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# LOW-INCOME ENERGY ASSISTANCE PROGRAM

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## Frequently Asked Questions

### 1. How long does the application process take?

- a. Once all supporting documents have been uploaded to your application, the process can take up to 21 days for approval.

### 2. How much can I receive?

- a. LEAP only assists with the arrears balance on the gas or electricity account. The maximum grant amount we can offer is \$650.00 for each utility account, or \$780.00 towards the electricity account only if your house is heated solely with electricity. If you do not owe more than the maximum grant amount, LEAP will assist only with the past due balance owing at the time of approval.

### 3. Should I let the utility know I have applied?

- a. There is no need to contact your utility to let them know you have applied. The application does not have any bearing on the utility account unless you are approved, in which case we will connect with them to let them know.

### 4. How do I sign the consent forms?

- a. Printing and signing the forms is preferred; if you do not have access to a printer, you can use DocuSign (a free app accessible on mobile phones or desktops) to sign the consent forms electronically.

### 5. How do I submit my documents?

- a. After you apply, documents can be submitted either by fax, mail, or email. Our fax number, mailing address, and email address can be found on the bottom of the document checklist.

### 6. Can I submit screenshots or images of the required documents?

- a. Yes, screenshots or images of documents such as IDs, utility bills, etc. are acceptable. The screenshots or images need to be large enough and clear enough for us to review the information included on the documents such as names, birth dates, account numbers, etc.

### 7. Do I need to let you know if my bill increases?

- a. No, once we have finished processing the application we reach out to the utility for an up-to-date arrears balance in case any charges have become past due while the application was being processed.

**8. What should I do if I receive a disconnection notice after I have applied?**

- a. While the application is being processed, if you receive a disconnection notice showing a 14-day date range for scheduled disconnection of service, please call us to let us know. We can request the utility hold off on the disconnection until the LEAP application is completed.

**9. How many times can I apply?**

- a. LEAP runs based on the calendar year. Each applicant is eligible to apply for one grant per utility each calendar year (January to December).

**10. How will I know if I have been approved?**

- a. Once the application is approved and the grant amount has been confirmed with the utility, we will contact you by email to let you know. If there is no email on file for you, you will receive a phone call instead.

**11. When will the grant show on my bill?**

- a. The utility is notified of the approval and grant amount once the application has been processed, though it may take up to 2 billing cycles for the grant amount to reflect on your bill.