

# INFORMATION FOR TENANTS

1-888-TEMPO-20 (1-888-836-7620)    info@tempoproperty.com



## Welcome to TEMPO Property Management!

We have compiled this package for you including some important Tenant information. It should help answer any questions you may have before Move In day, but if not, you can always contact us if you have any questions or concerns. If anything listed below is not attached, please let us know.

### Information Included in this package

- Rent Payments
- Move In Check List
- Move In Terms and Conditions (also refer to your Tenancy Agreement)
- Landlord and Tenant Board brochure – *A Guide to the Residential Tenancies Act*
  - o This can also be found online: <http://www.sjto.gov.on.ca/ltb/brochures/>
- Landlord and Tenant Board brochure – *Information for New Tenants*
  - o This can also be found online: <http://www.sjto.gov.on.ca/ltb/brochures/>
- Ontario Electricity Support Program (OESP) FAQ
  - o This can also be found online: <https://ontarioelectricitysupport.ca/FAQ>
- OESP Forms (Application, Consent, Privacy Statement)
  - o These can also be found online: <https://ontarioelectricitysupport.ca/Forms>
- Municipal Information – Garbage and Recycling

### MAIN CONTACT INFORMATION

- **Hydro** (to be hooked up before you move in)
  - o ENTEGRUS  
519-245-2010  
351 Frances St, Strathroy
- **Phone, Internet, TV**
  - o BELL  
1-866-301-1942
  - o ROGERS  
1-866-210-4059

Note: Satellites are NOT permitted

# INFORMATION FOR TENANTS

1-888-TEMPO-20 (1-888-836-7620)    info@tempoproperty.com



## RENT PAYMENTS

You can choose to pay your rent either by cheque or preauthorized debits from your bank account. Whichever way you choose, please be sure it arrives by the due date shown in your Tenancy Agreement.

### **Why set up Preauthorized Payments?**

- It is much easier than sending in a cheque each month!
- Saves you money! No more buying cheques or stamps to mail them!
- Easy, hassle free way to always pay your rent on time

### **How do I set up Preauthorized Rent Payments?**

- Fill out the Preauthorized Debit Form (attached)
- Be sure to include either a VOID cheque or your banking information direct from your bank to ensure accuracy (you can ask your Bank Teller to print this information for you, you do not have to have cheques)
- Submit either by fax, email or mail (information is on the PAD form)
- Be sure to send it in at least 10 days before your next payment is due to give us time to set it up for you

### **Can I still pay by cheque if I prefer?**

Absolutely! Just be sure it arrives to us by the due date shown in your Tenancy Agreement and is made out to TEMPO Property Management Ltd.

# INFORMATION FOR TENANTS

1-888-TEMPO-20 (1-888-836-7620) info@tempoproperty.com



## MOVE IN CHECKLIST

Unit	Street Address	City	Province	Postal Code
------	----------------	------	----------	-------------

Inspection Item	Checks	Checked	Status (Circle One)	Deficiencies/Notes
Floors	Free of dirt, stains, etc.		PASS / See Note	
Walls	Clean, no holes		PASS / See Note	
Light Fixtures & Plugs	All fixtures and bulbs in place		PASS / See Note	
	Switches and cover plates in place		PASS / See Note	
	All switches and plugs work		PASS / See Note	
Windows	Screens, frames and locks in place		PASS / See Note	
	Broken or cracks		PASS / See Note	
	All curtain rods or blinds in place		PASS / See Note	
Plumbing/Taps/Drains	Do all taps work?		PASS / See Note	
	Do any drip?		PASS / See Note	
	Does toilet flush?		PASS / See Note	
	Do all drains run freely?		PASS / See Note	
Interior & Exterior Doors	All frames in good condition?		PASS / See Note	
	Door closures, latches, locks and handles in place?		PASS / See Note	
	Are any screens missing or torn?		PASS / See Note	
	Do all doors operate properly?		PASS / See Note	
Appliances	Are all appliances clean (inside and out)?		PASS / See Note	
	Working properly?		PASS / See Note	
	Range hood clean?		PASS / See Note	
Yards/Balconies	Free of furniture, garbage or other debris?		PASS / See Note	
Insects/Mice	Is the unit free of pests?		PASS / See Note	
Smoke & CO Detectors	Installed		PASS / See Note	
	Tested		PASS / See Note	
Other Items			PASS / See Note	
			PASS / See Note	

I, \_\_\_\_\_ acknowledge that I have inspected my unit and verify the only outstanding deficiencies have been documented in this checklist.

TENANT SIGNATURE	Print Name	Date
LANDLORD REPRESENTATIVE SIGNATURE	Print Name	Date

# INFORMATION FOR TENANTS

1-888-TEMPO-20 (1-888-836-7620) info@tempoproperty.com



## MOVE IN TERMS AND CONDITIONS

Unit	Street Address	City	Province	Postal Code
------	----------------	------	----------	-------------

**Please refer to your Tenancy Agreement for additional Terms and Conditions.**

Please review these important tenancy terms and conditions and sign below:

- Damaging or tampering with a Smoke and/or CO Detector in your unit could result in a fine of up to \$50,000 as per the Ontario Fire Code.
- You must get permission from TEMPO Property Management **BEFORE** installing any of the following (additional information will be required before being approved):
  - o Air conditioner
  - o Fixtures
  - o SATELLITES WILL NOT BE APPROVED
- You are **NOT** permitted to install or replace the following in your unit or building.  
If you feel any of these items are needed, please discuss with TEMPO Property Management for their review. If required, they will arrange for supply and install of replacement items.
  - o Flooring (carpeting, tiling, hardwood, etc.)
  - o Major Appliances
  - o Locks
- You may not make any structural changes to your unit. This includes changes to walls and/or floors.

Normal wear and tear is normal for all rental units. You will not be charged for normal wear and tear; however, you may be charged for items that are damaged or not in clean/acceptable condition when you leave.

I, \_\_\_\_\_ understand and will comply with the terms and conditions. In addition to these terms and conditions I have fully read and understand my Tenancy Agreement.

TENANT SIGNATURE	Print Name	Date
LANDLORD REPRESENTATIVE SIGNATURE	Print Name	Date



---

## **Brochure: A Guide to the *Residential Tenancies Act***

---

### **Information in this guide**

This guide is a summary of Ontario's *Residential Tenancies Act* (the Act) which came into effect on January 31, 2007. The Act sets out the rights and responsibilities of landlords and tenants who rent residential properties.

This guide is not a complete summary of the law and it is not legal advice. If you require more detailed information about the law, contact the Landlord and Tenant Board.

### **Who is covered by this Act?**

Landlords and tenants of most rental units are covered by most of the rules in the Act. A rental unit can be an apartment, a house, or a room in a rooming or boarding house. The Act also applies to care homes, retirement homes, and sites in a mobile home park or land lease community.

Many of the rules about rent do not apply to:

- new rental buildings
- non-profit and public housing
- university and college residences

But these units are still covered by most of the other rules in the Act about such things as maintenance and the reasons for eviction.

The Act does not apply if the tenant must share a kitchen or bathroom with the landlord.

### **About the LTB**

The Landlord and Tenant Board resolves disputes between tenants and landlords. It is similar to a court.

Either a landlord or a tenant can apply to the LTB. Their disputes can be worked out through mediation or adjudication.

In mediation, an LTB mediator helps a landlord and tenant reach an agreement they are both satisfied with.

In adjudication, a hearing is held. After the hearing, an LTB member makes a decision based on the evidence that the landlord and tenant present, and then issues an order. An order is the final, written version of the LTB member's decision.

The LTB also provides landlords and tenants with information about the rights and responsibilities they have under the Act.

### **About tenancy agreements**

When a new tenancy is entered into, the landlord and tenant can sign a written agreement, or they can have an oral agreement. A tenancy agreement is often called a lease. The landlord must give the tenant a copy of any written lease.

