



Energy Programs

FOR YOUR HOME AND COMMUNITY

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ONE/ Electricity Bill Assistance Programs

1. Ontario Electricity Support Program

The Ontario Electricity Support Program (OESP) helps eligible low-income households with a monthly credit directly on their electricity bills.

Starting May 1, 2017, Ontario’s **Fair Hydro Plan** increased the on-bill credits by 50 per cent and enhanced eligibility for the program.

Electricity customers are eligible if they meet the program’s household size and income requirements. If an electricity consumer is Indigenous or lives with Indigenous family members, the OESP provides an enhanced credit amount.

DID YOU KNOW?

On July 1, 2017, through Ontario’s **Fair Hydro Plan**, residential electricity bills across the province were reduced by **25%**.

Applications are accepted on an on-going basis. For more information, please visit:
WEB: ontarioelectricitysupport.ca/

First Nations customers may contact the **Ontario Native Welfare Administrators Association (ONWAA)** for assistance on applications and for more information.
PHONE: 1-844-885-3157
EMAIL: oesp@onwaa.com



The Ontario government and its partners offer programs to help Indigenous people reduce their monthly energy bills.

These include programs and credits to help **improve energy efficiency**, including **support for Indigenous community energy planning and capacity**, and **skill building initiatives**.

2. First Nations Delivery Credit

Under Ontario’s Fair Hydro Plan, on-reserve First Nation households that are customers of licensed electricity utilities will receive a **100 per cent credit** of the **delivery** or **service charge** on monthly electricity bills starting July 1 2017.

In order to receive this credit you need to be on your local distribution company’s HST exemption list. Contact your electricity provider to ensure you receive these credits.

Not sure who your local electricity provider is? To find out, visit:
WEB: ieso.ca/findutility

For more information please visit:
WEB: ontario.ca/fairhydroplan



3. Low-Income Energy Assistance Program

The **Low-Income Energy Assistance Program (LEAP)** is administered by the Ontario Energy Board, and is available to Ontarians in need of one-time emergency assistance on electricity or natural gas bills.

Low-income customers can get up to **\$500** in emergency assistance for their electricity bills (**\$600** if your home is heated electrically) and **\$500** for their natural gas bills.

The assistance is only available if you are behind on your bill—or in arrears—and may face having your service disconnected.

LEAP also includes special rules that utilities have to follow when dealing with customers with limited finances, as well as conservation programs to improve energy efficiency.

To qualify, customers need to go through a designated LEAP intake agency or their utility to qualify for the special customer-service rules.

For more information contact the **Ontario Energy Board** at:
PHONE: 1-877-632-2727
EMAIL: consumerrelations@ontarioenergyboard.ca



Need help understanding your electricity bill?
oeb.ca/rates-and-your-bill/electricity-rates/understanding-your-electricity-bill



4. Northern Ontario Energy Credit

This credit helps Northern Ontario residents with the higher energy costs they face living in the north. It is a part of the Ontario Trillium Benefit.

To find out if you qualify, visit:
WEB: fin.gov.on.ca/en/credit/noec

or call:
PHONE: 1-866-668-8297

TWO/

Energy Conservation Programs

ENERGY CONSERVATION PROGRAMS FOR RESIDENTIAL CUSTOMERS

5. Save on Energy: Home Assistance Program

The Save on Energy Home Assistance Program helps income-eligible homeowners and tenants improve the energy efficiency of their homes through free home upgrades such as power bars, energy-saving light bulbs and low flow showerheads.

Contact your local **electricity or natural gas utility** to find out what conservation programs are offered in your area.

You may also be eligible for a new, energy-efficient refrigerator or other appliance, such as a window air conditioner. And, if you are in an electrically heated home you may be eligible for a programmable thermostat, weatherstripping around your doors and windows and additional insulation in your attic or basement.

All conservation devices and products provided under the Home Assistance program are directly installed in the home and are free of charge to participants.

All conservation devices and products provided under the Home Assistance program are directly installed in the home and are free of charge to participants.

