

GETTING HELP WITH A HEAT OR HYDRO EMERGENCY

HALIBURTON COUNTY

Running out of options to keep heat or hydro on in your home? If you are faced with a home heating or hydro emergency and need help, these programs might be able to assist!

HEAT BANK HALIBURTON COUNTY

Can provide small grants to help with emergencies with hydro, home heat and access to emergency firewood for homes with wood stoves. Can also support with access to additional funds in extraordinary situations and financial problem-solving. Intake or LEAP and OESP. Information on energy conservation programs. Can assist with hydro disconnection notices and deeming households Low Income for Hydro as well as determining other supports.

Phone/Text: (705) 306-0565

Email: heatbank@centralfoodnetwork.org

Website: www.heatbankhc.ca

HOUSING SERVICES (FORMELY HOUSING HELP CENTRE)

Offers grants to low-income households to help with emergency housing needs including heat, hydro and emergency repairs. Can assist with hydro disconnection notices and deeming households Low Income for Hydro as well as determining other supports. If you are receiving Ontario Works, contact your Ontario Works caseworker.

If you are not on Ontario Works, contact Housing Services at 1-877-324-9870.

FUEL FOR WARMTH

Provides firewood & small grants for home heating to households in crisis.

Phone: (705) 286-6838 After Hours: 705-854-9208

Website: www.fuelforwarmth.com

MPP LAURIE SCOTT'S OFFICE

Can assist with complaints against Hydro One.

Phone: 1-800-424-2490

HYDRO ONE

Offers information on lowering your energy usage to help lower your bill. Also, access to My Account to help monitor your usage if you are on a Smart Meter.

Phone: 1-888-664-9376

Website: www.hydroone.ca

ONTARIO ENERGY BOARD

Information on the rules that electricity companies have to follow for customers, including special rules for low-income customers. Also respond to consumer complaints about those companies.

1-877-632-2727 www.oeb.ca

OESP

Ontario Electricity Support Program. A monthly credit of at least \$35 on Hydro bill for lower-income households. Heat Bank is an OESP intake agency and can file the application for you.

Call Heat Bank for More Info: 705-306-0565

www.OntarioElectricitySupport.ca

Their Number: 1-855-831-8151

LEAP

Low-Income Energy Assistance Program. Grants of \$500.00 for hydro arrears for low-income households. Will not grant more than actual arrears. Heat Bank is a LEAP intake agency and can file the application for you.

Call Heat Bank to assist you with this: 705-306-0565

Website: <https://uwsimcoemuskoka.ca/leap/>

Their Number: 1-855-487-5327

HAP/GREENSAVER

The Home Assistance Program helps to lower hydro bills by providing free energy upgrades to eligible homeowners and tenants. They can install weather-stripping and energy efficient light bulbs. For some homes, this program might be able to replace old appliances such as fridges, freezers, air conditioners and de-humidifiers.

Phone: 1-888-855-3106

Website: www.greensaver.org

KAWARTHA HALIBURTON RENOVATES

An interest-free forgivable loan to help with major critical home repairs and/or renovations such as roofing, heating, plumbing etc. Program usually opens in April.

Phone for Housing Services, Lindsay office: 1-877-324-9870 x 3109

COMMUNITY COUNSELLING AND RESOURCE CENTRE

A non-profit agency that offers free credit counselling to help deal with debt. Office is in Peterborough but staff may come to Haliburton.

Phone: 1-800-274-1611

Website: www.creditcounsellingptbo.ca

ENERGY CONTRACTS

You may be approached by someone claiming to be able to save you money on your hydro by offering you a contract with low prices on kilowatt hours. It is important to completely understand what they are offering before you sign anything. Many energy contracts sound like a great deal but end of costing more money in the end.

Website with more info: <https://www.oeb.ca/consumer-protection/energy-contracts>

Call Heat Bank to assist you with this: 705-306-0565

LANDLORD AND TENANT CONCERNS

If you are a tenant and your landlord is interfering with your heat or hydro or you have questions about your rights as a tenant, you may be eligible for free legal advice through the Community Legal Clinic.

Phone: 1-800-461-8953

Website: www.communitylegalclinic.ca

SAVING MONEY ON HYDRO AND HEATING COSTS

Also check out our Saving Money on Hydro & Heating Costs brochure and other resources and tips at www.heatbankhc.ca!