The lease should not contain any terms that are inconsistent with the Act. If the lease does contain a term that is inconsistent with the Act, that term will not be enforced by the LTB.

The landlord must also give the tenant the landlord's legal name and address so that the tenant can give the landlord notices or documents.

Whether there is a written or oral lease, landlords must provide new tenants with information about the rights and responsibilities of landlords and tenants and about the role of the LTB. The landlord must give this information to the tenant on or before the start of the tenancy. The LTB has a brochure called "[Information for New Tenants](#)" that landlords should use for this purpose.

## About rent

### Rent for a new tenant

When a new tenancy is entered into, the landlord and tenant decide how much the rent will be for the rental unit and which services will be included in the rent (for example, parking, cable, heat, electricity).

In most cases, the rent cannot be increased until at least 12 months after the tenant moved in.

### Rent deposits

A landlord can collect a rent deposit from a new tenant on or before the start of a new tenancy. Where the tenant pays rent by the month, the deposit cannot be more than one month's rent; where the tenant pays rent by the week, the deposit cannot be more than one week's rent.

The rent deposit can only be used as the rent payment for the last month or week before the tenant moves out. It cannot be used for anything else, such as repairing damage to the rental unit.

If the landlord gives the tenant a notice to increase the rent, the landlord can also ask the tenant to increase the rent deposit by the same amount.

A landlord must pay the tenant interest on the rent deposit every year. Under the Act, the interest rate is the same as the rent increase guideline (see the section The rent increase guideline, below).

### Post-dated cheques and automatic payments

When a landlord and a new tenant agree to enter into a rental agreement, they usually discuss how the rent will be paid.

Although the landlord and tenant can agree that the rent will be paid by post-dated cheques or automatic payments (such as debits from a tenant's account or by credit card), a landlord cannot require the tenant to pay by either of those methods.

Once the landlord and tenant have agreed on a method of payment, it cannot be changed unless both the landlord and tenant agree.

### Rent receipts

The landlord must give the tenant a receipt for any rent payment, rent deposit or other charge, if the tenant asks for one.

A landlord must also give a former tenant a receipt if that person asks for one within 12 months after the end of their tenancy.

The landlord cannot charge a fee for giving a receipt.

### Increasing a tenant's rent

In most cases, the rent can be increased if at least 12 months have passed since the tenant first moved in or since the tenant's last rent increase.

A landlord must give at least 90 days' notice in writing of any rent increase. The proper forms for this notice (Form N1, N2 or N3) are available from the LTB.

## **The rent increase guideline**

The most a landlord can increase the rent by, without asking the LTB for approval, is the rent increase guideline. However, there is no limit on the amount of a rent increase for rental buildings first occupied for residential purposes on or after November 1, 1991.

The rent increase guideline is set each year by the Ontario Government. It is based on the Consumer Price Index.

Each year, the government announces the guideline by August 31 for rent increases that will take effect on or after January 1 of the following year.

A guideline rent increase does not need to be approved by the LTB. However, a landlord must get approval from the LTB before they can charge an increase above the guideline.

## **Rent increase above the guideline**

**A landlord can apply to the LTB for an increase above the guideline if:**

- the landlord's costs for municipal taxes and charges, and/or utilities (such as fuel, electricity or water) have increased significantly, or
- the landlord has done major repairs or renovations (these are called capital expenditures), or
- the landlord has operating costs for security services performed by persons who are not employees of the landlord.

Rent increases for capital expenditures or security services cannot be more than 3% above the guideline each year. If the landlord justifies an increase that is more than 3% above the guideline, the increase can be taken over three years, at a rate of up to 3% above the guideline per year. For increases in the cost of municipal taxes and charges, and/or utilities, there is no limit on the amount of rent increase that can be approved.

Special rules apply to rent increases due to capital expenditures. For example, the landlord must make a copy of the supporting documents related to the application available to the tenants who are affected by the rent increase. Also, before passing the costs on to the tenants, the LTB will determine whether the work was really necessary. As well, if the LTB determines that there are serious maintenance problems in the rental unit or building, the LTB may:

- dismiss the landlord's application, or
- require the landlord to prove to the LTB that the problems have been fixed before they can charge the approved increase

**The landlord and tenant can agree to a rent increase above the guideline if** they agree that the landlord will do major repairs or renovations, buy new equipment for the rental unit, or add a new service for the tenant.

This agreement must be in writing. The proper form for this agreement (Form N10) is available from the LTB. The highest increase that can be agreed to is 3% above the guideline.

Where the landlord and tenant make this kind of agreement, the landlord does not have to apply to the LTB for approval of the increase.

A tenant has five days after signing this agreement to change their mind and tell their landlord, in writing, that they no longer agree to the rent increase.

## **When the rent should be reduced**

A landlord is required to reduce the rent if:

- the utility costs go down after the landlord has increased the tenant's rent by more than the guideline based on an order from the LTB that approved the increase based on utility costs
- a capital expenditure is fully paid for. This only applies to tenants who are still living in the same rental unit they were living in when the LTB approved the rent increase based on the capital expenditure
- the municipal property tax is reduced by more than the prescribed percentage, resulting in an automatic rent reduction.

A tenant can apply to the LTB to have their rent reduced if:

- the municipal taxes or charges on the rental property go down
- the landlord reduced or removed a service they had provided to the tenant without reducing the rent
- the landlord did not keep a promise they made in an agreement to a rent increase above the guideline.

## **About maintenance and repairs**

### **A landlord's responsibilities**

A landlord has to keep the rental property in a good state of repair. A landlord must obey all health, safety, housing and maintenance standards, as set out in any provincial laws or municipal by laws.

This is true even if the tenant was aware of the problems when they agreed to rent the unit.

A tenant can apply to the LTB if the landlord is not meeting their maintenance obligations. If the LTB agrees that the landlord is not meeting their maintenance obligations, there are a number of remedies the LTB can order. For example, the LTB can order that the tenant does not have to pay some or all of the rent until the landlord does the repairs or that the landlord cannot increase the rent for the rental unit until any serious maintenance problems are fixed.

### **A tenant's responsibilities**

A tenant must keep their rental unit clean, up to the standard that most people would consider ordinary or normal cleanliness.

A tenant must repair or pay for the repair of any damage to the rental property caused by the tenant, the tenant's guest or another person who lives in the rental unit. This includes damage in the tenant's unit, as well as any common area such as a hallway, elevator, stairway, driveway or parking area.

It does not matter whether the damage was done on purpose or by not being careful enough - the tenant is responsible. However, the tenant is not responsible to repair damage caused by normal "wear and tear". For example, if the carpet has become worn after years of normal use, the tenant would not have to replace the carpet.

A landlord can apply to the LTB if the tenant has not repaired any damage. If the LTB agrees that the tenant should be held responsible for the damage, the LTB can order the tenant to pay the cost of repairing the damage or even evict the tenant.

A tenant should not withhold any part of the rent, even if the tenant feels that maintenance is poor or a necessary repair has not been done. A tenant could be evicted if they withhold rent without getting approval from the LTB.

### **Vital services**

A landlord cannot shut off or interfere with the supply of any of the following vital services to a tenant's rental unit:

- heat (from September 1 to June 15)
- electricity
- fuel (such as natural gas or oil)
- hot or cold water



## More information about maintenance and repairs

For more information read the brochure called **Maintenance and Repairs**.

## About entering the rental unit

### Entry without written notice

A landlord can enter a tenant's rental unit without written notice if:

- there is an emergency such as a fire
- the tenant agrees to let the landlord in
- a care home tenant has agreed in writing that the landlord can come in to check on their condition at regular intervals

A landlord can enter a rental unit without written notice, between 8 a.m. and 8 p.m. if:

- the rental agreement requires the landlord to clean the unit - unless the agreement allows different hours for cleaning,
- the landlord or tenant has given a notice of termination, or they have an agreement to end the tenancy, and the landlord wants to show the unit to a potential new tenant (in this case, although notice is not required, the landlord must try to tell the tenant before entering for this reason).