Want to participate? Contact your local distribution company or the IESO at:
PHONE: 1-877-797-9473 (Toll Free)

Or visit:
WEB: saveonenergy.ca

For electricity tips and games for kids visit:

kids.saveonenergy.ca



6. First Nations Conservation Program

For First Nations that are customers of Hydro One Networks Inc., the First Nations Conservation Program offers energy efficient upgrades for your home. After your home's energy-efficiency assessment, supply and installation will be done for all appropriate upgrades, at no cost to you or your community.

To find out if you qualify, visit:

WEB: hydroone.com/FNCP

PHONE: 1-844-349-8972

EMAIL: fncp@fnesl.ca

First Nations Engineering Services Ltd., or FNESL, is a 100% Indigenous-owned engineering company based in Six Nations that delivers conservation programs to First Nations communities, among other services.

7. Conservation on the Coast

For First Nations that are customers of **Attawapiskat Power**, **Fort Albany Power** and **Kashechewan Power**, conservation programs similar to the Save on Energy Home Assistance Program and Small Business Lighting program are offered through Conservation on the Coast.

For more information about programs offered by Conservation on the Coast, visit:

WEB: fivenations.ca/index.php/conservation/conservation-3

PHONE: 705-268-0056

Did you know that **PHANTOM POWER** could account for **10%** of your home's energy consumption?

Save money by reducing your phantom power.

Start by plugging your electronics into an integrated timer power bar.



TELEVISION



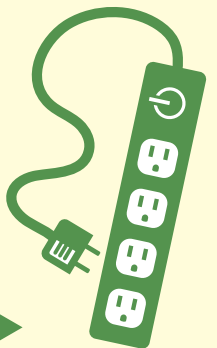
MICROWAVE



PHONE CHARGERS



COMPUTER



8. Union Gas Home Weatherization Program

For income-eligible homes with a natural gas furnace and served by Union Gas, you may be eligible for a free home energy assessment and free energy-saving upgrades installed by authorized contractors, including insulation in your basement, walls and attic, water-saving products to lower hot-water costs, and a programmable thermostat. You can save up to 30% on your gas heating bill each year by participating in this program.

For more information visit:
WEB: uniongas.com/weatherization

If you live on reserve and are a Union Gas customer, please call the authorized service provider, First Nations Engineering Services Limited (FNESL), for more information :
PHONE: 1-800-368-0221 (Toll Free)

9. Enbridge Home Winterproofing Program

Enbridge’s **Home Winterproofing Program** offers income-eligible customers energy-saving improvements to your home at no cost. These include insulation and draft proofing installed by experienced professionals. You can save up to 30% on your gas heating bill each year by participating in this program.

For more information visit:
WEB: winterproofing.ca



DID YOU KNOW?

Lighting represents approximately **17%** of total monthly energy costs. Over **45%** of consumed electricity is due to major appliances such as **refrigerators, electric stoves or oven, dishwasher, dryer, freezer.**

10. Ontario Home Energy Conservation Incentive Program: Incentives to Assess and Upgrade the Energy Efficiency of Your Home

The **Home Energy Conservation Incentive Program** is a province-wide multi-fuel home energy efficiency program. It is a coordinated effort between the Ontario Government, Ontario’s two largest natural gas distributors and the IESO, and is designed to provide residential consumers with a simple, convenient approach to home energy efficiency improvements.

Through this program, financial incentives are available to help you undertake a home energy audit and to make upgrades (e.g., insulation, windows) throughout your home. As of Spring 2017, incentives are available for electric heating and cooling, electric appliance upgrades, and air source heat pumps for electrically heated homes.

To find out more visit:
WEB: ohecip.ca

To learn more about other electricity conservation programs and the benefits for your home, please visit:
WEB: saveonenergy.ca
or contact your local distribution company.

If you are a natural gas customer with Enbridge Gas Distribution or Union Gas, other offers are available. To find out more please visit:
WEB: enbridgegas.com/homes/manage-energy/rebates-incentive-programs
WEB: uniongas.com/residential/save-money-energy/rebates-promotions

11. Green Ontario Fund and GreenON

The **GreenON website** provides a one-stop shop to all Ontario programs and rebates to reduce energy costs and fight climate change. This includes a new GreenON Installations program through which eligible homes can receive, on a limited basis at no cost, a smart thermostat installation and in-home energy review.

