

# Low-Income Programs

The conservation and energy efficiency programs listed in this section are available for low-income individuals and families, and public and private low-income/social housing providers. Individuals and families may also want to review the ‘Residential Programs’ section for further programs. Public and private low-income/social housing providers may also want to review the ‘Multi-Residential’ and/or ‘Institutional, Commercial, and Industrial’ section, as your building(s) may be eligible under some of those programs. Please confirm your eligibility with the organization delivering the program.

Program Name	Services Provided									Financial Incentives								
	Assistance - General	Assistance - Technical	Education/Information	Product Exchange	Product Give-away	Product Recycling/Pick-up	Seminars/Workshops	Software	Training	Credit/Discount	Grant	Loan	No/Low Interest Loan	Payment Plan	Rate Reduction	Rebate	Subsidy	Tax Incentive
<b>Low-Income</b>																		
20/20 The Way to Clean Air			•															
Budget Billing Plan														•				
Community Start-Up and Maintenance Benefit (CSUMB)										•								
Cool Savings Rebate Program														•				
Emergency Energy Fund (EEF)										•					•			
Enhanced TAPS Program					•													
Every Kilowatt Counts (EKC)			•															
Fund for Utility Service Emergencies (FUSE)									•									
Green Light On a Better Environment (GLOBE)	•	•	•				•	•	•									



# **Low-Income Programs**

## **20/20 The Way to Clean Air**

GTA

<http://www.toronto.ca/health/2020>

20/20 The Way to Clean Air offers Toronto residents information designed to encourage actions that will reduce smog and other effects of climate change.

Toronto Public Health, Environmental Protection Office  
416-392-6672

## **Budget Billing Plan**

Enbridge

<https://portal-plumprod.cgc.enbridge.com/portal/server.pt?space=CommunityPage&control=SetCommunity&CommunityID=275>

The Budget Billing Plan offers Enbridge customers the opportunity to spread out their natural gas charges over 11 equal installments to help control for fluctuating seasonal energy costs. Customers can sign up for the program between September and February.

Enbridge Gas  
1-877-362-7434

## **Community Start-Up and Maintenance Benefit (CSUMB)**

Provincial

<http://www.cleo.on.ca/english/pub/onpub/PDF/socialAsst/csub.pdf>

The Community Start-Up and Maintenance Benefit (CSUMB) offers financial assistance to Ontarians who qualify for social assistance from Ontario Works (OW) or the Ontario Disability Support Program (ODSP). The CSUMB can be used:

- to keep your utilities from being cut off;
- to get your utilities back if they have been cut off; and/or
- for a utility deposit when setting up a new home

The maximum request from CSUMB is:

- \$799 for singles and couples without a dependent child(ren) under 18, and
- \$1,500 for families with a dependent child(ren) under 18.

Potential participants should contact your OW or ODSP office to apply.

Service Ontario  
1-800-267-8097

## **Cool Savings Rebate Program**

Provincial

<http://everykilowattcounts.ca/residential/coolingsavings/>

The Cool Savings Rebate Program offers residential consumers rebates to replace outdated central heating and cooling equipment.

- \$25 to purchase and install a programmable thermostat;
- \$125 to purchase and install a mid or high-efficiency furnace with an Electronically Commutated Motor (ECM);
- \$250 to purchase and install an ENERGY STAR® qualified CAC system, heat pump or ductless split system; and
- \$400 to purchase and install a stand-alone CEE “Tier 2” level central air conditioning system or ground source heat pump.

Ontario Power Authority (OPA), Every Kilowatt Counts  
1-877-797-9473

## Emergency Energy Fund (EEF)

Provincial

[http://www.mcsc.gov.on.ca/mcsc/english/pillars/community/programs/homeless\\_prevent.htm](http://www.mcsc.gov.on.ca/mcsc/english/pillars/community/programs/homeless_prevent.htm)

The Emergency Energy Fund offers financial assistance to Ontario residents to help pay for utility arrears, security deposits, and reconnection costs for electricity, natural gas, oil and other forms of energy. Each municipality has its own eligibility criteria. Please contact your local municipality for more information.

Ministry of Community and Social Services  
1-888-789-4199

## Enhanced TAPS Program

Enbridge

<https://portal-plumprod.cgc.enbridge.com/portal/server.pt?space=CommunityPage&control=SetCommunity&CommunityID=587>

The Enhanced TAPS Program offers qualifying low-income families and individuals free energy saving tools including:

- installation of a programmable thermostat;
- installation of foam pipe insulation;
- an energy efficient showerhead; and
- kitchen and bathroom aerators.