### Entry with 24 hours' written notice

A landlord can enter the rental unit between 8 a.m. and 8 p.m., and only if they have given the tenant 24 hours' written notice:

- to make repairs or do work in the unit
- to carry out an inspection, where reasonable, in order to determine whether repairs are needed
- to allow a potential mortgagee or insurer of the complex to view the unit
- to allow a potential purchaser to view the rental unit (Note: the Act also allows a registered real estate agent or broker to enter for this purpose if they have written authorization from the landlord)
- to allow an engineer, architect or other similar professional to make an inspection for a proposed conversion under the *Condominium Act*
- for any reasonable purpose allowed by the rental agreement

The notice must include the reason why the landlord wants to enter the rental unit and must state what time, between 8 a.m. and 8 p.m., the landlord will enter the unit. If the landlord gives the tenant the correct notice, the landlord can enter even if the tenant is not at home.

## About ending a tenancy

### Renewing a lease

The end of a lease does not mean a tenant has to move out. A new lease can be made or the landlord and tenant can agree to renew the lease for another fixed term period.

If a new agreement is not reached, the tenant still has the right to stay:

- as a monthly tenant, if they paid their rent by the month in the expired lease
- as a weekly tenant, if they paid their rent by the week in the expired lease.

Where the tenant stays on as a monthly or weekly tenant, all the rules of the former lease will still apply to the landlord and tenant. But the landlord can increase the rent each year by the amount allowed under the Act.

### If a tenant wants to leave

A tenant must give their landlord written notice if they plan to move out. The proper form for this notice (Form N9) is available from the LTB. The amount of notice that is required is based on the rental period, as follows:

If the tenant:	then the tenant must give:	and the termination date must be:
pays rent on a daily or weekly basis	at least 28 days' notice	the end of a weekly rental period (This only applies to weekly tenancies.)
pays rent on a monthly basis	at least 60 days' notice	the end of a monthly rental period
has a lease for a fixed term	at least 60 days' notice	no earlier than the last day of the lease

A tenant and landlord can agree to end a tenancy early. The parties can make an oral agreement to end the tenancy, but it is best to have a written agreement. A notice of termination does not have to be given by either the landlord or the tenant if there is an agreement to end the tenancy.

A tenant in a care home can end a tenancy early, by giving at least 30 days' notice in writing to the landlord.

### Assigning a tenancy and subletting

A tenant may be able to transfer their right to occupy the rental unit to someone else. This is called an **assignment**. In an assignment, a new person takes the place of the tenant, but all the terms of the rental agreement stay the same.

A **sublet** occurs when a tenant moves out of the rental unit, lets another person live there for a period of time, but returns to live in the unit before the tenancy ends. In a sublet, the terms of the rental agreement and the landlord-tenant relationship do not change.

A tenant must have the landlord's approval for an assignment or a sublet but, in either case, the landlord must have a good reason for refusing.

### Rules about special tenancies

Some tenants do not have the right to assign their tenancy or sublet; for example, a tenant who is a superintendent, or a tenant who lives in subsidized, public or non-profit housing, or in housing provided by an educational institution where the tenant works or is a student.

For more information about assigning, read the LTB's brochure called **How a Tenant can End a Tenancy**.

### Ending a tenancy by the landlord

A landlord can end a tenancy only for the reasons allowed by the Act.

The first step is for the landlord to give the tenant notice in writing that they want the tenant to move out. The proper forms a landlord must use for giving a notice to end the tenancy are available from the LTB.

If the tenant does not move out after receiving the notice, the landlord can ask the LTB to end the tenancy by filing an application. The LTB will decide if the tenancy should end after holding a hearing. Both the landlord and the tenant can come to the hearing and explain their side to a member of the LTB.

### Reasons for eviction based on the tenant's conduct

The Act allows a landlord to give a tenant notice if the tenant, the tenant's guest or someone else who lives in the rental unit either does something they should not do, or does not do something they should. For example:

- not paying the rent in full
- persistently paying the rent late

- causing damage to the rental property
- illegal activity
- affecting the safety of others
- disturbing the enjoyment of other tenants or the landlord
- allowing too many people to live in the rental unit ("overcrowding")
- not reporting income in subsidized housing

In some cases, a landlord can give a tenant notice based on the presence, control or behaviour of a pet the tenant is keeping, such as where a pet causes damage to the rental property.

## **Other reasons for eviction**

There are other reasons for eviction that are not related to what the tenant has done or not done. For example:

- The landlord wants the rental unit for their own use or for the use of an immediate family member or a caregiver
- The landlord has agreed to sell the property and the purchaser wants all or part of the property for their own use or for the use of an immediate family member or a caregiver
- The landlord plans major repairs or renovations that require a building permit and vacant possession
- The landlord plans to demolish the rental property
- In a care home that is occupied for the sole reason of receiving therapy or rehabilitation, the tenant's rehabilitation or therapy program has ended
- A tenant of a care home needs more care than the care home can provide, or no longer needs the level of care provided by the landlord

---

## **Contact the Landlord and Tenant Board**

Call us:

Toll free: 1-888-332-3234

Toronto area: 416-645-8080

TTY: Bell Relay Service at 1-800-268-9242

Visit our website at [sjto.ca/lrb](https://www.sjto.ca/lrb)

Visit your local LTB office. For office locations visit [our website](#).

Last updated: February 2016



## Brochure: Information for New Tenants

*Landlords must provide this information to new tenants on or before the date the tenancy begins.*

---

### The Law

Most residential tenancies are covered by the *Residential Tenancies Act* (the Act). This law:

- gives landlords and tenants specific rights and responsibilities,
- provides rules for increasing the rent and for evicting a tenant, and
- creates the Landlord and Tenant Board.

### The role of the Landlord and Tenant Board is to:

- inform landlords and tenants about their rights and responsibilities under the Act, and
- resolve disputes between landlords and tenants through mediation or adjudication, or by providing information.

### Tenant Rights and Responsibilities

#### You have the right to:

- **security of tenancy** - You can continue to live in your rental unit until you give your landlord proper notice that you intend to move out, you and your landlord agree that you can move, or your landlord gives you a notice to end your tenancy for a reason allowed by the Act.

**Important:** If your landlord gives you a notice to end your tenancy, you do not have to move out. Your landlord must apply to the Board to get an order to evict you and you will have the right to go to a hearing and explain why your tenancy should not end.

- **privacy** - Your landlord can only enter your rental unit for the reasons allowed by the Act. In most cases, before entering your unit, your landlord must give you 24 hours written notice. There are some exceptions, however, such as in the case of an emergency or if you agree to allow the landlord to enter.

#### You are responsible for:

- **paying your rent** on time.
- **keeping your unit clean**, up to the standard that most people would consider ordinary or normal cleanliness.
- **repairing any damage** to the rental property caused by you or your guests - whether on purpose or by not being careful enough.

#### You are not allowed to:

- **change the locking system** on a door that gives entry to your rental unit unless you get your landlord's permission.

### Landlord Rights and Responsibilities

## Your landlord has the right to:

- **collect a rent deposit** - It cannot be more than one month's rent, or if rent is paid weekly, one week's rent. This deposit must be used as the rent payment for the last month or week of your tenancy. It cannot be used for any other reason, such as to pay for damages. A landlord must pay interest on the deposit every year.
- **increase the rent** - There are special rules that limit how often your landlord can increase the rent and by how much. In most cases, a landlord can increase the rent only once a year by the guideline that is set by the Minister of Municipal Affairs and Housing. A landlord must give a tenant at least 90 days notice in writing of any rent increase and this notice must be on the proper form. **Exceptions:** There is no limit on the amount of a rent increase for rental buildings first occupied for residential purposes on or after November 1, 1991. Also, non-profit and public housing units, residences at schools, colleges and universities, and certain other accommodation are not covered by all the rent rules.

