

FAQs

1. **Can customers apply for CEAP-SB to help with both their electricity and gas bills?**

Yes, but customers can only receive a CEAP-SB credit once for electricity and once for natural gas. Customers who applied and received CEAP support in 2020 may apply again to be considered for the increased funding amount.

2. **What if my small business or registered charity has multiple locations?**

A small business or registered charitable organization that has multiple locations can receive a CEAP-SB credit for each eligible location towards their electricity or natural gas bills but will need to apply for each location separately.

3. **Is there a deadline to apply for CEAP-SB?**

Not at the moment. Funding for the program is limited, however. Utilities and USMPs are expected to process applications in the order in which they are received. CEAP-SB funding is not guaranteed even after a complete application has been submitted.

The government made \$8 million available for CEAP-SB to support small business and registered charity energy customers. Each utility and USMP has been allocated a share of that amount, based on their reporting on customer numbers. Your utility or USMP will stop accepting applications and providing CEAP-SB credits once their allocated share of CEAP-SB funding has run out.

4. **When will I see the credit on my bill?**

If your utility or USMP has CEAP funds remaining, the credit will be applied to the next available bill issued to you after your CEAP application has been assessed as complete by your utility or USMP.

5. **Why is there a cap on the maximum amount of the CEAP-SB credit available per eligible customer?**

The pre-set maximum amount of support for eligible customers will assist in achieving the government's objective of making CEAP-SB available to help the most people affected financially by the COVID-19 emergency.

6. I had applied previously and my application was not approved. Do I have to reapply under the new requirements?

No. Customers who previously applied but were denied will have their original applications reviewed by utilities and will be contacted directly by February 15, 2021, if they meet the new eligibility criteria.