



Ontario  
Energy  
Board | Commission  
de l'énergie  
de l'Ontario

BY EMAIL ONLY

June 16, 2020

Susannah K. Robinson ICD.D  
Vice President, Ontario  
EPCOR Natural Gas Limited Partnership  
55 University Ave, Suite 710|  
Toronto ON M5J 2H7  
E-mail: [srobinson@epcor.com](mailto:srobinson@epcor.com)

Dear Ms. Robinson:

## **Re: COVID-19 Energy Assistance Program, Implementation by Gas Utilities**

### **Background**

The Minister of Energy, Northern Development and Mines and the Associate Minister of Energy in a letter dated June 1, 2020 (Ministers' Letter) asked the Ontario Energy Board (OEB) for support in implementing the COVID-19 Energy Assistance Program (CEAP). The Ministers stated that government will make available \$9 million under CEAP for customers who are behind on their electricity and natural gas bills as a result of the COVID-19 emergency. The intention of CEAP is to allow residential customers to catch up on their energy bills and resume regular payments. The Ministers' Letter asks the OEB to take steps necessary to ensure that natural gas distributors (as well as electricity distributors and unit sub-meter providers) provide CEAP to their residential customers.

On June 16, 2020, the OEB issued a Decision and Order amending the licences of all electricity distributors and unit sub-meter providers to provide for the implementation of CEAP (Licence Decision)<sup>1</sup>. The Licence Decision sets out the conditions for, among other things, the use of an OEB prescribed application form for the electricity sector,

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<sup>1</sup> EB-2020-0162

providing consumers with the application form, assessing eligibility of consumers based on OEB provided criteria, the amounts of credits to be provided to eligible consumers and the means of being reimbursed for CEAP support amounts.

The Ministers' Letter describes CEAP as an expansion of the Low-income Energy Assistance Program (LEAP), and to be consistent with this statement the OEB has identified the four natural gas distributors that participate in LEAP as eligible for CEAP funding. These are: Enbridge Gas Inc., Epcor Natural Gas Limited Partnership, and the natural gas distribution services provided by Utilities Kingston and Kitchener Utilities (Gas Utilities). In keeping with the intent of the Ministers' Letter and the OEB's mandate to protect the interests of consumers with respect to the price of gas service, the OEB's expects that the Gas Utilities will assist with the administration of CEAP. The purpose of this letter is to set out the OEB's expectations and conditions for a Gas Utility to provide CEAP and be reimbursed for any financial assistance provided to its residential customers.

The Ministers' Letter stated the government's intention that CEAP reach the most residential consumers possible, and consider a number of criteria for eligibility and support levels to help reach the most people. To achieve this goal in a timely manner the OEB will look to the Gas Utilities to act as the primary point of contact with natural gas consumers, processing application forms for CEAP assistance, and crediting consumer bills for the appropriate amount where the relevant eligibility criteria have been met. A copy of the Ministers' Letter is attached.

In the Licence Decision the OEB established a comprehensive set of rules respecting the role of licensed electricity distributors and licensed unit sub-meter providers in administering CEAP. The intention of these rules is to help ensure that the \$9 million of public money being made available to fund CEAP is spent in a fair, transparent, and accountable manner. As Gas Utilities will be accessing this same source of funding, it is the OEB's expectation that they should follow similar procedures, subject to specific differences in eligibility and amounts of credits identified in the Ministers' Letter.

### ***CEAP funding available for Gas Utilities***

In the Licence Decision, the OEB determined that the fair approach to allocating the \$9 million in CEAP funds would be to base the funding allocation on the relative number of residential consumers, in keeping with the purpose of CEAP to support those residential consumers who have fallen behind in their bill payments on account of the COVID-19 emergency. On that basis the OEB will designate a total of \$3,770,317.67 to Gas Utilities that provide CEAP. This amount is based on the number of residential customers they collectively have in relation to residential customers in the electricity sector (including residential customers of unit sub-meter providers). This amount will be

allocated to the individual Gas Distributors based on the number of residential customers reported to the OEB. The amount to be allocated to each Gas Utility is as follows:

Enbridge Gas Inc.: \$3,675,385.32

EPCOR Natural Gas Limited Partnership: \$9,347.15

Kitchener Utilities:\$72,049.68

Utilities Kingston: \$13,535.51

As indicated in the Ministers' Letter, the Ministry of Energy, Northern Development and Mines will be entering into agreements with the Gas Utilities to transfer the appropriate funds.