## Your landlord is responsible for:

- **keeping the rental property in a good state of repair** and obeying health, safety and maintenance standards.
- **providing you with a copy of your written tenancy agreement** within 21 days after the day you signed it and gave it to your landlord. If your tenancy agreement is not in writing, your landlord must give you written notice of their legal name and address within 21 days after your tenancy begins.

## Your landlord is not allowed to:

- **shut off or deliberately interfere with the supply of a vital service** (heat, electricity, fuel, gas, or hot or cold water), care service or food that your landlord must provide under your tenancy agreement. However, your landlord is allowed to shut-off services temporarily if this is necessary to make repairs.
- **take your personal property** if you don't pay your rent and you are still living in your rental unit.
- **lock you out of your rental unit** unless your landlord has an eviction order from the Board and the Sheriff comes to your rental unit to enforce it.
- **insist that you pay your rent by post-dated cheque or automatic debit.** These ways of paying your rent can be suggested, but you cannot be refused a rental unit or evicted for refusing to give them.

---

## Contact the Landlord and Tenant Board

Call us:

Toll free: 1-888-332-3234

Toronto area: 416-645-8080

TTY: Bell Relay Service at 1-800-268-9242

Visit our website at [sjto.ca/ltb](http://sjto.ca/ltb)

Visit your local LTB office. For office locations visit [our website](#).

Last updated: January 2016



# ONTARIO ELECTRICITY SUPPORT PROGRAM

## QUESTIONS AND ANSWERS

### Question

### Answer

## ABOUT THE ONTARIO ELECTRICITY SUPPORT PROGRAM (OESP)

**What is the Ontario Electricity Support Program?** The OESP is an Ontario Energy Board (OEB) program that lowers electricity bills for low-income households. The OESP provides a monthly credit to eligible customers based on household income and household size. The OESP credits are applied directly to eligible customers' bills.

**When can I apply?** You can apply any time. There is no application deadline, but the sooner you apply and are accepted into the OESP, the sooner you will begin to receive the on-bill credits.

**When will I start seeing the on-bill credits?** Applications take about 6 to 8 weeks to process. Credits don't take effect until you submit all required information (including the signed consent form, if required) and your application is processed. The credit is applied to your utility bill as soon as possible after your application has been approved.

Eligible customers will receive on-bill credits for two years regardless of when a customer applies and their credits begin. See "How do I Apply?"

If you need assistance before the OESP credit is applied to your bill, please contact your electricity utility or visit the OEB website for more information about other low-income programs that may be available to you.

**How do I contact the OESP Contact Centre?** If you have questions about the program, you can contact the OESP Contact Centre in the following ways:

- Call 1-855-831-8151 (toll free within Ontario)
- Email [help@ontarioelectricitysupport.ca](mailto:help@ontarioelectricitysupport.ca) (mailto:help@ontarioelectricitysupport.ca)
- Use the Bell Relay service at 1-800-855-1155 (TTY to TTY)

The OESP Contact Centre is open Monday to Friday, from 8:00 a.m. to 9:00 p.m. ET.

## OESP AMOUNTS AND ELIGIBILITY

**Who can apply?** The program is available to all low-income customers who have accounts with electricity distributors or unit sub-meter providers. Customers must apply to the program.

**What if I don't have an electricity account?** The OESP provides a credit directly on the electricity bills of eligible customers. It is only available to an electricity account holder.

You may also contact 211 Ontario to find out more about other programs that you may qualify for.

Is there a separate program for First Nations and Métis?

The Ontario Native Welfare Administrators Association (ONWAA) is available to assist First Nations households with their applications. First Nations households can contact ONWAA at 1-844-885-3157 or email oesp@onwaa.com to confirm their availability.

Do all low-income First Nations and Métis customers qualify for the program?

First Nations and Métis applicants must meet the program eligibility criteria to qualify to receive an OESP credit on their electricity bills. Eligibility for applicants is based on household income and household size.

As part of the development of its Report to the Minister of Energy in December 2014, the OEB engaged with First Nations and Métis organizations to discuss the unique challenges and needs of First Nations and Métis electricity customers. Many of these challenges result in significantly higher electricity use and costs. Therefore, the OEB proposed that low-income First Nations and Métis applicants receive a higher level of assistance.

How much will the monthly on-bill credit amount be?

The OESP on-bill credit amount will depend on how many people live in the house and the combined household income after tax.

#### **OESP Monthly Credit Amounts by Household Income Level**

Household Income (After Tax)	Household Size (Number of people living in household)						
	1	2	3	4	5	6	7+
\$28,000 or less	\$30	\$30	\$34	\$38	\$42	\$50	\$50
\$28,001 – \$39,000			\$30	\$34	\$38	\$42	\$50
\$39,001 – \$48,000					\$30	\$34	\$38
\$48,001 – \$52,000							\$30

For some customers, the need to use more power is unavoidable. If your home is electrically heated, or you rely on an approved medical device requiring a lot of electricity, OESP offers a higher level of assistance.

#### **OESP Monthly Credit Amounts by Household Income Level – Energy Intensive**

Household Income (After Tax)	Household Size (Number of people living in household)						
	1	2	3	4	5	6	7+
\$28,000 or less	\$45	\$45	\$50	\$55	\$60	\$75	\$75
\$28,001-\$39,000			\$45	\$50	\$55	\$60	\$75
\$39,001-\$48,000					\$45	\$50	\$55
\$48,001-\$52,000							\$45

Which medical devices qualify for a higher level of assistance?

There are two medical devices that will qualify an applicant for the higher level of assistance:

- A. Oxygen Concentrator
- B. Mechanical Ventilators (invasive and non-invasive)

Are the household income amounts listed in the OESP Monthly Credit tables before or after tax income?

The household income amounts listed on the tables are after tax.

How is my income, and the income of my household members, verified?

The Ministry of Finance will verify your income with the Canada Revenue Agency (CRA) using your Social Insurance Number (SIN) and the SINs of any other income tax filers in your household. The CRA verifies your income as declared on your tax return from last year or the year before. If you or other members of your household filed taxes only once in the last two years, income verification can still occur. This is true even if you and another household member filed in different tax years.

If you have not filed an income tax return recently, or if your situation has changed since you last filed, your income will need to be manually verified by a designated intake agency. To view a map of intake agencies, click here. (<https://www.google.com/maps/d/viewer?mid=zvXp4ZljmoHU.kMlwTlkpvXf4>)

My kids go away to school/live with another parent part-time/my parents live with me but spend the winter away (snowbirds). Can I count them in my household size total?

To be counted in your household total, residents must reside in the home for 6 months or more per year.

Will the program be monitored to ensure only those who truly need it are receiving credits?

The OEB will randomly audit program recipients to verify applicant information and the eligibility of households. If an error is found to have occurred, credits may simply be cancelled. If an audit and subsequent investigation points to fraudulent activity, credits could be cancelled and amounts could be clawed back.

How long is the OESP eligibility period?

Most eligible customers need to re-apply every 2 years or whenever their personal circumstances change. For example, eligible customers would need to re-apply if they move or experience a change in income level.

Note: For the initial intake period, the OEB has randomly staggered eligibility durations to avoid mass re-application every 2 years. The first eligibility period for an applicant may be between 24 and 36 months and will be communicated through their notice of eligibility.

How do I qualify for the extended 5 year program eligibility period?

The extended program eligibility period of 5 years is applicable if any account holder listed on the bill is:

1) 65 and over. If there are multiple account holders on your electricity bill, an account holder 65 years or older needs to be entered as the OESP applicant in order to qualify for the extended 5 year eligibility period.

2) Receiving a CPP disability pension (see CPP definition of severe and prolonged disability at <http://www.servicecanada.gc.ca/eng/services/pensions/cpp/disability/definition.shtml> (<http://www.servicecanada.gc.ca/eng/services/pensions/cpp/disability/definition.shtml>)). Those on disability pensions still have to pass the program income criteria.

