

Instructions

Please complete only one electricity application for your primary residence (where you reside for more than six months of the year). You cannot receive COVID-19 Energy Assistance Program (CEAP) funding for multiple residences, and you can only receive CEAP funding from your electricity provider once. If you have natural gas service, you may apply separately for natural gas CEAP 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 or call us at 1-888-664-9376 for more details.

CEAP funding is limited and applying does not guarantee that Hydro One has CEAP funding remaining. Applications will be processed in the order they are received. For information on lower-income energy support programs available, please visit www.oeb.ca. You may also visit www.HydroOne.com/FinancialAssistance.

Program Eligibility

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

1. You did not have any overdue amounts on your electricity bill on March 17, 2020, the date of the Provincial Declaration of Emergency.
2. As of the date you are applying, you have any overdue amounts owing from at least two electricity bills since March 17, 2020.
3. The account holder (the person whose name is on the bill) or the account holder's spouse or common-law partner (who must share the same address with the account holder):
 - I. Is unemployed on the date the CEAP application is submitted; and
 - II. Qualified for the Canada Emergency Response Benefit (CERB) or received Employment Insurance (EI) after March 17, 2020.
4. The account holder has not received Ontario Electricity Support Program (OESP) or Low-Income Energy Assistance Program (LEAP) grants in 2020.

You may be eligible for an enhanced credit if:

- a) Your household's main heating source is electricity, or
- b) You use one of the following **at-home** energy-intensive medical devices: Kidney Dialysis Machine, Mechanical Ventilators, Oxygen Concentrator.

If you are not eligible for CEAP, you may still be eligible for lower-income energy support programs. Please visit the Ontario Energy Board's website at www.oeb.ca for more information. You may also contact Hydro One for information on entering into an Arrears Payment Agreement.

Section 1: Notice and Consent

When you submit this completed form to Hydro One, it is collecting your personal information 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 personal information is being collected for the purpose of administering CEAP, including but not limited to, determining your eligibility for CEAP.

In addition, Hydro One may use personal information already collected from you for the purposes of administering your Hydro One account (e.g., any data respecting billing, bill payments, and previous participation in energy support programs), for the purposes of evaluating your eligibility for CEAP and administering CEAP.

The funding for CEAP is provided by the Government of Ontario. Given that, in order to verify and determine whether you were eligible for CEAP and/or to otherwise administer CEAP, 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 personal information contained in this form in order to verify your eligibility for CEAP or for audit purposes related to the administration of CEAP, 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.

By completing and submitting this application form, you are consenting to the collection, use, and disclosure of your 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.

Section 2: Program Eligibility Requirements

1. Did you have overdue amounts for your electricity bill on March 17, 2020, the date of the Provincial Declaration of Emergency?

Yes ▶ If you select Yes, CEAP is a targeted program designed to aid certain customers in these difficult times. The response you have selected means your household does not meet the program's eligibility criteria.

No ▶ If you select No, Hydro One will verify this information.

2. As of the date you are applying, do you 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 is a targeted program designed to aid certain customers in these difficult times. The response you have selected means your household does not meet the program's eligibility criteria.

3. Is the account holder (the person whose name is on the bill) or the account holder's spouse or common-law partner (who must share the same address with the account holder):

I. Unemployed at the time of your CEAP application; and

II. Have they qualified for the Canada Emergency Response Benefit (CERB) or received Employment Insurance (EI) after March 17, 2020?

Yes

No ▶ If you select No, CEAP is a targeted program designed to aid certain customers in these difficult times. The response you have selected means your household does not meet the program's eligibility criteria.

4. Has the account holder received Ontario Electricity Support Program (OESP) credits in 2020?

Yes ▶ If you select Yes, you are not currently eligible for CEAP.

No ▶ If you select No, Hydro One will verify this information.

5. Has the account holder received Low-Income Energy Assistance Program (LEAP) grants in 2020?

Yes ▶ If you select Yes, you are not currently eligible for CEAP.

No ▶ If you select No, Hydro One will verify this information.

6. Is your household's main heating source electricity?

Yes

No ▶ If you select No, you are still eligible for CEAP funding. Households that use electricity as their main heating source may be eligible for an enhanced CEAP credit.

7. Do you use one of the following **at-home** energy-intensive medical devices (Kidney Dialysis Machine, Mechanical Ventilators, Oxygen Concentrator)?

Yes

No ▶ If you select No, you are still eligible for CEAP funding. Account holders that use an energy intensive medical device may be eligible for an enhanced CEAP credit.

Section 3: Hydro One Account Holder Information

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

Please enter your information **exactly** as it appears on your Hydro One bill. If your information is not entered as it appears on your bill, your application may not be able to be processed until the information can be corrected and verified.

1. Hydro One Account Information

Hydro One Account Number (12 digits)

Account Holder's Full Name(s)

Account Holder's Service Address

2. Your Contact Information (please provide the best number or email address for Hydro One to contact you if they have questions about your application):

Your Phone Number (home, work or mobile)

Your Email Address

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 personal information as described in this form

Name of Account Holder

Date (yyyy/mm/dd)

(sign by hand or type in your name)

Where personal information of a spouse or common-law partner is disclosed in this form, please have them indicate their consent to the collection, use and disclosure of their personal information as described in this form by signing below.

Name of Spouse or Common-Law Partner

Date (yyyy/mm/dd)

(spouse or common-law partner to sign by hand or type in their name)

Please email this form to CEAP@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 or call us at 1-888-664-9376 for more details.

Hydro One will review this application and notify you whether you are eligible for CEAP. 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.

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