For more information please visit:
WEB: greenon.ca

ENERGY CONSERVATION PROGRAMS FOR COMMUNITIES AND BUSINESSES

12. Conservation and Renewable Energy (CaRE) Program

Hydro One Remote Communities Inc. offers the **Conservation and Renewable Energy (CaRE) Program**, which includes a mail-in rebate commercial lighting retrofit program and a street lighting retrofit program.

To learn more, contact Hydro One Remote Communities Inc. at:
PHONE: 1-888-825-8707

To learn more about other programs and benefits for your business, band office, community centre, school or more please contact your local distribution company or visit:

- WEB:** saveonenergy.ca
- WEB:** enbridgegas.com/businesses
- WEB:** uniongas.com/business
- WEB:** greenon.ca

13. Save on Energy: Small Business Lighting Program

The **Save on Energy Small Business Lighting Program** helps small business owners manage their energy costs through turnkey installation of energy efficient lighting, thereby eliminating the need for a contractor or project manager.

ELIGIBILITY

- Businesses with average annual demand of less than 100kW
- Participants of the Power Saving Blitz from 2008–2010 and the Direct Install Lighting or Small Business Lighting from 2011–2015 will be eligible to participate.

ELIGIBLE BUSINESSES RECEIVE:

- An onsite lighting assessment of the facility free of cost
- Up to \$2,000 towards energy efficient lighting upgrades
- Immediate lighting installation

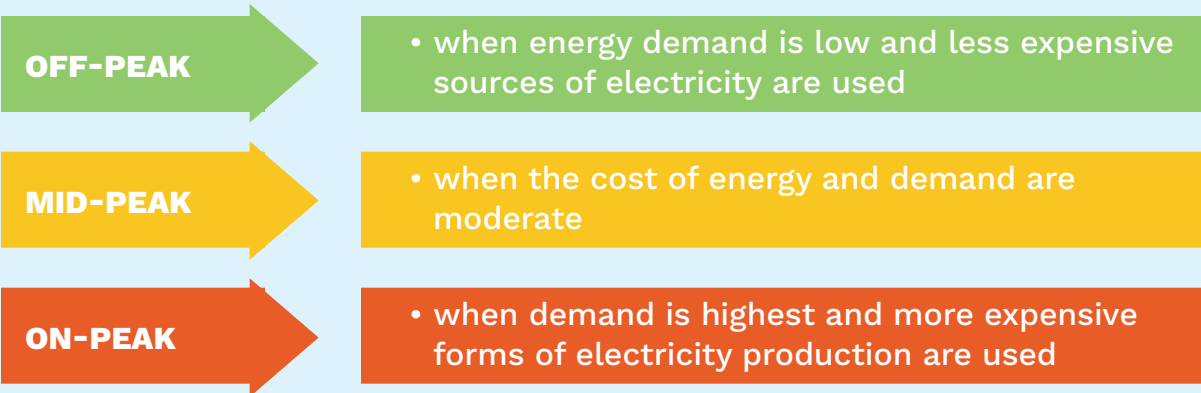
For more information on how to participate, please visit:

WEB: saveonenergy.ca/Business/Program-Overviews/Small-Business-Lighting.aspx

or contact your local distribution company for more information.

What is Time-Of-Use (TOU) Pricing?