## APPLICATIONS



How do I apply?	<p>Customers can apply online at <a href="http://www.OntarioElectricitySupport.ca">OntarioElectricitySupport.ca</a> (<a href="http://www.OntarioElectricitySupport.ca">http://www.OntarioElectricitySupport.ca</a>) . You need to complete the online application, print and sign the consent form, and mail it to the address provided on our website.</p> <p>A paper version of the application can be downloaded from the OESP application website at <a href="http://www.OntarioElectricitySupport.ca">OntarioElectricitySupport.ca</a> (<a href="http://www.OntarioElectricitySupport.ca">http://www.OntarioElectricitySupport.ca</a>) or can be mailed to applicants by the OESP Contact Centre upon request.</p> <p>Customers unable to apply online can contact an intake agency. Designated intake agencies can be searched on the OESP application website at <a href="http://www.OntarioElectricitySupport.ca">OntarioElectricitySupport.ca</a> (<a href="http://www.OntarioElectricitySupport.ca">http://www.OntarioElectricitySupport.ca</a>) .</p> <p>Once you have submitted all required application information (including the OESP consent form), we will verify the household income and confirm eligibility with customers.</p>
What information do I need to apply?	<p>You need:</p> <ul style="list-style-type: none"> <li>• Your electricity bill account number, service address, and account holder details</li> <li>• The birthdates and names of all residents in your home</li> <li>• Social Insurance Numbers or Temporary Tax Numbers for household members</li> </ul>
What if I haven't filed income tax?	<p>If you have not filed an income tax return recently, or if your situation has changed since you last filed, you can apply for the OESP through a designated intake agency listed on our website at <a href="http://www.OntarioElectricitySupport.ca">OntarioElectricitySupport.ca</a> (<a href="http://www.OntarioElectricitySupport.ca">http://www.OntarioElectricitySupport.ca</a>) .</p> <p>If you do not have internet access, you can call the OESP Contact Centre at 1-855-831-8151 to receive this information.</p> <p>Please call an intake agency to make an appointment to complete your OESP application. You need to bring all of the information specified in "What information do I need to apply?" and proof of your household income. Cheque stubs and letters from employers are examples of household income proof. Other types of proof may be applicable.</p>
Which agencies are involved and how do I reach out to them if I need their help?	<p>We are working with many agencies across the province that are available to help customers complete and submit their application. Agencies can be searched on the OESP website at <a href="http://www.OntarioElectricitySupport.ca">OntarioElectricitySupport.ca</a> (<a href="http://www.OntarioElectricitySupport.ca">http://www.OntarioElectricitySupport.ca</a>) . We continually update the list as new intake agencies sign on. You may also contact the OESP Contact Centre at 1-855-831-8151, 211 Ontario or your local utility for more information.</p>
How can I find an intake agency near me?	<p>We have also created a map of all intake agencies available to help customers complete and submit their OESP applications. You can use this map to search for an intake agency near you. To get to the map, click here (<a href="https://www.google.com/maps/d/edit?mid=zvXp4ZljmoHU.kMlwTlkpvXf4&amp;usp=sharing">https://www.google.com/maps/d/edit?mid=zvXp4ZljmoHU.kMlwTlkpvXf4&amp;usp=sharing</a>) .</p> <p>You may also contact the OESP Contact Centre at 1-855-831-8151, 211 Ontario or your local utility for more information.</p>
Can my mailing address be located outside of Ontario?	<p>Your mailing address must be located within the province of Ontario. If you have any questions about your mailing address, please call the OESP Contact Centre at 1-855-831-8151.</p>
How long will it take to process my application?	<p>Customers who qualify can expect the credits to be applied to their bill 6 to 8 weeks later. This timeline is based on your timely completion of all the steps of the application process including mailing in your OESP Consent form to the OESP Contact Centre.</p>

Where do I mail my OESP paper application form?	<p>Mail the completed Ontario Electricity Support Program Application Form to the address below:  Ontario Electricity Support Program (OESP)  PO Box 1540 STN B  Ottawa, ON, K1P 0C7</p> <p><b>Important:</b> Please mail your OESP Consent form with your paper application. Make a note of the date you mailed your forms in case you need to track the status of your application later.</p>
Where do I mail my OESP Consent Form?	<p>Mail the completed Ontario Electricity Support Program Consent Form to the address below:  Ontario Electricity Support Program (OESP)  PO Box 1540 STN B  Ottawa, ON, K1P 0C7</p> <p><b>Important:</b> If you're submitting a paper application, mail it together with the OESP Consent form. Make a note of the date you mailed your forms in case you need to track the status of your application later.</p>
What if I move?	Customers who move, or whose circumstances change, must re-apply.

## PROGRAM FUNDING

How is the OESP funded?	The OESP is funded by all ratepayers through a per kilowatt-hour charge on electricity bills.
What does it cost ratepayers?	The OESP charge has been set for all consumers at \$0.0011 per kilowatt hour of electricity used. We expect this program to cost the typical residential customer about \$1 per month.
How much will small business and industry pay for this program?	The OESP charge has been set for all consumers at \$0.0011 per kilowatt hour of electricity used. We expect the range for most small businesses to be \$2 - \$4 per month.
Why is the program funded through all ratepayers? I'll never use the program. Why am I paying for it?	This is a rate relief program funded by all ratepayers for low-income ratepayers. For many low-income Ontarians, paying their electricity bill can be a challenge. Electricity represents a significantly greater share of their monthly expenses. For households with an annual income of \$20,000 a typical electricity bill could be 10 per cent or more of their income
How is this program different from the Low Income Energy Assistance Program (LEAP)?	There is an important difference between the OESP and LEAP. The OESP is intended to provide ongoing monthly bill payment support to low-income customers. The LEAP offers one-time support for low-income customers who are in arrears and facing disconnection of their electricity service. In some circumstances, an applicant may qualify for both programs.

[Home \(/\)](#)



## Ontario Electricity Support Program Application Form

### OESP Notice of Collection

The Ontario Energy Board (OEB) collects, uses and discloses personal information to determine consumer eligibility for and to administer the OESP. Personal information may be collected from, disclosed to, and used by the Ontario Ministry of Finance, the Canada Revenue Agency and your utility provider for the purposes of administering the OESP. Only information about the applicant's electricity account, and the amount of OESP for which the applicant's household may be eligible, will be disclosed to the utility provider. The utility provider will not be provided with other personal information about the applicant and members of the applicant's household, such as their SIN, income or dates of birth.

The OEB's authority to collect personal information is set out in Sections 4.14 and 79.2 of the *Ontario Energy Board Act, 1998*. The Ministry of Finance's authority to collect personal information is set out in Section 11 of the *Ministry of Revenue Act* and Section 147 of the *Taxation Act*.

For more information about the collection, use and disclosure of personal information for the OESP, please contact the Board Secretary at: Board Secretary, Ontario Energy Board. P.O. Box 2319, 2300 Yonge Street, Toronto ON M4P 1E4, Tel: 416-544-5191.

### Before you begin, check to be sure that:

- ☐ You have a copy of your current electricity bill.
- ☐ You have the Social Insurance Numbers or Temporary Tax Numbers for all household members between 18 and 74.

### Once your application is complete:

Mail the completed Ontario Electricity Support Program Application Form and Ontario Electricity Support Program Consent Form to the address below:

**Ontario Electricity Support Program (OESP)**  
**PO Box 1540 STN B**  
**Ottawa, ON, K1P 0C7**

### Prefer to complete your application faster online?

Go to [OntarioElectricitySupport.ca](https://OntarioElectricitySupport.ca) for instructions on how to complete the online application.

**NOTE:** Applying online helps to speed up the application review process.



**If you answer NO to ANY of the questions below, you will need to have your household income verified at a participating intake agency. Please contact us for assistance at 1-855-831-8151 in locating the intake agency nearest to you:**

- Has at least one account holder on the utility bill filed taxes at least once in the last 2 years?
- Has everyone in your household between the ages of 18-74 filed taxes at least once in the last 2 years?  
(Note: If you have no one else in your house, please select YES to this question and continue).

