

You are approaching the end of your eligibility period for the Ontario Electricity Support Program (OESP) in the next few months. Your last OESP credit is scheduled to be on your [insert month] bill. **If you do not renew your application, your monthly credit will end and will no longer be applied to your bill.** The renewal process can take up to 4-6 weeks so it is important to start the renewal process to ensure there is no gap in your OESP assistance.

There are 3 ways to [renew](#) your application:

1. Visit www.ontarioelectricitysupport.ca and click on **renew application**.
2. Complete a paper application and consent form and mail it to the address below:

Ontario Electricity Support Program
PO Box 1540 STN B
Ottawa, ON, K1P 0C7

An OESP paper application can be obtained the following ways:

- Visit www.ontarioelectricitysupport.ca and click on 'Program Documents' and then 'OESP Application Form'
- Call the number below to request a paper application be mailed to you

3. Visit an intake agency to help you apply. Intake agencies can manually verify your household's income if everyone aged 18 and older in the household has not filed taxes at least once in the last 2 years, or if your circumstances have changed since you last filed.

Find the intake agency nearest you by visiting www.ontarioelectricitysupport.ca or by calling the number below.

Documents Required for Renewal:

- Social insurance numbers for all household members 18 and older
- Your current utility bill, which contains the following information:
 - Utility Account Number: [insert customer's account number]
 - Utility Account Holder's Full Name(s): [insert customer's utility account name(s)]
 - Utility Account Holder's Service Address: [insert customer's service address]

Contact the OESP Contact Centre:

If you have questions, you can contact the OESP Contact Centre by:

- Calling 1-855-831-8151 (toll free within Ontario)
- Emailing help@ontarioelectricitysupport.ca
- Using the Bell Relay service at 1-800-855-1155 (TTY to TTY)

The OESP Contact Centre is open Monday to Friday, from 8:00 a.m. to 9:00 p.m. ET.