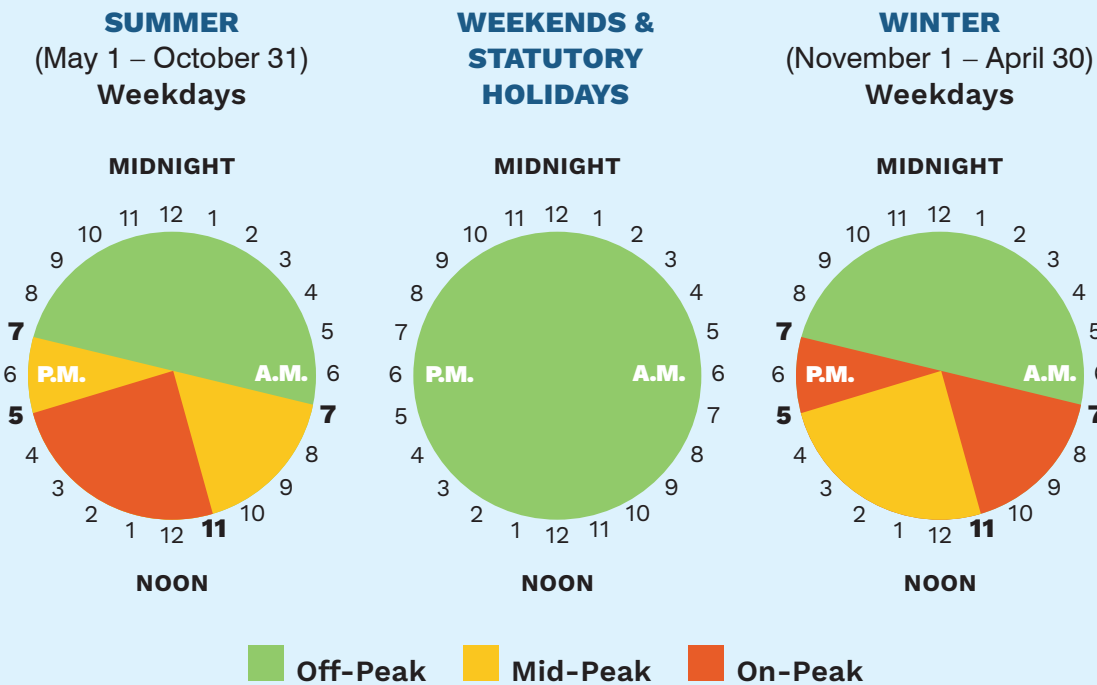
Ontario residential and small business customers pay **time-of-use electricity pricing** that reflects the costs of producing electricity at different times of the day. There are **three** time-of-use periods:



IN WINTER, electricity use peaks **twice daily**: when people get up in the morning and when they come home from work.

IN SUMMER, electricity use tends to **peak in the afternoon**, when air conditioners are running on high.

YEAR-ROUND, demand and electricity prices are **lower overnight**, and **on weekends** and **statutory holidays** — so these prices are always off-peak.



Ways to Save Energy and Take Advantage of Time-Of-Use Pricing

CHANGE THE TIME YOU DO HOUSEHOLD CHORES

- Do laundry on the weekends when electricity prices are low.
- Run the dishwasher after 7 p.m or before 7 a.m on weekdays.

MANAGE APPLIANCES EFFECTIVELY

- Turn off appliances when you are out or set them to ‘sleep mode’.
- Consider using a fan in the summer between 11 a.m. and 5 p.m. to minimize electricity use during on-peak periods.
- Conserve electricity use by turning down your furnace a few degrees in the winter between 7 a.m. and 11 a.m. and 5 p.m. to 7 p.m. to minimize electricity use during on-peak periods.

UNPLUG SMALL APPLIANCES WHEN THEY'RE NOT BEING USED

- Includes TVs, computers, chargers that aren't turned off.

Tips for Conserving Energy at Home



Lighting Conservation

- **Make the switch!** Replace incandescent light bulbs with more efficient lighting like LEDs, which can use up to 75% less electricity.



Refrigerators and Freezers

- Ensure the temperature of your refrigerator is between 2°C and 5°C.
- To allow for better air circulation do not overfill your refrigerator.
- The temperature of your freezer should be no lower than -18°C as it will use approximately 2% more electricity for each degree below -18°C.
- Regularly vacuum any dust on the back and underneath the refrigerator, including the coils and air intake grill.