### **Need help or have questions?**



For more information or assistance completing your application, questions regarding your eligibility, or requests for additional copies of this application, please contact us:

- Toll-free, at **1-855-831-8151**. Available Monday to Friday, from 8:00 am to 9:00 pm, ET.
- Visit: [www.OntarioElectricitySupport.ca](http://www.OntarioElectricitySupport.ca)
- Email us: [help@OntarioElectricitySupport.ca](mailto:help@OntarioElectricitySupport.ca)



## SECTION 1: PRIMARY UTILITY ACCOUNT HOLDER INFORMATION

1. **Applicant's First Name:** \_\_\_\_\_

2. **Applicant's Last Name:** \_\_\_\_\_

\*NOTE: This information is used to verify your income with Canada Revenue Agency. Please ensure the name entered is spelled exactly as it appears on your most recent tax filing.

**Utility Account Information:** Please enter your information **exactly** the same as it appears on your **utility bill**. If your information is not entered as it appears on your utility bill, your application may be delayed until this information can be corrected.

3. **Utility Provider:** \_\_\_\_\_

4. **Utility Account Number:** \_\_\_\_\_

**Utility Account Holder's Full Name(s):** \_\_\_\_\_

**Utility Account Holder's Service Address:** \_\_\_\_\_

\*Please note: The Service Address may be different from the Mailing Address. If you need assistance finding information on your utility bill, please contact the OESP Contact Centre at 1-855-831-8151.

5. **Mailing Address:** Please enter your current address and valid postal code. Note that mailing addresses must be in Ontario.

Address: \_\_\_\_\_

City/Town: \_\_\_\_\_ Province: ON Postal Code: \_\_\_\_\_

### 6. **Contact Information:**

Phone Number: \_\_\_\_-\_\_\_\_-\_\_\_\_

Email Address: \_\_\_\_\_

How would you like us to reach you? ☐ Mail ☐ Email



## SECTION 2: ADDITIONAL INFORMATION

1. Is electric heat your primary heating source for your house? ☐ Yes ☐ No
2. Do you, or does anyone in your house, use one of the following pieces of medical equipment?
- Check those that apply.
- ☐ Mechanical Ventilator (invasive and non-invasive) ☐ Oxygen Concentrator
3. Is any family member living in your house a member of one of the following communities?
- ☐ First Nations ☐ Métis
4. Do you or another account holder receive a CPP Permanent Disability pension?
- ☐ Yes ☐ No

## SECTION 3: PEOPLE IN YOUR HOUSE

**Important!** Please add your name, as well as the names of all the members of your household. The names should be entered exactly as they appear on their tax filings. Only information about the applicant's electricity account, and the amount of OESP for which the applicant's household may be eligible, will be disclosed to the utility provider. The utility provider will not be provided with other personal information about the applicant and members of the applicant's household, such as their SIN, income or dates of birth. If you need more space to add household member information below, please attach a separate sheet to this form.

- 
- Please check that one Account Holder of the household is checked below.
  - Social Insurance Number or Temporary Tax Number: This is mandatory for all household members between the ages of 18 and 74.
-



First Name	Last Name	Date of Birth (MM/DD/YYYY)	Social Insurance Number or Temporary Tax Number (If applicable)	Check ALL that Apply
1.		___/___/___	___ - ___ - ___	<input type="checkbox"/> Non-Tax Filer* <input type="checkbox"/> Account Holder
2.		___/___/___	___ - ___ - ___	<input type="checkbox"/> Non-Tax Filer*
3.		___/___/___	___ - ___ - ___	<input type="checkbox"/> Non-Tax Filer*
4.		___/___/___	___ - ___ - ___	<input type="checkbox"/> Non-Tax Filer*
5.		___/___/___	___ - ___ - ___	<input type="checkbox"/> Non-Tax Filer*
6.		___/___/___	___ - ___ - ___	<input type="checkbox"/> Non-Tax Filer*
7.		___/___/___	___ - ___ - ___	<input type="checkbox"/> Non-Tax Filer*

\*Applies to household members 15 years old and younger and those who are 16, 17 or over 75 + who did not file taxes because they earned less than the amount required to file taxes (\$11,327 in 2015).

\*If you or anyone in your household, between the ages of 18 and 74 has not filed taxes in the last 2 years, you will need to have your household income verified at a participating intake agency. For more information, please see page 2 of the Ontario Electricity Support Program Application Form.

## SECTION 4: ASSISTED AUTOMATIC INCOME VERIFICATION

**\*For agency use only if assisting an applicant with an automated income verification application**

Agency Name	Agent Name	Agent ID	Agent Signature
_____	_____	_____	_____



Once the application is complete, please mail the completed Ontario Electricity Support Program Application Form and Ontario Electricity Support Program Consent Form to the address below.

**Ontario Electricity Support Program (OESP)**

**PO Box 1540 STN B**

**Ottawa, ON, K1P 0C7**

**APPLICANT MUST ATTEST TO THE FOLLOWING BY SIGNING BELOW:**

I consent to the collection, use and disclosure of my personal information by the Ontario Energy Board (OEB) to determine my eligibility for the OESP. The OEB may disclose personal information to and collect personal information from my utility provider in order to verify I am a customer. I understand that the OEB may contact me in the future to learn more about my experience with the OESP. I certify that the information I have provided on this application is true and correct and I have read, understand and agree to these conditions and requirements.

\_\_\_\_\_  
*Signature of Applicant*

\_\_\_\_\_  
*Name of Applicant (Print)*

\_\_\_\_\_  
*Date*





## Ontario Electricity Support Program – Consent Form

Thank you for your interest in the Ontario Electricity Support Program (OESP). In order to process your application, we need you to print, sign and mail this form to the OESP Contact Centre. We will keep your application open for 90 days, so that you have time to send it to us. If you wait longer than 90 days, you may have to re-apply. Please read the section below and provide us with this consent form as soon as possible.

### OESP Notice of Collection

The Ontario Energy Board (OEB) collects, uses and discloses personal information to determine consumer eligibility for and to administer the OESP. Personal information may be collected from, disclosed to, and used by the Ontario Ministry of Finance, the Canada Revenue Agency and your utility provider for the purposes of administering the OESP. Only information about the applicant's electricity account, and the amount of OESP for which the applicant's household may be eligible, will be disclosed to the utility provider. The utility provider will not be provided with other personal information about the applicant and members of the applicant's household, such as their SIN, income or dates of birth.

The OEB's authority to collect personal information is set out in Sections 4.14 and 79.2 of the *Ontario Energy Board Act, 1998*. The Ministry of Finance's authority to collect personal information is set out in Section 11 of the *Ministry of Revenue Act* and Section 147 of the *Taxation Act*.

For more information about the collection, use and disclosure of personal information for the OESP, please contact the Board Secretary at: Board Secretary, Ontario Energy Board. P.O. Box 2319, 2300 Yonge Street, Toronto ON M4P 1E4, Tel: 416-544-5191.

**Mail the completed Ontario Electricity Support Program Consent Form to the address below:**

**Ontario Electricity Support Program (OESP)**

**PO Box 1540 STN B**

**Ottawa, ON, K1P 0C7**

**1-855-831-8151**

### Consent

We, the undersigned, consent to the collection, use and disclosure, respectively, of our personal information by the Ontario Energy Board and the Ontario Ministry of Finance to determine our household's eligibility for and to administer the OESP, and for program evaluation, which may include the disclosure of personal information to and collection of personal information from our utility provider in order to verify our household has an account, and the disclosure of personal information by the Ontario Ministry of Finance to the Canada Revenue Agency (CRA).



We also consent to the disclosure by the CRA to the Ontario Ministry of Finance of income and expense information from our respective CRA income tax records on condition that the information will be relevant to and used solely for verifying the income of the individuals whose names and signatures are set out below and determining our household's eligibility for OESP assistance.

