

## COVID-19 EMERGENCY RESPONSE

### PROVINCIAL PROGRAM

The following opportunity, in response to the COVID-19 pandemic, is being brought to your attention.

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| Program Name:      | COVID-19 Emergency Assistance Program (CEAP)   |   |
| Who Can Apply:     | Residential customers behind on electrical/natural gas bills   |   |
| When Can I Apply:  | Open:  | July 13, 2020   |
|                    | Close:   | TBD   |
| How Do I Apply:    | In Person:   |   |
|                    | Mail:  |   |
|                    | Phone:   |   |
|                    | Online:  | <a href="https://enwin.com/covid-19-energy-assistance-program/">https://enwin.com/covid-19-energy-assistance-program/</a> |
| Program Website:   | <a href="https://www.oeb.ca/newsroom/2020/support-residential-energy-customers-impacted-covid-19">https://www.oeb.ca/newsroom/2020/support-residential-energy-customers-impacted-covid-19</a>  |   |
| Funding Type:      | Relief Program – assistance on half of overdue charges up to a maximum   |   |
| Funding Available: | Up to a maximum of \$115 for electricity customers. Up to a maximum of \$80 for natural gas customers  |   |
| Description:       | <p>The on-bill credit amount for electricity customers covers half of the electricity charges overdue on the date of the application, up to a maximum of \$115. In the case of natural gas customers, the on-bill credit covers half of the natural gas charges overdue on the date of application, up to a maximum of \$80.</p> <p>Customers can apply for CEAP through their utility or USMP. The application form will be available on their websites or on request, and each may have a unique approach for application in-take. CEAP funding is limited, and submitting an application for CEAP does not guarantee funding. Utilities and USMPs are expected to process applications in the order in which they are received, and they will stop delivering CEAP once their allocated share of CEAP funding runs out.</p> |   |

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| Special Conditions: | A higher level of assistance is available for electricity customers whose homes are mainly electrically heated or who rely on certain in-home medical devices, and for natural gas customers in certain regions of the Province. |
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DISCLAIMER: Please be aware that the City of Windsor is providing summary information only and strongly recommends you review the specifics of these programs by clicking on the Program Website links provided. The situation with COVID-19 is evolving and details related to this opportunity are subject to change. The City of Windsor takes no responsibility for omissions or inaccurate information that could be included on this template. Please refer to the link provided in the Program Website section for the most current and complete information.