Stoves

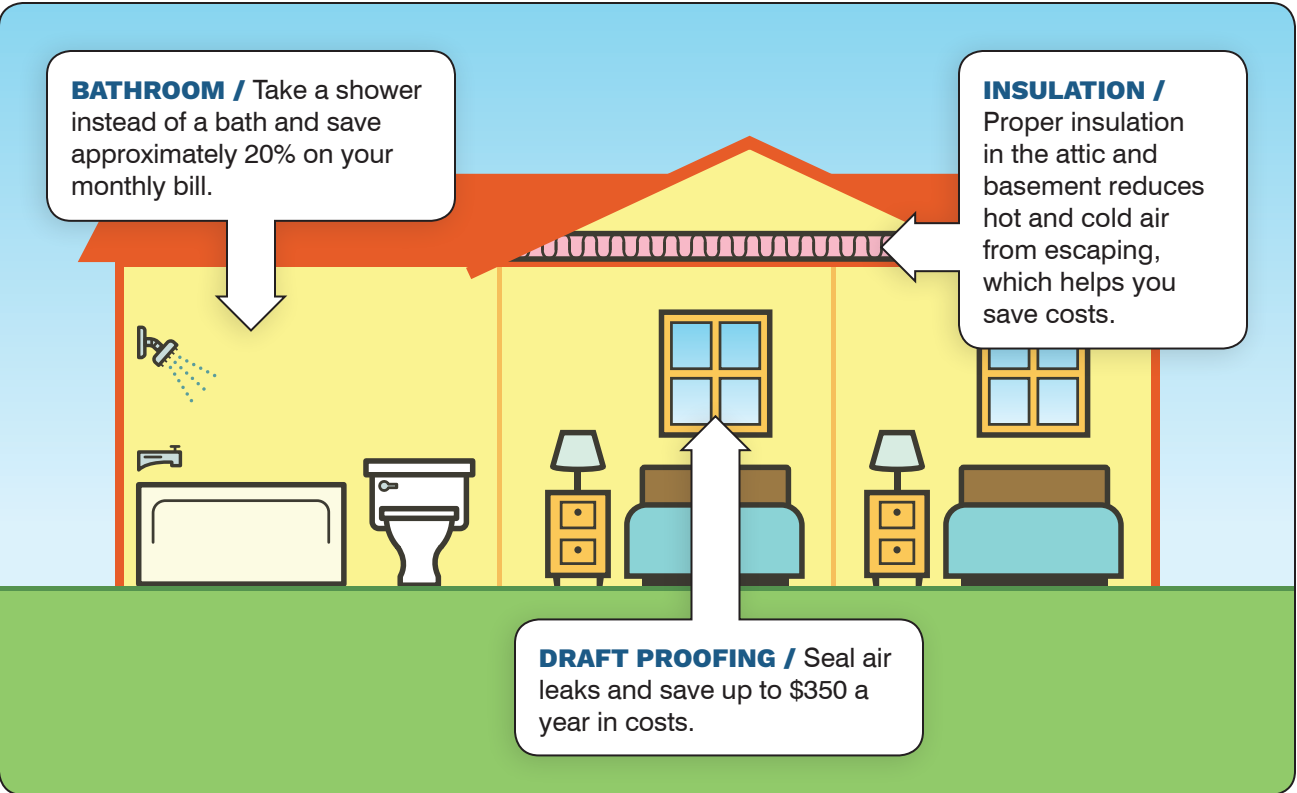
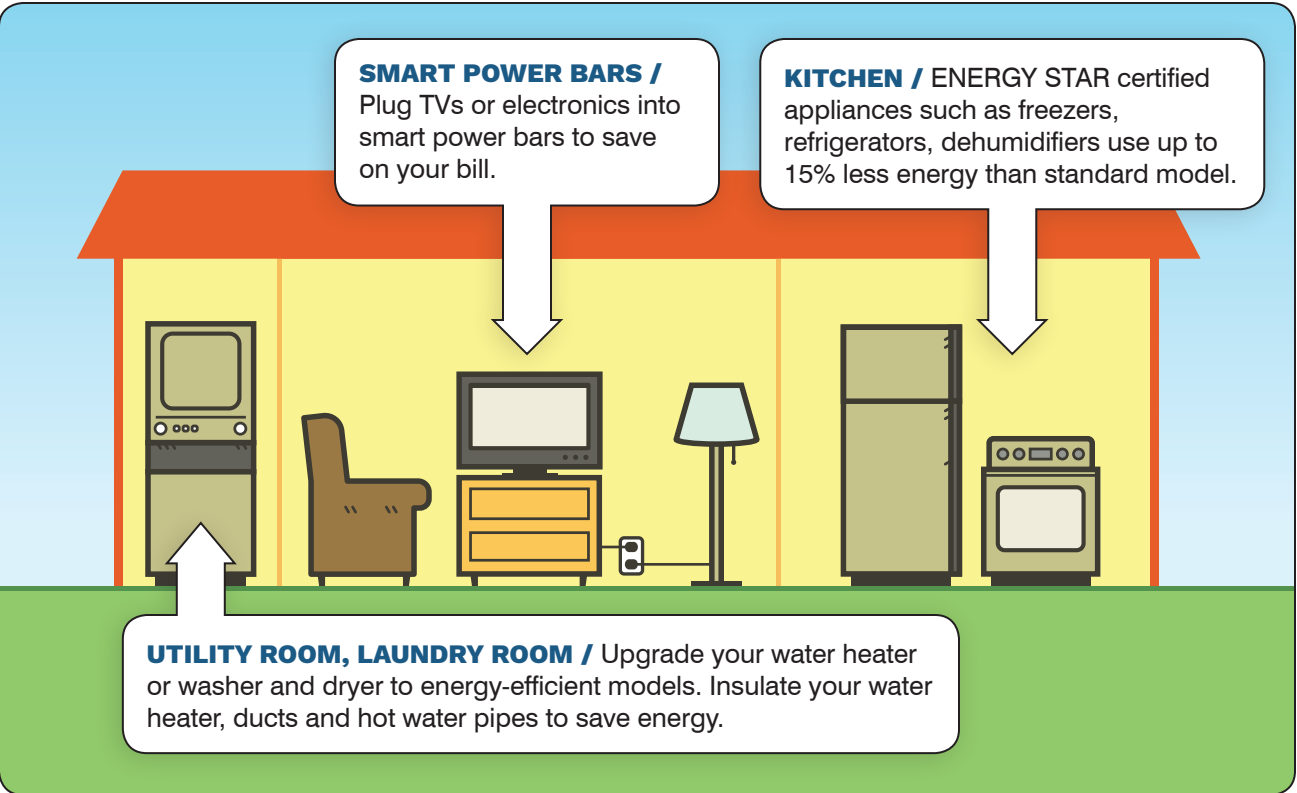
- Avoid opening the oven door when baking, as approximately 20% of the oven's heat is lost when opening the door.
- Use a lid to cover your dishes while you cook, reducing energy consumption by 14%.
- When cooking small amounts of food, use a microwave oven, toaster oven or slow cooker as it uses less energy than electric stoves.