Each person's consent is valid for the taxation year in which it is signed and for each subsequent taxation year for which our household is eligible for OESP, unless a person's consent is withdrawn in writing by sending it to the OEB. We understand that any withdrawal of consent may affect our household's eligibility for the OESP.

**Applicant Consent:**

_____	_____	_____
Name	Signature	Date

**Household Member Consent:**

_____	_____	_____
Name	Signature	Date

_____	_____	_____
Name	Signature	Date

_____	_____	_____
Name	Signature	Date

_____	_____	_____
Name	Signature	Date

_____	_____	_____
Name	Signature	Date

_____	_____	_____
Name	Signature	Date

_____	_____	_____
Name	Signature	Date

Please enter your Utility Account Number exactly the same as it appears on your utility bill.



## Ontario Electricity Support Program – Consent Form

Thank you for your interest in the Ontario Electricity Support Program (OESP). In order to process your application, we need you to print, sign and mail this form to the OESP Contact Centre. We will keep your application open for 90 days, so that you have time to send it to us. If you wait longer than 90 days, you may have to re-apply. Please read the section below and provide us with this consent form as soon as possible.

### OESP Notice of Collection

The Ontario Energy Board (OEB) collects, uses and discloses personal information to determine consumer eligibility for and to administer the OESP. Personal information may be collected from, disclosed to, and used by the Ontario Ministry of Finance, the Canada Revenue Agency and your utility provider for the purposes of administering the OESP. Only information about the applicant's electricity account, and the amount of OESP for which the applicant's household may be eligible, will be disclosed to the utility provider. The utility provider will not be provided with other personal information about the applicant and members of the applicant's household, such as their SIN, income or dates of birth.

The OEB's authority to collect personal information is set out in Sections 4.14 and 79.2 of the *Ontario Energy Board Act, 1998*. The Ministry of Finance's authority to collect personal information is set out in Section 11 of the *Ministry of Revenue Act* and Section 147 of the *Taxation Act*.

For more information about the collection, use and disclosure of personal information for the OESP, please contact the Board Secretary at: Board Secretary, Ontario Energy Board. P.O. Box 2319, 2300 Yonge Street, Toronto ON M4P 1E4, Tel: 416-544-5191.

**Mail the completed Ontario Electricity Support Program Consent Form to the address below:**

**Ontario Electricity Support Program (OESP)  
PO Box 1540 STN B  
Ottawa, ON, K1P 0C7  
1-855-831-8151**

### Consent

We, the undersigned, consent to the collection, use and disclosure, respectively, of our personal information by the Ontario Energy Board and the Ontario Ministry of Finance to determine our household's eligibility for and to administer the OESP, and for program evaluation, which may include the disclosure of personal information to and collection of personal information from our utility provider in order to verify our household has an account, and the disclosure of personal information by the Ontario Ministry of Finance to the Canada Revenue Agency (CRA).



We also consent to the disclosure by the CRA to the Ontario Ministry of Finance of income and expense information from our respective CRA income tax records on condition that the information will be relevant to and used solely for verifying the income of the individuals whose names and signatures are set out below and determining our household's eligibility for OESP assistance.

Each person's consent is valid for the taxation year in which it is signed and for each subsequent taxation year for which our household is eligible for OESP, unless a person's consent is withdrawn in writing by sending it to the OEB. We understand that any withdrawal of consent may affect our household's eligibility for the OESP.

**Applicant Consent:**

_____	_____	_____
Name	Signature	Date

**Household Member Consent:**

_____	_____	_____
Name	Signature	Date

_____	_____	_____
Name	Signature	Date

_____	_____	_____
Name	Signature	Date

_____	_____	_____
Name	Signature	Date

_____	_____	_____
Name	Signature	Date

_____	_____	_____
Name	Signature	Date

_____	_____	_____
Name	Signature	Date

Please enter your Utility Account Number exactly  
the same as it appears on your utility bill.



## OESP Privacy Statement

The Ontario Energy Board (OEB) is committed to protecting your privacy. We will make sure the Ontario Electricity Support Program (OESP) complies with privacy protection laws and information technology security standards.

### What personal information is being collected?

When you apply for the OESP, you will need to provide some personal information, such as your name, Social Insurance Number and household income. When you fill out the application form, you will be told why the information is being collected and how it will be used. You will be asked to give your permission (your “consent”) for that information to be collected, shared and used for the program. If personal information about other people living in your household is required, they will need to give their consent too. Only the amount and type of information needed to deliver the program will be collected.

### Will my personal information be used for any other purposes?

No, your personal information will not be used for anything other than the OESP.

### What happens if my personal information changes?

If the personal information you provide in the application form changes – for example, if you move to a new address, or if there are changes to your household income or the number of people in your household – you may need to re-apply for OESP. If you are not sure if you should re-apply, contact the OESP Contact Centre at **(855) 831-8151** or [help@ontarioelectricitysupport.ca](mailto:help@ontarioelectricitysupport.ca).

### How will my personal information be protected?

Measures are in place to make sure personal information is not used, shared, or changed without permission, and that it is not lost or stolen. These include administrative, technical and physical safeguards. The OEB will review these measures regularly and will update them if necessary.

### Is the website protected by a password?

Yes. When you first apply online you will be given a temporary password. If you apply on paper and need a password to gain access to the OESP website, please call the call centre who will verify your identity and give you a temporary password over the phone. In



either case you must change your temporary password the first time you log into the site. Passwords must contain a minimum of 8 characters and include at least one upper case letter, one special character (like ! @ # \$ etc), and one number.

We strongly recommend that you do not disclose your password to anyone. The OEB will never ask you for your password in any unsolicited communication (such as letters, phone calls or email messages).

### What are “cookies” and does the OESP use them?

A cookie is a small text file that is transferred from a website to your computer. Cookies are used on many major websites, including the OESP Application Portal, and identify your browser whenever you visit the site.

To help serve you better, the OESP uses temporary session cookies. These session cookies are used for OESP forms and registration. They are used only when you visit the OESP Application Portal and expire when you close your browser completely.

Cookies do not identify you as an individual and will not let a website know any personal information about you, such as your name, address or Social Insurance Number. Since these cookies are only text files, they cannot search for other information on your computer or send information to anyone.

Many browsers are initially set up to accept cookies. It is possible to change your browser settings to either notify you when you receive a cookie or refuse to accept cookies at all. If you do not accept cookies on your browser, you will not be able to submit an OESP application online.