### ***Implementing CEAP for Gas Utilities***

The implementation of CEAP by Gas Utilities should follow the approach set out in the Licence Decision to provide a consistent implementation across the province given the use of taxpayer funds. The OEB also expects that a similar implementation will be less confusing for consumers who may apply to both their electricity utility and their Gas Utility for CEAP credits. Therefore, the following expectations regarding implementation of CEAP in the natural gas sector are the same as those for electricity distributors and USMPs, except where specifically noted.

### ***Eligibility Criteria and Application Form***

The OEB has considered the Ministers' Letter and determined a set of eligibility criteria for CEAP. These eligibility criteria are consistent with both the Ministers' Letter and the Licence Decision. In order to be eligible for CEAP, a natural gas customer's account must meet the following criteria:

- (a) the account was in good standing (i.e. all amounts on account of natural gas charges that were payable were fully paid) on March 17, 2020, and the account was not enrolled in an arrears payment for amounts owing prior to March 17, 2020
- (b) complete payment on account of natural gas charges has not been made on at least two electricity bills issued since March 17, 2020, and the account has an overdue balance on the date of receipt of the Application Form for the account including where the account is enrolled in an arrears payment agreement for amounts incurred following March 17, 2020,
- (c) the account has not received funding under the LEAP in 2020; and

- (d) the account holder has provided a complete Application Form and has declared, through the Application Form, that they or their spouse or common-law partner that resides in the same residence:
- are unemployed on the date that they provide their completed Application Form to the Licensee
  - have received Employment Insurance or the Canada Emergency Response Benefit since March 17, 2020

The OEB expects the Gas Utilities to confirm the information in items (a), (b) and (c) by reviewing the applicants' account information. The Gas Distributors are not expected to confirm the information in item (d).

These eligibility criteria have been reflected in an application form that the OEB has prepared in cooperation with the Ministry of Energy, Northern Development and Mines for use by the Gas Utilities (Application Form), which is attached to this letter. The OEB will provide a final Application Form in both official languages and in an online, fillable PDF shortly. The Application Form is modelled on a similar application form that will be used in the electricity sector pursuant to the Licence Decision. Gas Utilities will be required to use the Application Form and its embedded eligibility criteria if they wish to be reimbursed for their CEAP amounts and to ensure similar access to CEAP across the two energy sectors.

Where a completed Application Form has been received, and the Gas Utility has confirmed the information in items (a) through (d) above, the Gas Utility should credit the account holder's account. As indicated in the Ministers' Letter, the amount of the credit should be equal to the amount needed to settle up to half the amount of the overdue balance with respect to natural gas charges at the time the application was filed up to a maximum of \$160 for account holders in Northern Ontario, and up to \$80 for all other customers. For simplicity of implementation, Northern Ontario should be defined as an account holder within the Union Northwest or Union Northeast rate zones. The credits should appear on the next bill issued by the Gas Utility to the consumer where possible, and on the following bill in all other cases.

For the purpose of determining the amount of the credit, "natural gas charges" are defined to mean:

- (a) In the case of rate-regulated Gas Utilities all OEB approved charges for the supply, transportation, delivery and storage of natural gas, and similar charges for the non rate-regulated Gas Utilities; and;

- (b) for OEB rate-regulated Gas Utilities, and similar charges for non-rate-regulated Gas Utilities, all -approved specific service charges, including late payment charges, and such other charges and applicable taxes associated with the consumption of natural gas as may be required by law to be included on the bill issued to the customer, but not including security deposits, amounts owed by a customer pursuant to a billing adjustment, or amounts under an arrears payment agreement entered into prior to March 17, 2020; and

For the purposes of determining the amount of the credit, “overdue balance” should be defined to mean the amount by which the account holder’s balance is past due in respect of natural gas charges at the time the Application Form is received. And for greater certainty, amounts that are not related to natural gas distribution, such as water services must not be included. Amounts that may be on the bill but are not yet past due are not part of the overdue balance.