Potential applicants are encouraged to contact their local community service agency listed on the program web page.

Enbridge  
1-877-362-7434

## Every Kilowatt Counts (EKC)

Provincial

<http://www.everykilowattcounts.ca>

Every Kilowatt Counts offers Ontario residents a variety of energy conservation programs and services aimed at achieving greater energy efficiency in homes and businesses.

Ontario Power Authority (OPA), Conservation Bureau  
1-877-797-9473

## Fund for Utility Service Emergencies (FUSE)

Peterborough Utilities Services

[http://www.housingpeterborough.com/pdfs/FUSE Information 2006.pdf](http://www.housingpeterborough.com/pdfs/FUSE%20Information%202006.pdf)

The Fund for Utility Service Emergencies offers low-income customers of Peterborough Utilities Services (PUS) in Peterborough City and County a credit towards their PUS bill if they are at risk of losing their utility services. Eligible expenses include arrears, deposits, or reconnection charges for utilities provided through the PUS. Assistance levels vary according to availability of funds, and receipts can receive assistance once per year (except under extraordinary circumstances).

Housing Resource Centre  
705-743-9122

## Green Light On a Better Environment (GLOBE)

Provincial

<http://www.globeservices.ca%5C/>

Green Light On a Better Environment (GLOBE) offers tenants and service providers in the social housing sector assistance and tools to help improve the energy efficiency of their buildings and operations.

GLOBE offers:

- workshops and training;
- assistance with energy audits, including a template and web based auditing tool;
- support services, regarding project management, program evaluation, standards and legislation;
- educational primers; and
- case studies, tips, and links to relevant organizations and legislation

GLOBE  
(416) 594-9325

## Golden Age Service

Enbridge

<https://portal-plumprod.cgc.enbridge.com/portal/server.pt?space=CommunityPage&control=SetCommunity&CommunityID=278>

The Golden Age Service offers residential customers 65 years or older a variety of benefits including:

- waiving of security deposits (if there is a good payment record), and
- the option to pay for monthly gas bills after receiving your pension cheque (your bill will show the same due date, but there will not be late payment charges).

Golden Age members can also benefit from these additional programs:

- special payment arrangements to help if you fall behind;
- budget Billing Plan to spread payments out evenly throughout the year; and
- pre-Authorized Payments to automatically withdraw monthly payments.

Enbridge Gas  
1-877-362-7434

## Hamilton Utilities Arrears Program

Hamilton

<http://www.myhamilton.ca/myhamilton/CityandGovernment/HealthandSocialServices/SocialServices/SupportPrograms/utilitiesArrears.htm>

The Hamilton Utilities Arrears Program offers low-income residents, Ontario Works (OW) or Ontario Disability Support Program (ODSP) participants in Hamilton a credit towards their utility arrears, disconnections, and security deposits. Families with children are eligible for up to \$1,500 per year and singles and couples without children up to \$799 per year. Approved assistance is paid directly to the utility company.

City of Hamilton, Special Supports  
(905) 546-2590  
support@hamilton.ca

## Helping Homes Conserve

Union Gas

<http://www.uniongas.com/helpinghomes/>

The Helping Homes Conserve program offers families in financial need with free energy saving tools that can help them save up to \$200 a year on their energy bills. The tools including:

- installation of an energy-efficient massage showerhead (uses 50% less water);
- installation of a bathroom aerator that uses up to 50% less water;
- installation of swivel kitchen aerator that uses up to 50% less water;
- foam pipe insulation, estimated to save 2% on water heating energy; and
- a programmable thermostat

Union Gas  
1-866-354-5098

## Keep Cool

Toronto Hydro Customers

<http://www.cleanairfoundation.org/keepcool/>

Keep Cool is a seasonal program (weekends in May and June) that offers Toronto Hydro customers a \$25 Home Depot gift card in exchange for an old inefficient window or room air conditioner. Check the website for the exact dates and details.

Clean Air Foundation  
(416) 922-9038 X 258

## Keep the Heat

Windsor & Essex County

<http://windsor.essex.cioc.ca/details.asp?RSN=3690>

Keep the Heat offers emergency financial assistance to individuals and families experiencing financial difficulties, and have received a termination notice for their heating utilities. The maximum assistance potentially offered is \$1,000. Potential applicants should be:

- families currently in receipt of the National Child Benefit (NCBS); or
- single individuals on a fixed or low income;
- the person named on the bill (and live at the residence indicated) and
- prepared to provide proof of age, income, expenses, threat, or termination of utility services.

