

Overview: Affordability Fund

October 2017

What is it?

- In March 2017, the Government of Ontario established the Affordability Fund as part of the Fair Hydro Plan to assist electricity customers who do not qualify for low-income conservation programs.
- The Affordability Fund provides assistance to households who do not qualify for low-income conservation programs and are unable to make energy efficiency improvements without financial assistance.
- Eligible customers will benefit from upgrades to their home that will help make it more energy-efficient and in turn, will reduce their electricity bills over the long-term.
- The Affordability Fund is an additional tool for utilities to assist customers in need of assistance.
- The Affordability Fund is governed by an independent Board of Trustees comprised of representatives from both the social service and utility sectors.

Who qualifies?

- The Affordability Fund has been designed to target those electricity customers who are above the poverty line, but who are feeling the burden of their electricity bills.
- To be eligible, individuals:
 - Self-identify as needing assistance with their electricity bill;
 - Must own, rent, or lease a primary residence in Ontario; and
 - Must be the utility account holder named in respect of the residence.
- Individuals who qualify for the Home Assistance Program, Low-Income Energy Assistance Program and the Ontario Electricity Support Program are not eligible for the Affordability Fund.
- There are different levels of support depending on the level of burden a customer experiences and whether their home is electrically-heated.

How to apply?

Online Intake Form

Applications can be made online by visiting :

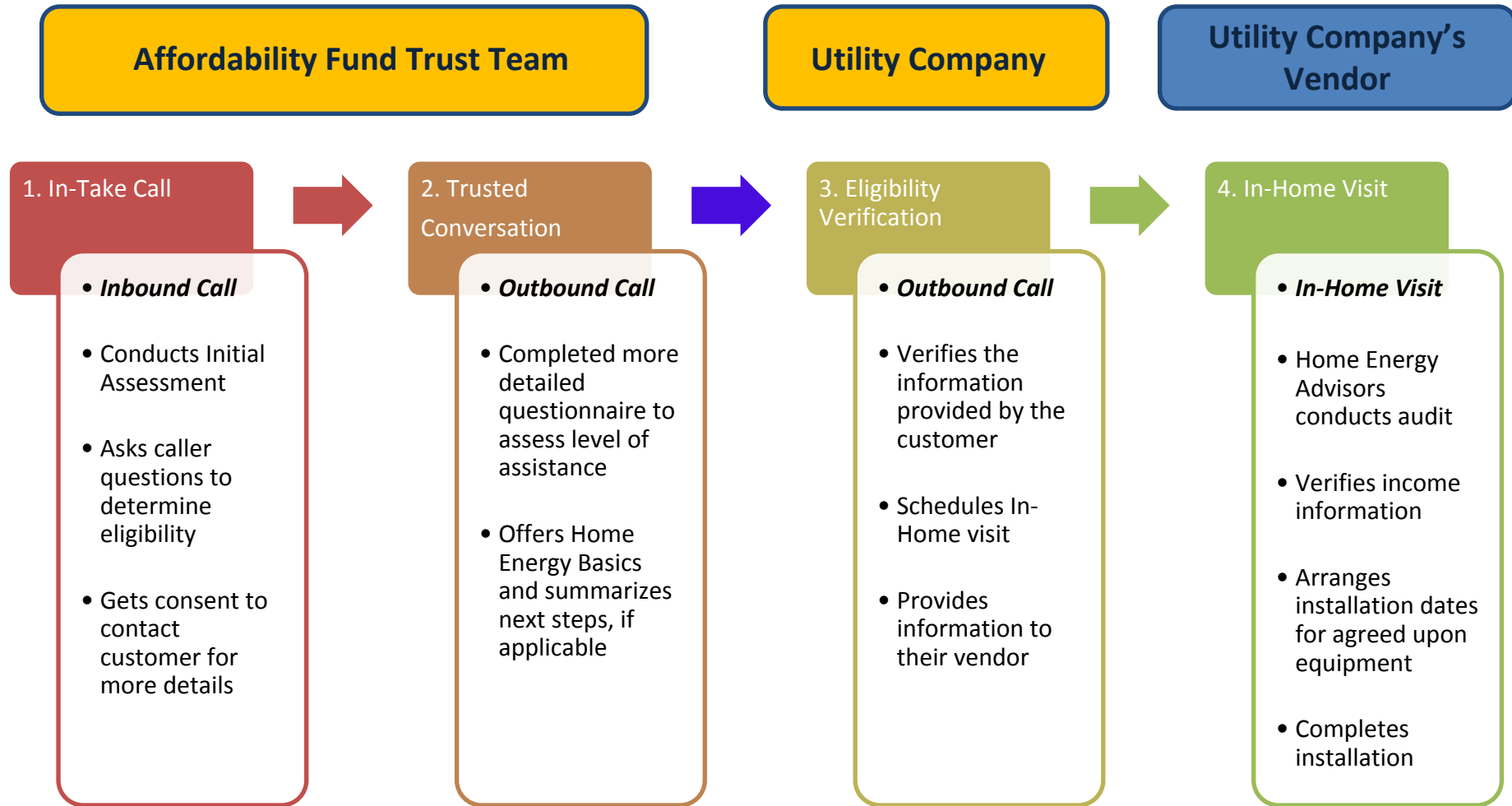
[Affordabilityfund.org](https://affordabilityfund.org)

or by calling:

1-855-494-FUND

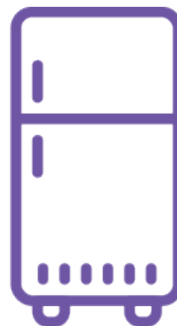
Applicants will only have to answer 4 simple questions to get the process started.

How does it work?



What type of assistance is available?

- Eligible customers will benefit from upgrades to their home that will help make it more energy-efficient and in turn, will reduce their electricity bills.
- Upgrades include:
 - Energy efficient power bars, block heater timers, efficient shower heads, LEDs or aerators;
 - A refrigerator, freezer, window air conditioner, dehumidifier, programmable thermostat, heat pump, comprehensive draft proofing, attic insulation, wall insulation and/or basement insulation (with an in-home visit).
- The types of upgrades provided are relative to the support required by the customer.



Who is participating?

- There are currently **16 LDCs** conducting targeted outreach to customers at risk of disconnection in advance of the announcement on October 24. The participating LDCs represent an approximate **4M** customers.
- Local utilities are rolling out the Affordability Fund over the coming months but every Ontarian who is struggling with their electricity bill may contact the Affordability Fund **today** to determine what type of support they are eligible for.
- Families and individuals who reside within the service area of a non-participating utility will work with a neighbouring utility participating in the Affordability Fund.