With a view to ensuring that as many residential customers as possible are able to access CEAP, Gas Utilities should make the Application Form available on their websites and make best efforts to inform their customers about CEAP. Customers should be allowed to apply by e-mail or mail, and where a Gas Utility’s functionality may allow, online via webform or by phone. Where a Gas Utility accepts applications over the phone, the call should be recorded to document all aspects of the application form including consent and applicant self-declaration.

Completed Application Forms should be processed in the order that they are received. Gas Utilities should process completed Application Forms within 10 business days of receipt.

### ***Timeline for Delivery of CEAP***

The OEB in its Decision has required the electricity distributors and USMPs to start accepting CEAP applications as of July 13, 2020. Therefore, to ensure a consistent implementation of CEAP across the different energy sectors, Gas Utilities should start accepting applications for CEAP as of July 13, 2020. The OEB will support Gas Utilities’ implementation through consumer communication materials that will be provided to Gas Utilities prior to the July 13th commencement of application intake.

### ***Recovery of Administrative Costs***

In order to ensure that maximum funds are available to assist eligible customers, CEAP funding shall not be used to defray costs incurred by Gas Utilities to implement and administer the program. The OEB established a new sub account under Other Deferred

Charges Account 179 titled “Impacts Arising from the COVID-19 Emergency, Sub-account Other Costs”, for rate-regulated natural gas distributors on March 25, 2020. The OEB’s Accounting Order indicated that natural gas distributors may incur incremental costs related to the COVID-19 emergency. While CEAP was not known at the time of the issuance of the Order, the OEB is of the view that the implementation and administration of the CEAP fits within the criteria of the new sub account “Impacts Arising from the COVID-19 Emergency, Sub-account Other Costs”. Natural gas distributors may therefore record the costs of CEAP implementation into Account 179 Impacts Arising from the COVID-19 Emergency, sub-account Other Costs. The prudence of any costs recorded in this account will be reviewed at disposition.

### ***Record Keeping and Reporting***

To support any future requests for information about how the CEAP was implemented or to address possible customer issues regarding applications, the OEB expects that Gas Utilities retain the following information and be prepared to provide it to the OEB if requested:

- a) copies of all Application Forms received (including recordings of calls where the Application Form is provided by telephone, and copies of any communications with customers about CEAP),
- b) a record of all Application Forms that were accepted as complete and a credit was provided to CEAP-eligible accounts, and a record of all Application Forms that were denied, and
- c) a record of the credit provided to each CEAP-eligible account, as well as the total amount of credits provided to all CEAP-eligible accounts.

Gas Utilities are further requested to advise the OEB when they have expended all of their allocated CEAP funds.

The OEB asks that Gas utilities confirm with the OEB that they will be offering CEAP to their customers in the manner described in this letter. The OEB appreciates the assistance of the Gas Utilities in making this important program available to their customers in this challenging time.

Any questions relating to this letter should be directed to the OEB’s Industry Relations Enquiry e-mail at [IndustryRelations@oeb.ca](mailto:IndustryRelations@oeb.ca). Please include “CEAP Implementation” in the subject line.

Yours truly,

*Original signed by*

Brian Hewson Vice President,  
Consumer Protection & Industry Performance

## **COVID-19 Energy Assistance Program (CEAP) Application Form (Natural Gas)**

### **INSTRUCTIONS**

Please complete only one natural gas application for your primary residence (where you reside for more than 6 months of the year). You cannot receive COVID-19 Energy Assistance Program (CEAP) funding for multiple residences, and you can only receive CEAP funding from your natural gas provider once. You may apply separately for electricity CEAP support through your electricity utility.

After you have provided your information, please sign this form and provide your consent by: (a) if submitting electronically, typing your name(s) in Section 4; or (b) if submitting by mail, you may print the completed form and sign Section 4 by hand. Please ensure that the information provided is accurate and up-to-date.

Once completed, the form can be emailed or printed and mailed to your utility. Your utility may offer other ways to submit your application, including in some cases by phone. Please refer to your utility's website or contact them for more details.

CEAP funding is limited and applying does not guarantee that your utility has CEAP funding remaining. Applications will be processed in the order they are received. For information on lower-income energy support programs available, please visit the Ontario Energy Board's [website](#).

