



## Serving the Community of Renfrew

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

In order to assist low-income energy consumers the Ontario Energy Board has introduced the Low – Income Assistance Program (LEAP). The program can offer emergency financial assistance and special customer service rules. The special service rules include a waiver of the security deposit.

In order to qualify as a low-income consumer, you must have a family income that falls below certain limits (Stats Canada low-income cut off plus 15%). The amount of income it takes to qualify as low-income changes each year and depends on the size of the town you live in and the number of people in your family.

If you qualify, your low-income status will remain in effect for 2 years from the date you are notified.

In order to take advantage of the special rules for qualified low-income customers you **MUST BE QUALIFIED BY A SOCIAL SERVICE OR GOVERNMENT AGENCY.**

Renfrew Hydro has partnered with County of Renfrew – Social Services Ontario Works Department.

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If would like to apply for the eligible low-income customer service rules and request a waiver of the hydro security deposit you must provide proof of eligibility.

If you already have an assigned contact at Ontario Works please have them contact us or send us confirmation that you qualify as a low income customer.

OR

Call the local Renfrew Ontario Works office to set up an appointment – 613-433-9846

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