Keep the Heat also offers workshops to help consumers conserve and better use energy within the house.

Contact information is dependant on location.  
Please refer to the web site for contact information.

## Peaksaver

Provincial

<http://everykilowattcounts.ca/residential/peaksaver/>

The Peaksaver program offers a one-time \$25 rebate and a programmable thermostat to residents and small business interested in lowering their summer peak energy use. During peak energy use, your local distribution/utility company will send a signal to the programmable thermostat that will turn down your air conditioner by a couple of degrees.

The following distribution/utility companies offer Peaksaver:

Barrie Hydro	Gananoque-Easter Ontario Power	Oakville Hydro
Bluewater Power Distribution	Grimsby Power	Orangeville Hydro
Brant County Power	Guelph Hydro	Oshawa PUC
Brantford Power	Haldimand County Hydro	Parry Sound Power
Burlington Hydro	Halton Hills Hydro	Peninsula West Utilities
Cambridge & North Dumfries Hydro	Horizon Utilities	Peterborough Distribution
Centre Wellington Hydro	Hydro One Brampton	PowerStream
Chatham-Kent	Hydro One Networks	St. Thomas Energy
Clinton Power	Hydro Ottawa	Toronto Hydro
COLLUS Power	Innisfil Hydro	Veridian Connections
Cooperative Hydro Embrun	Kitchener-Wilmot Hydro	Wasaga Distribution
E.L.K. Energy	Lakefront Utilities	Waterloo North Hydro
Enersource Hydro Mississauga	London Hydro	Welland Hydro
ENWIN Powerlines	Middlesex Power	Westario Power
Erie Thames Power	Midland Power	West Perth Power
Essex Power	Milton Hydro	Whitby Hydro
Festival Hydro	Newmarket Hydro	Woodstock Hydro
Greater Sudbury Hydro	Niagara-on-the-Lake Hydro	
	Norfolk Power	

## Programmable Thermostat Rebate

Enbridge Gas Customers

<https://portal-plumprod.cgc.enbridge.com/portal/server.pt?space=CommunityPage&control=SetCommunity&CommunityID=285>

The Programmable Thermostat Program offers Enbridge customers a rebate for installing a programmable thermostat that helps to reduce space heating and gas consumption.

Enbridge, Energy Efficiency Programs  
(416) 495-5356

## Retails Sales Tax (RST) Exemption on ENERGY STAR® Products

Provincial

<http://www.rev.gov.on.ca/english/taxtips/rst/pdf/04.pdf>

A point-of-sale RST exemption applies to certain ENERGY STAR® qualifying household products purchased, rented, or leased after July 19, 2007 and before August 31, 2009. The RST exemption applies to refrigerators, dishwashers, clothes washers, freezers, dehumidifiers, room air conditioners, and qualifying light bulbs and decorative light strings. The RST exemption is expected to provide Ontario consumers with \$36 million in 2007-08 and \$15 million in 2008-09.

Ontario Ministry of Revenue, Refund Unit, Retail Sales Tax  
1-800-615-2757

## Share the Warmth (STW)

Provincial

<http://www.sharethewarmth.org/about.html>

Share the Warmth offers energy assistance and energy conservation services to families, seniors, the disabled, and the terminally ill, living at or near the poverty level. Share the Warmth does not give money or cover the entire cost of an applicant's heating needs, instead Share the Warmth purchases heat and energy in the form of gas, electricity, oil, propane, wood or kerosene and delivers it to households in order to address a portion of the applicant's overall need sufficient to ensure warmth in the winter.

Geographic regions served are dependant on funding availability and participating utilities.

Share the Warmth  
(416) 736-4671  
info@sharethewarmth.org

## Shelter Fund

Toronto

[http://www.toronto.ca/socialservices/Policy/shelter\\_fund.htm#c](http://www.toronto.ca/socialservices/Policy/shelter_fund.htm#c)

The Shelter Fund offers financial assistance to Ontario Works (OW) or Ontario Disability Support Program (ODSP) participants in Toronto who have one or more dependent child(ren) under the age of 18. The Shelter Fund, provides additional support to the Community Start Up and Maintenance Benefit (CSUMB) to assist families who require 'start-up' funds for establishing a new permanent residence, including costs for fuel and hydro deposits, utility or fuel arrears (and associated costs). In cases of rental or utility arrears, funds are paid directly to the landlord or the utility company. The Shelter Fund can potentially provide a one-time payment of up to \$1,500 and is available to households once every 2 years.