### **PROGRAM ELIGIBILITY**

**You are eligible for this program if you meet all of the following criteria:**

1. You did not have any overdue amounts on your natural gas bill on March 17, 2020, the date of the Provincial Declaration of Emergency.
2. As of the date you are applying, you have any overdue amounts owing from at least two natural gas bills since March 17, 2020.
3. The account holder (the person whose name is on the bill) or the account holder's spouse or common-law partner (who must share the same address with the account holder):
  - I. Is unemployed on the date the CEAP application is submitted; and
  - II. Qualified for the Canada Emergency Response Benefit (CERB) or received Employment Insurance (EI) after March 17, 2020.
4. The account holder has not received Low-Income Energy Assistance Program (LEAP) grants in 2020.

You may be eligible for an enhanced credit if you are a resident of Northern Ontario within the limits of the Enbridge - Union Gas Northeast or Northwest Rate Zone.



If you are not eligible for CEAP, you may still be eligible for lower-income energy support programs. Please visit the Ontario Energy Board's [website](#) for more information. You may also contact your utility for information on entering into an Arrears Payment Agreement.

## **SECTION 1: NOTICE AND CONSENT**

When you submit this completed form to your utility, your utility is collecting your personal information in accordance with applicable privacy legislation such as the *Municipal Freedom of Information and Protection of Privacy Act* or the federal *Personal Information Protection and Electronic Documents Act*.

Your personal information is being collected for the purpose of administering CEAP, including but not limited to, determining your eligibility for CEAP.

In addition, your utility may use personal information already collected from you for the purposes of administering your utility account (e.g., any data respecting billing, bill payments, and previous participation in energy support programs), for the purposes of evaluating your eligibility for CEAP and administering CEAP.

The funding for CEAP is provided by the Government of Ontario. Given that, in order to verify and determine whether you were eligible for CEAP and/or to otherwise administer CEAP, it may be necessary for your utility to share your information with the Ministry of Energy, Northern Development and Mines. If the Ministry of Energy, Northern Development and Mines requests any of the personal information contained in this form in order to verify your eligibility for CEAP or for audit purposes related to the administration of CEAP, your utility will supply it to them. The Ministry of Energy, Northern Development and Mines may contact you for further information as part of their audit. You are encouraged to retain any documentation that demonstrates you meet the eligibility for CEAP.

By completing and submitting this application form, you are consenting to the collection, use, and disclosure of your personal information as described above.

Contact information for the person who can answer questions about the collection of the information in this form is available on your utility's web site.

## **SECTION 2: PROGRAM ELIGIBILITY REQUIREMENTS**

1. Did you have overdue amounts for your natural gas bill on March 17, 2020, the date of the Provincial Declaration of Emergency?  
[ ] Yes (*NTD: If you select Yes, CEAP is a targeted program designed to aid*

*certain customers in these difficult times. The response you have selected means your household does not meet the program's eligibility criteria.)*

No (NTD: *If you select No, your natural gas utility will verify this information.*)

2. As of the date you are applying, do you have any overdue amounts owing from at least two natural gas bills since March 17, 2020?

Yes: I have overdue amounts owing from at least two bills since March 17, 2020. (NTD: *If you select Yes, your natural gas utility will verify this information.*)

No: (NTD: *If you select No, CEAP is a targeted program designed to aid certain customers in these difficult times. The response you have selected means your household does not meet the program's eligibility criteria.*)

3. Is the account holder (the person whose name is on the bill) or the account holder's spouse or common-law partner (who must share the same address with the account holder):

I. Unemployed at the time of your CEAP application; and

II. Have they qualified for the Canada Emergency Response Benefit (CERB) or received Employment Insurance (EI) after March 17, 2020?

Yes

No: (Note to Draft: *If you select No, CEAP is a targeted program designed to aid certain customers in these difficult times. The response you have selected means your household does not meet the program's eligibility criteria.*)

4. Has the account holder received Low-Income Energy Assistance Program (LEAP) grants in 2020?

Yes (NTD: *If you select Yes, you are not currently eligible for CEAP.*)

No (NTD: *If you select No, your natural gas utility will verify this information.*)

### **SECTION 3: UTILITY ACCOUNT HOLDER INFORMATION**

*Before you begin, make sure that you have a copy of your bill for reference.*

**Utility Account Information:** Please enter your information exactly as it appears on your utility bill. If your information is not entered as it appears on your utility bill, your application may not be able to be processed until the information can be corrected and verified.