Microwaves

- **Did you know?** Microwaves use 50% less energy than a convention oven. Ensure that the door seals are in good condition and leave sufficient space around the microwave to allow for optimal function of the air vents.

Additional Tips for Conserving Energy at Home



THREE/

Programs for your Community

ENERGY PLANNING

14. Aboriginal Community Energy Plan Program

To date, almost **100 First Nations communities** across Ontario are participating in the **Aboriginal Community Energy Plan** program.

The **Aboriginal Community Energy Plan** program, administered by the **Independent Electricity System Operator (IESO)**, provides funding support to Indigenous communities to assess current electricity needs and opportunities for conservation, efficiency and renewable energy by developing a community energy plan.

If your community is interested in developing a **community energy plan**, or if you would like more information about the **Aboriginal Community Energy Plan** program, please visit:

WEB: ieso.ca/get-involved/funding-programs/aboriginal-community-energy-plans/overview

or contact the IESO at:
PHONE: 416-969-6317
EMAIL: ACEP@ieso.ca

Indigenous communities may be eligible for up to **\$90,000** per community to develop a **new** community energy plan, up to **\$25,000** per community to update an **existing** community energy plan. Remote communities are eligible for an additional **\$5,000** in funding under both streams.

15. Education and Capacity Building Program

The **Education and Capacity Building Program** offered by the IESO provides funding to support energy initiatives that provide education, build capacity and develop the skills of Indigenous communities to participate in the energy sector. Eligible initiatives could include staff training, education workshops, and awareness campaigns.

