontario Energy Board's [website](#).

## PROGRAM ELIGIBILITY

**You are eligible for this program if you meet all of the following criteria:**

1. As of the date you are applying, your small business or registered charity has an active account with Hydro One. You will be required to provide your registered business number or registered charity number.
2. Your small business or registered charity is classified as a general service < 50 kW customer.
3. Your small business or registered charity did not have any overdue amounts on its electricity bill on March 17, 2020, the date of the Provincial Declaration of Emergency.
4. As of the date you are applying, your small business or registered charity has overdue amounts from at least two electricity bills since March 17, 2020.
5. Your small business or registered charity was required to close\* its premises to members of the public for regular operations for at least fifteen days as a result of a government order or an inability to adapt your business or charity to comply with public health recommendations.

\* “close” means that the small business or registered charity was unable to maintain regular operations as a result of a government order or health recommendations that required them to either fully close operations, limit access to their premises or limit the services provided or available to the public.

You may be eligible for an enhanced credit if your small business or registered charity’s main heating source is electricity.

If you are not eligible for CEAP-SB, your place of residence may still be eligible for residential CEAP or other lower-income energy support programs. Please visit [www.HydroOne.com/FinancialAssistance](http://www.HydroOne.com/FinancialAssistance) for information on entering into a payment agreement. You may also visit the Ontario Energy Board’s [website](#) for more information.

## SECTION 1: NOTICE AND CONSENT

When submitting this completed form to Hydro One, please do not provide any personal information. The term “personal information” has the same meaning as under the *Freedom of Information and Protection of Privacy Act*, R.S.O. 1990 c. F.31. Please note that information requested in this form is business identity information (i.e. name, title, and business contact information), not personal information.

Should any personal information be provided within this form, this personal information will be collected by Hydro One in accordance with applicable privacy legislation such as the *Municipal Freedom of Information and Protection of Privacy Act* or the federal *Personal Information Protection and Electronic Documents Act* and the licence granted to it by the Ontario Energy Board under the *Ontario Energy Board Act, 1998*.

Your business information is being collected for the purpose of administering CEAP-SB, including but not limited to, determining your eligibility for CEAP-SB.

In addition, Hydro One may use information already collected from you for the purposes of administering your Hydro One account (e.g., any data respecting billing, bill payments), for the purposes of evaluating your eligibility for CEAP-SB and administering CEAP-SB.

The funding for CEAP-SB is provided by the Government of Ontario. Given that, in order to verify and determine whether you were eligible for CEAP-SB and/or to otherwise administer CEAP-SB, it may be necessary for Hydro One to share your information with the Ministry of Energy, Northern Development and Mines. If the Ministry of Energy, Northern Development and Mines requests any of the information, including personal information contained in this form in order to verify your eligibility for CEAP-SB or for audit purposes related to the administration of CEAP-SB, Hydro One will supply it to them. The Ministry of Energy, Northern Development and Mines may contact you for further information as part of their audit. You are encouraged to retain any documentation that demonstrates you meet the eligibility for CEAP-SB.

By completing and submitting this application form, you are consenting to the collection, use, and disclosure of your information, including personal information as described above.

Contact information for the person who can answer questions about the collection of the information in this form is available at [www.HydroOne.com/Privacy](http://www.HydroOne.com/Privacy).

## SECTION 2: PROGRAM ELIGIBILITY REQUIREMENTS

1. Are you applying for support for a small business or registered charity?

*Yes (If you select Yes, please provide your registered business number or charitable registration number.)*

*No (If you select No, CEAP-SB is a targeted program designed to aid certain customers in these difficult times. The response you have selected means your small business or registered charity does not meet the program's eligibility criteria.)*

2. Have you previously applied for CEAP-SB electricity support for another premises or account that operates under the same registered business number or charitable registration number?

*Yes (If you select Yes, CEAP-SB is a targeted program designed to aid certain customers in these difficult times. The response you have selected means your small business or registered charity does not meet the program's eligibility criteria.)*

No

3. As of the date you are applying, does your small business or registered charity have an active account with Hydro One as a general service < 50 kW customer?

*Yes (If you select Yes, Hydro One will verify this information.)*

*No (If you select No, CEAP-SB is a targeted program designed to aid certain customers in these difficult times. The response you have selected means your small business or registered charity does not meet the program's eligibility criteria.)*

4. Did your small business or registered charity have overdue amounts for its electricity bill on March 17, 2020, the date of the Provincial Declaration of Emergency?

*Yes (If you select Yes, CEAP-SB is a targeted program designed to aid certain customers in these difficult times. The response you have selected means your small business or registered charity does not meet the program's eligibility criteria.)*

*No (If you select No, Hydro One will verify this information.)*

5. As of the date you are applying, does your small business or registered charity have any overdue amounts owing from at least two electricity bills since March 17, 2020?

Yes, I have overdue amounts owing from at least two bills since March 17, 2020. *(If you select Yes, Hydro One will verify this information.)*

No *(If you select No, CEAP-SB is a targeted program designed to aid certain customers in these difficult times. The response you have selected means your small business or registered charity does not meet the program's eligibility criteria.)*

6. Was your small business or registered charity required to close its premises to the public for regular operations for at least fifteen days as a result of a government order or an inability to adapt its business to comply with public health recommendations?

Yes

No *(If you select No, CEAP-SB is a targeted program designed to aid certain customers in these difficult times. The response you have selected means your small business or registered charity does not meet the program's eligibility criteria.)*

7. Is your small business or registered charity's main heating source electricity?

Yes

No *(If you select No, you are still eligible for CEAP-SB funding. Small businesses or registered charities that use electricity as their main heating source may be eligible for an enhanced CEAP-SB credit.)*

### SECTION 3: UTILITY ACCOUNT INFORMATION

Before you begin, make sure that you have a copy of your Hydro One bill for reference.

**Utility Account Information:** Please enter your information exactly as it appears on your small business or registered charity's Hydro One bill. If the information is not entered as it appears on your small business or registered charity's Hydro One bill, your application may not be processed until the information can be corrected and verified.

1. Hydro One Account Number:

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Name on the Account:

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Name of Person Authorized to Act on Behalf of the Account:

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Account's Service Address:

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2. Your Registered Business Number or Charitable Registration Number:

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3. Your small business or registered charity contact information (please provide the best phone number or email address for Hydro One to contact you if we have questions about your application):

Phone Number (home, work or mobile):

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Email Address:

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**SECTION 4: DECLARATION**

By signing below,

(a) I declare that the information I have provided in this application is true and correct;

*and*

(b) I indicate my consent to the collection, use and disclosure of my information, including personal information, if applicable, as described in this form

Name of Person Authorized to Act on Behalf of the Account:

Date:

\_\_\_\_\_  
(sign by hand or type in your name)

Please email this form to [CEAP-SB@HydroOne.com](mailto:CEAP-SB@HydroOne.com) or mail this form to Hydro One. Hydro One’s mailing address is shown on page 1 of this form. Please visit [www.HydroOne.com/CEAP-SB](http://www.HydroOne.com/CEAP-SB) or call us at 1-888-664-9376 for more details.

Hydro One will review this application and notify you whether your small business or registered charity is eligible for CEAP-SB. If approved, a one-time credit amount will appear on your next bill or the following one, depending on where you are in the billing cycle.