1. Your Utility:

\_\_\_\_\_

2. Utility Account Number:

\_\_\_\_\_

Account Holder's Full Name(s):

\_\_\_\_\_

Account Holder's Service Address:

\_\_\_\_\_

3. Your Contact Information (please provide the best number or e-mail address for your utility to contact you if they have questions about your application):

Your Phone Number (home, work or mobile): \_\_\_\_ - \_\_\_\_ - \_\_\_\_

Your Email Address: \_\_\_\_\_

#### SECTION 4: DECLARATION

By signing below,

(a) I declare that the information I have provided in this application is true and correct;  
and

(b) I indicate my consent to the collection, use and disclosure of my personal information as described in this form

Name of Account Holder:

Date:

\_\_\_\_\_

\_\_\_\_\_

(sign by hand or type in your name)

Where personal information of a spouse or common-law partner is disclosed in this form, please have them indicate their consent to the collection, use and disclosure of their personal information as described in this form by signing below.

Name of Spouse or Common-Law Partner:

Date:

\_\_\_\_\_

\_\_\_\_\_

(spouse or common-law partner to sign by hand or type in their name)

Please e-mail or mail this form to your utility. The e-mail and mailing address are available on your utility's website. Your utility may offer other ways to submit your application, including in some cases by phone. Please refer to your utility's website or contact them for more details.

Your utility will review this application and notify you whether you are eligible for CEAP. If approved, a one-time credit amount will appear on your next bill or the following one, depending on where you are in the billing cycle.

## **Formulaire de demande du Programme d'aide aux impayés d'énergie en raison de la COVID-19 (gaz naturel)**

### **DIRECTIVES**

Veillez remplir seulement une demande pour les impayés de gaz naturel liés à votre résidence principale (endroit où vous résidez pendant plus de 6 mois chaque année). Vous n'avez pas droit au financement du Programme d'aide aux impayés d'énergie en raison de la COVID-19 (PAIEC) pour plusieurs résidences, et pouvez recevoir du financement au titre du PAIÉC de la part de votre fournisseur de gaz naturel une seule fois. Vous pouvez faire une demande de soutien distincte au titre du PAIEC pour l'électricité auprès de votre entreprise d'électricité.

Une fois que vous aurez inscrit vos renseignements, veuillez signer ce formulaire et fournir votre consentement comme suit : (a) si vous envoyez le formulaire de façon électronique, en tapant votre ou vos noms dans la section 4; ou (b) si vous envoyez le formulaire par la poste, en imprimant le formulaire dûment rempli et en signant la section 4 à la main. Veuillez vous assurer que les renseignements que vous fournissez sont complets et à jour.

Une fois rempli, le formulaire peut être envoyé par courriel, ou imprimé puis posté à votre entreprise de services publics. Votre entreprise de services publics pourrait offrir d'autres façons de soumettre votre demande, y compris, dans certains cas, par téléphone. Veuillez consulter le site Web de votre entreprise de services publics ou la joindre pour obtenir plus de détails.

Le financement au titre du PAIÉC est restreint, et le fait de déposer une demande ne garantit pas que votre entreprise de services publics dispose encore de montants de financement. Les demandes seront traitées dans l'ordre de leur réception. Pour obtenir de l'information sur les programmes d'aide relative aux frais d'électricité pour les ménages à faible revenu, veuillez visiter le [site Web](#) de la Commission de l'énergie de l'Ontario.

### **ADMISSIBILITÉ AU PROGRAMME**

**Vous êtes admissible à ce programme si vous répondez à tous les critères ci-dessous :**

1. Vous n'aviez pas d'impayés sur votre facture de gaz naturel au 17 mars 2020, date à laquelle l'état d'urgence sanitaire a été déclaré par la province.
2. À la date à laquelle vous faites votre demande, vous avez des impayés dus depuis au moins deux factures de gaz naturel depuis le 17 mars 2020.

3. Le titulaire de compte (personne dont le nom apparaît sur la facture) ou son époux/épouse ou conjoint(e) de fait (qui doit habiter à la même adresse que le titulaire de compte) :
  - I. est sans emploi à la date à laquelle la demande du PAIEC est présentée; et
  - II. a été admissible à recevoir la Prestation canadienne d'urgence (PCU) ou a touché des prestations d'assurance-emploi (AE) après le 17 mars 2020.
4. Le titulaire du compte n'a reçu aucune prestation du Programme d'aide aux impayés d'énergie (PAIE) en 2020.