Questions? Call:
PHONE: 416-969-6317

or send inquiries to:
EMAIL: ECB@ieso.ca

For more information, please visit:
WEB: ieso.ca/get-involved/funding-programs/education-and-capacity-building-program/overview

PROJECT DEVELOPMENT

16. Aboriginal Loan Guarantee Program



Delivered by the Ontario Financing Authority, the **Aboriginal Loan Guarantee Program** supports Indigenous communities' participation in renewable energy and transmission projects by providing a guarantee for up to 75% of the equity participation in a project, up to a maximum of \$50 million.

This may include transmission projects, wind, solar and hydroelectric generation projects.

To learn more, visit:
WEB: ofina.on.ca/algp

or contact:
EMAIL: algp@ofina.on.ca
PHONE: 416-325-8356

17. Energy Partnerships Program

The **Energy Partnerships Program**, administered by the IESO is open to Indigenous communities and includes a Partnership Stream and a Project Development Stream.

- **THE PARTNERSHIP STREAM** funds development for the legal, technical and financial work required to assess and develop opportunities for participating in renewable energy and transmission projects.
- **PROJECT DEVELOPMENT STREAM** provides funding for costs associated with developing renewable energy projects such as obtaining regulatory approvals.

For more information, please contact Energy Partnerships Program staff at:

PHONE: 416-969-6317

EMAIL: EPP@ieso.ca

or visit:

WEB: ieso.ca/get-involved/funding-programs/energy-partnerships-program/overview

18. REINDEER Renewable Energy Program

For customers of Hydro One Remote Communities Inc., the **Renewable Energy Innovation Diesel Emission Reduction (REINDEER)** program is aimed at reducing the impact of diesel fuel by enabling the connection of renewable energy projects.

The REINDEER program has two renewable energy streams: standalone and net metering.

The standalone stream is for projects whose primary purpose is to provide additional generation to the community and feed all power produced into the local distribution system. Under this stream, projects are paid based on the kilowatt hours (kWh) of electricity produced through an agreement with Hydro One Remote Communities.

The net metering stream enables customers to generate their own electricity to reduce the per kWh cost paid to Hydro One Remote Communities. Under this stream, customers receive a credit on their monthly electricity bill.

For more information, please contact Hydro One Remote Communities at:

PHONE: 1-888-825-8707

EMAIL: RemotesCustomerService@HydroOne.com

FOUR/

Additional Resources and Key Terminology

MAJOR ENERGY SECTOR ENTITIES

HYDRO ONE / Ontario's largest transmitter and distributor of electricity, responsible for taking electricity from the source of generation and transporting it to its customers. As a local distribution company, Hydro One offers a number of support and conservation programs for homes and businesses.

HYDRO ONE REMOTE COMMUNITIES INC. (HORCI) / Generates and distributes electricity to 21 communities in the most northern part of Ontario.

INDEPENDENT ELECTRICITY SYSTEM OPERATOR (IESO) / A provincial agency that ensures there is always enough electricity to meet the province's energy needs. It is also responsible for planning and securing electricity to meet future needs, and overseeing delivery of electricity conservation programs.

INDEPENDENT POWER AUTHORITY (IPA) / Unlicensed LDCs that serves one of 10 First Nation communities in northwestern Ontario.

ONTARIO ENERGY BOARD / A provincial agency that sets the prices for natural gas and electricity in Ontario. It also regulates the activities of generators, transmitters, distributors, and the wholesalers and retailers of electricity and natural gas. And, it oversees the delivery of natural gas conservation programs.

ONTARIO POWER GENERATION / An Ontario Crown agency that produces almost half of the electricity in Ontario. They own and operate two nuclear stations, 66 hydroelectric stations on 24 rivers systems, two biomass stations, one thermal station and one wind turbine.

DEFINITIONS

KILOWATT (KW) / A standard unit of power that is equal to 1,000 watts (W). Ten 100-watt light bulbs operated together require one kW of power.

KILOWATT-HOUR (KWH) / A measure of energy production or consumption over time. Ten 100-watt light bulbs, operated together for one hour, consume one kWh of energy.

LOCAL DISTRIBUTION COMPANY (LDC) / A utility that owns and/or operates a distribution system for the local delivery of electricity to consumers.

NATURAL GAS DISTRIBUTOR / A utility that owns and/or operates a distribution system for the local delivery of gas to consumers.

