

Renewal of Ontario Electricity Support Program Eligibility

Frequently Asked Questions

Is the renewal process similar to the process of new applications?

Yes, from a technical standpoint, the processes are similar.

Are distributors required to use the sample notification letter to OESP recipients with approaching eligibility periods?

No. However, your letter to OESP recipients must include all necessary information about them renewing their OESP eligibility period. Distributors may amend the content and layout of the sample letter.

It is recommended that the notification also contain the account information that customers require to complete an OESP application. The following information should be provided to the customer exactly as they need to enter it on their OESP application:

- Utility Account Number
- Utility Account Holder's Full Name(s)
- Utility Account Holder's Service Address

Can distributors email the sample notification letter to OESP recipients?

Yes, if email is the customer's preferred communication method.

Is there anything else distributors should do in anticipation for the renewal process?

Customers may find it helpful if distributors update the OESP language on their website to include information about renewing their OESP eligibility, and with the direct OESP [Renew Application](#) link. Distributors may also choose to include the contact information of intake agencies in their service area on their website, with a link to the [intake agency map](#).

Should OESP recipients wait until their eligibility period is over to reapply?

No, we recommend recipients reapply 1-2 months before their eligibility period ends to ensure continuity of the OESP credit.