Vous pourriez être admissible à un crédit supplémentaire si vous êtes un résident du nord de l'Ontario qui fait partie du territoire d'Enbridge - Union Gas Northeast ou de la zone tarifaire du nord-ouest.

Si vous n'êtes pas admissible au PAIEC, vous pourriez tout de même être admissible aux programmes d'aide aux impayés d'énergie pour les foyers à faible revenu. Veuillez consulter le [site Web](#) de la Commission de l'énergie de l'Ontario pour plus de renseignements. Vous pouvez également communiquer avec votre entreprise de services publics pour savoir comment conclure une entente de paiement des arriérés.

## **SECTION 1 : AVIS ET CONSENTEMENT**

Lorsque vous faites parvenir ce formulaire dûment rempli à votre entreprise de services publics, cette entreprise recueille vos renseignements personnels conformément aux lois en vigueur en matière de confidentialité, notamment la *Loi sur l'accès à l'information municipale et la protection de la vie privée* ou la *Loi sur la protection des renseignements personnels et les documents électroniques* du gouvernement fédéral.

Vos renseignements personnels sont recueillis dans le but d'administrer le PAIEC, notamment, sans s'y limiter, pour déterminer votre admissibilité au PAIEC.

De plus, votre entreprise de services publics pourrait les renseignements personnels déjà obtenus de votre part aux fins d'administration de votre compte de services publics (p. ex., toute donnée qui porte sur la facturation, les paiements de factures et une participation antérieure à des programmes d'aide aux impayés d'énergie), dans le but d'évaluer votre admissibilité au PAIEC et d'administrer ce programme.

Le financement au titre du PAIEC est fourni par le gouvernement de l'Ontario. Compte tenu de ce fait, pour vérifier et déterminer si vous êtes admissible au PAIEC et/ou, autrement, administrer ce programme, il pourrait être nécessaire que votre entreprise de services publics partage vos renseignements avec le ministère de l'Énergie, du Développement du Nord et des Mines. Si le ministère de l'Énergie, du Développement du Nord et des Mines demande quelque renseignement personnel que ce soit contenu

dans ce formulaire afin de vérifier votre admissibilité au PAIEC ou pour répondre aux besoins d'audit liés à l'administration du PAIEC, votre entreprise de services publics a l'obligation de les lui fournir. Le ministère de l'Énergie, du Développement du Nord et des Mines pourrait communiquer avec vous pour obtenir plus de renseignements dans le cadre de son audit. Nous vous encourageons à conserver tous les documents qui démontrent que vous êtes admissible au PAIEC.

En remplissant et envoyant ce formulaire de demande, vous consentez à la collecte, à l'utilisation et à la divulgation de vos renseignements personnels comme décrit ci-dessus.

Les coordonnées de la personne qui peut répondre aux questions au sujet de la collecte des renseignements indiqués dans ce formulaire se trouvent sur le site Web de votre entreprise de services publics.

## **SECTION 2 : EXIGENCES LIÉES À L'ADMISSIBILITÉ AU PROGRAMME**

1. Aviez-vous des impayés sur votre facture de gaz naturel au 17 mars 2020, date à laquelle l'état d'urgence sanitaire a été déclaré par la province?  
 Oui (*Remarque : Si vous avez répondu « Oui », mentionnons que le PAIEC est un programme ciblé conçu pour aider certains clients pendant cette période difficile. La réponse que vous avez choisie signifie que votre ménage ne répond pas aux critères d'admissibilité du programme.*)  
 Non (*Remarque : Si vous avez choisi « Non », votre entreprise de gaz naturel vérifiera cette information.*)
  
2. À la date à laquelle vous faites votre demande, avez-vous des impayés dus depuis au moins deux factures de gaz naturel depuis le 17 mars 2020 ?  
 Oui : J'ai des sommes impayées dues depuis au moins deux factures depuis le 17 mars 2020. (*Remarque : Si vous avez choisi « Oui », votre entreprise de gaz naturel vérifiera cette information.*)  
 Non : (*Remarque : Si vous avez répondu « Non », mentionnons que le PAIEC est un programme ciblé conçu pour aider certains clients pendant cette période difficile. La réponse que vous avez choisie signifie que votre ménage ne répond pas aux critères d'admissibilité du programme.*)
  