Please contact your case worker for application information.

## The Great Refrigerator Round-up

Provincial

<http://www.everykilowattcounts.ca/residential/roundup/index.php>

The Great Refrigerator Round-up offers homeowners free pick-up and recycling of qualifying full-size refrigerators and freezers.

The following distribution/utility companies are offering The Great Refrigerator Round-up:

Toronto Hydro	Greater Sudbury Hydro	North Bay Hydro
Orangeville Hydro	Grimsby Power	Oakville Hydro
Orillia Power	Guelph Hydro	Festival Hydro
Oshawa PUC	Haldimand County Hydro	Fort Frances Power
Parry Sound Power	Halton Hills Hydro	Barrie Hydro
Peninsula West Utilities	Horizon Utilities	Bluewater Power Distribution
Peterborough Distribution	Hydro One Brampton	Brant County Power
Port Colborne (CNP)	Hydro One Networks	Brantford Power
Power Stream	Innisfil Hydro	Burlington Hydro
PUC Distribution	Kenora Hydro	Cambridge and North Dumfries Hydro
St. Thomas Energy	Kingston Electricity	COLLUS Power
Thunder Bay Hydro	Kitchener-Wilmot Hydro	E.L.K Energy
Tillsonburg Hydro	Lakefront Utilities	Enersource Hydro
Veridian Connections	London Hydro	ENWIN Powerlines
Waterloo North Hydro	Midland Power	Erie Thames Power
Welland Hydro-Electric	Milton Hydro	Espanola Regional Hydro
Westario Power Inc.	Newmarket-Tay Power	Essex Power
Whitby Electric	Niagara-on-the-Lake Hydro	
Great Lakes Power	Norfolk Power	

## The Heat and Warmth Program (THAW)

London

[http://www.londonhydro.com/lh\\_website/community/thaw.jsp](http://www.londonhydro.com/lh_website/community/thaw.jsp)

The Heat and Warmth Program offers low-income families who reside in the City of London, emergency financial assistance to cover the cost of utility bill arrears in order to avoid disconnection of service. THAW is available to households once every 2 years. Applicants must:

- meet income criteria;
- have received a final disconnection notice;
- have paid at least \$50 (in the past 4 months) towards the utility bill, and
- be the person named on the bill.

Centre of Hope  
519-661-0343 x300

## Toronto Community Housing Corporation - Appliance Renewal Program

GTA

<http://www.sustainablecommunities.fcm.ca/GMF/>

The Toronto Community Housing Corporation Appliance Renewal Program is providing 28,500 low-income rental residents with new energy-efficient appliances.

Toronto Community Housing Corporation  
(416) 259-9785

## Weatherization Pilot Program

Enbridge

<https://portal-plumprod.cgc.enbridge.com/portal/server.pt?space=CommunityPage&control=SetCommunity&CommunityID=832>

The Weatherization Pilot Program offers low-income customers in Toronto, Peel, York, Durham, Ottawa or the counties of Renfrew, Prescott and Russell, Lanark, Leeds and Grenville, Stormont, Dundas and Glengarry with free energy efficiency measures such as draft proofing and insulation. To qualify Enbridge customers must meet the defined financial criteria and is a participant of (at least) one of the following programs:

- Ontario Works;
- Ontario Disability Support Program;
- Guaranteed Income Supplement;
- Allowance for Seniors;
- Allowance for Survivors; or
- National Child Benefit Supplement

To participate in Toronto, Peel, York or Durham call Green\$aver at (416) 203-3106 x304 and in Ottawa call EnviroCentre at (613) 580-2582.

## Winter Warmth

[www.enbridge.com/winterwarmth](http://www.enbridge.com/winterwarmth)

Winter warmth offers financial assistance to residential customers living at/or below the poverty line who have exhausted all other sources of financial support. Successful applicants can have a credit applied towards their electricity or gas bills. Potential applicants:

- have energy bills that are currently in arrears;
- have recently received a disconnection notice; and/or
- are experiencing personal circumstances that make it difficult to pay current energy bills.

Winter Warmth is delivered by community agencies through the United Way. Please refer to the Winter Warmth website for regional contact information.

Enbridge  
(416) 495-5662