3. Le titulaire de compte (personne dont le nom apparaît sur la facture) ou son époux/épouse ou conjoint(e) de fait (qui doit habiter à la même adresse que le titulaire de compte) est-il/est-elle :
  - I. Est-il/est-elle employé au moment de votre demande au titre du PAIEC; et

II. a-t-il/a-t-elle été admissible à recevoir la Prestation canadienne d'urgence (PCU) ou a touché des prestations d'assurance-emploi (AE) après le 17 mars 2020?

Oui

Non : *(Remarque pour ébauche : Si vous avez répondu « Non », mentionnons que le PAIEC est un programme ciblé conçu pour aider certains clients pendant cette période difficile. La réponse que vous avez choisie signifie que votre ménage ne répond pas aux critères d'admissibilité du programme.*

4. Le titulaire du compte a-t-il reçu des prestations du Programme d'aide aux impayés d'énergie (PAIE) en 2020?

Oui *(Remarque : Si vous avez choisi « Oui », vous n'êtes pas actuellement admissible au PAIEC.)*

Non *(Remarque : Si vous avez choisi « Non », votre entreprise de gaz naturel vérifiera cette information.*

### SECTION 3 : RENSEIGNEMENTS SUR LE TITULAIRE DU COMPTE DE SERVICES PUBLICS

Avant de commencer, assurez-vous d'avoir en main un exemplaire de votre facture à titre de référence.

**Renseignements sur le compte de services publics :** Veuillez écrire vos renseignements exactement comme ils apparaissent sur votre facture de services publics. Si les renseignements que vous indiquez ne sont pas identiques à ceux présents sur votre facture de services publics, il est possible que votre demande ne puisse pas être traitée tant que ces renseignements ne seront pas corrigés et vérifiés.

1. Votre entreprise de services publics :

\_\_\_\_\_

2. Numéro de compte de services publics :

\_\_\_\_\_

Nom(s) complet(s) du titulaire du compte :

\_\_\_\_\_

Adresse du titulaire du compte desservie :

\_\_\_\_\_

3. Coordonnées (veuillez fournir le numéro de téléphone ou l'adresse courriel auxquels il sera le plus facile pour votre entreprise de services publics de vous joindre si elle a des questions sur votre demande) :



Numéro de téléphone (domicile, travail ou cellulaire) : \_\_\_\_\_ - \_\_\_\_\_  
\_\_\_\_\_

Adresse courriel : \_\_\_\_\_

#### SECTION 4 : DÉCLARATION

En signant ci-dessous,

(A) je déclare que les renseignements que j'ai fournis dans cette demande sont exacts et véridiques; et

(B) je consens à la collecte, à l'utilisation et à la divulgation de mes renseignements personnels tels que présentés dans ce formulaire.

Nom du titulaire du compte :

Date :

\_\_\_\_\_  
(signez à la main ou tapez votre nom)

Si des renseignements personnels sur un époux/une épouse ou un(e) conjoint(e) de fait, veuillez lui demander de signifier leur contentement à la collecte, à l'utilisation et à la divulgation de leurs renseignements personnels comme décrits dans ce formulaire en signant ci-dessous.

Nom de l'époux/l'épouse ou du conjoint/de la conjointe de fait :

Date :

\_\_\_\_\_  
(l'époux/épouse ou le conjoint/la conjointe de fait doit signer à la main ou taper son nom)

Veillez envoyer ce formulaire à votre entreprise de services publics par la poste ou par courriel. L'adresse courriel et l'adresse postale sont indiquées sur le site Web de votre entreprise de services publics. Votre entreprise de services publics pourrait offrir d'autres façons de soumettre votre demande, y compris, dans certains cas, par téléphone. Veuillez consulter le site Web de votre entreprise de services publics ou la joindre pour obtenir plus de détails.

Votre entreprise de services publics examinera cette demande et vous indiquera si vous êtes admissible au PAIEC. Si votre demande est approuvée, un montant de crédit unique apparaîtra sur votre prochaine facture ou la suivante, selon où vous en êtes dans le cycle de facturation.