### Who do I contact if I have a question or complaint?

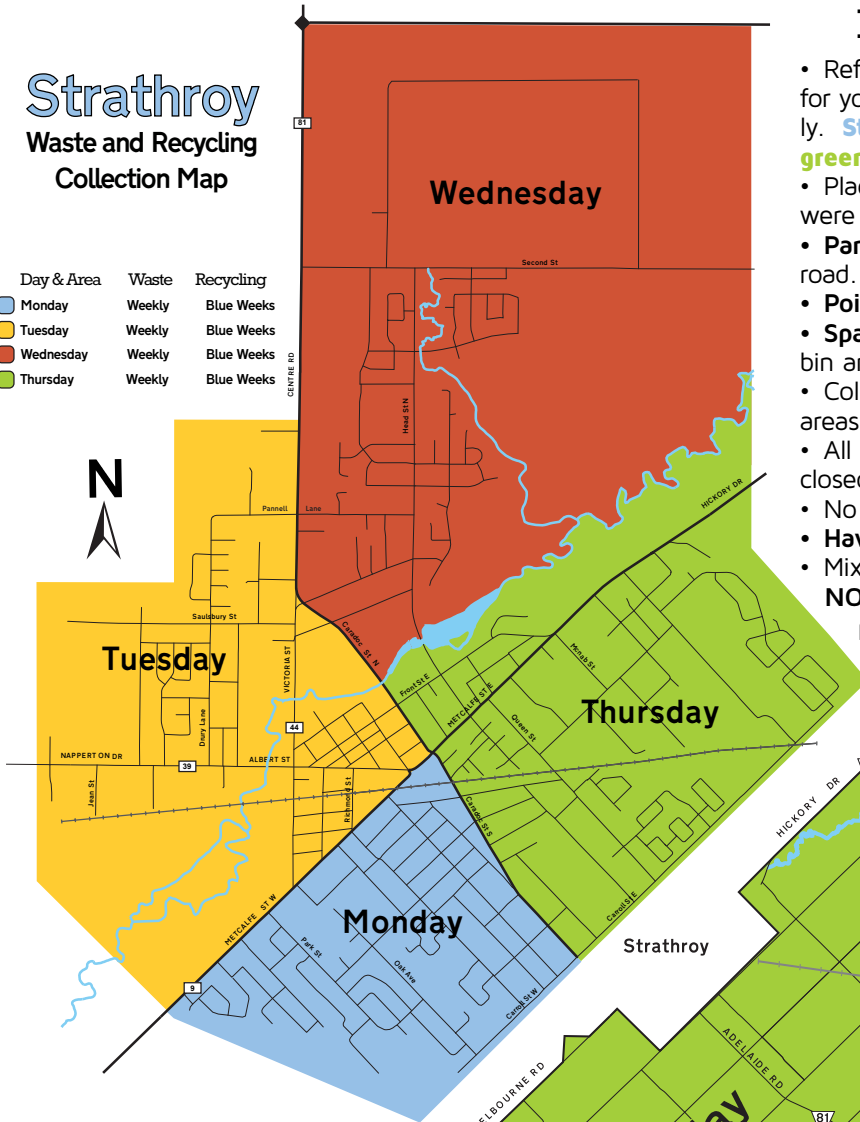
If you have a question or complaint about this Privacy Statement or about how your personal information is handled, you can contact the OEB at:

**Board Secretary  
Ontario Energy Board  
P.O. Box 2319, 2300 Yonge Street  
Toronto ON M4P 1E4  
416-544-5191**

# Strathroy-Caradoc Maps

## Strathroy Waste and Recycling Collection Map

Day & Area	Waste	Recycling
Monday	Weekly	Blue Weeks
Tuesday	Weekly	Blue Weeks
Wednesday	Weekly	Blue Weeks
Thursday	Weekly	Blue Weeks



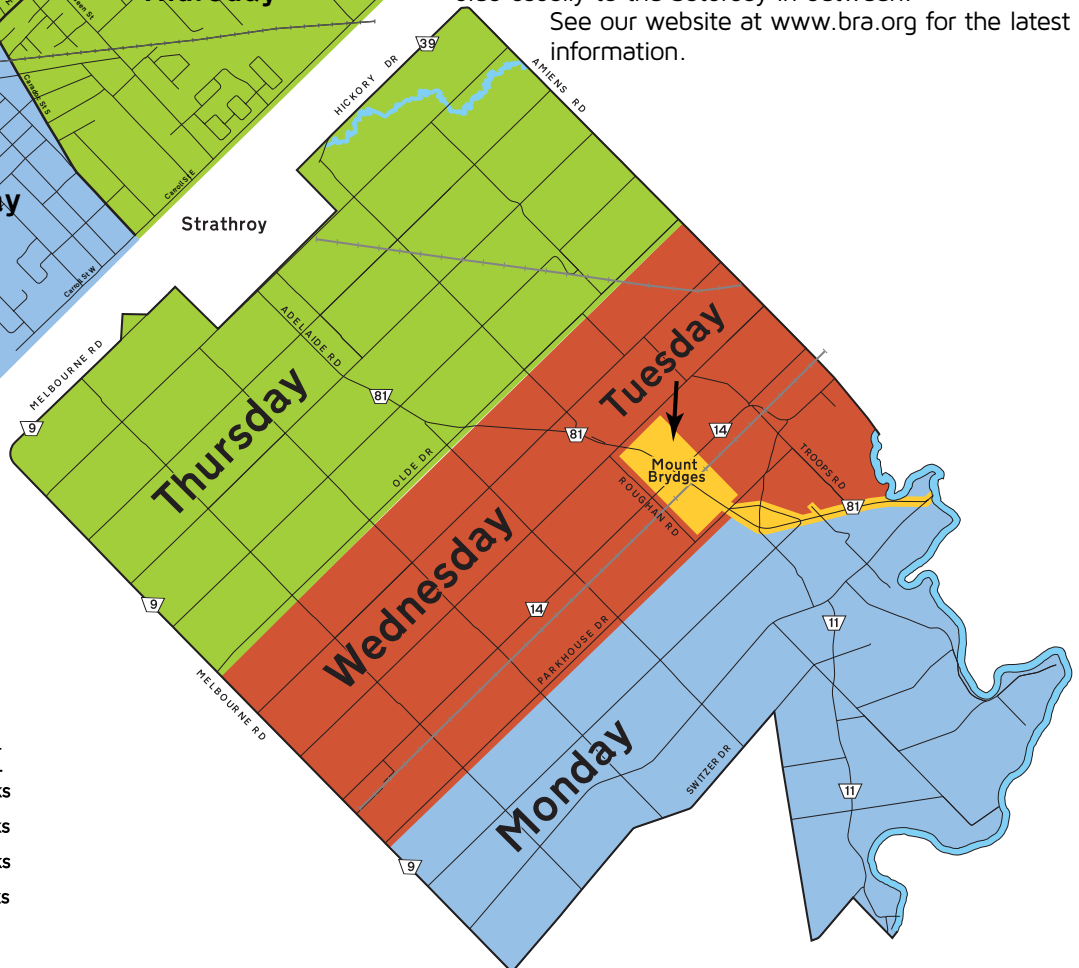
## How to Use Your Wheelie Bins

- Refer to the map for your collection day and to the calendar for your recycling week. Waste is weekly, recycling is biweekly. **Strathroy is on the blue weeks** and **Caradoc is on the green weeks**.
- Place your bins out for collection in the same location as they were delivered or wherever moved by the driver.
- **Park it** – Place your bins on the shoulder or driveway, not on road.
- **Point it** – The arrow on the bin lid must point to the road.
- **Space it** – Leave at least 1 meter of clearance between each bin and any obstacles such as parked cars, poles & mailboxes.
- Collection is on one side in rural areas, both sides in urban areas, where possible.
- All material must fit within the bin and the lid must be closed.
- No extra materials will be collected. Breakdown boxes.
- **Have your bins out by 7:00 am.**
- Mix all recyclables and leave materials loose in the bin. **Do NOT** place recyclables in bags, except shredded paper and plastic bags.
- There is regular collection on all holidays except Christmas and New Years Day where collection is rescheduled usually to the Saturday in between.

See our website at [www.bra.org](http://www.bra.org) for the latest information.

## Caradoc Waste and Recycling Collection Map

Day & Area	Waste	Recycling
Monday	Weekly	Green Weeks
Tuesday	Weekly	Green Weeks
Wednesday	Weekly	Green Weeks
Thursday	Weekly	Green Weeks





# Strathroy-Caradoc Waste and Recycling Schedule



January 2016						
SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

February 2016						
SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29					

March 2016						
SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

April 2016						
SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

May 2016						
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

June 2016						
SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

July 2016						
SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

August 2016						
SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

September 2016						
SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

October 2016						
SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

November 2016						
SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

December 2016						
SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



## Got a Smartphone or Tablet?

You can download the Association's my-waste App to get instant access to all the waste collection schedules that happen in your neighbourhood and in our community. Visit:

[www.my-waste.mobi](http://www.my-waste.mobi)



Contact us at 1.800.265.9799 • [info@bra.org](mailto:info@bra.org) • [www.bra.org](http://www.bra.org)



# Recyclable Materials



# New Wheelie Bins

## Accepted Paper

- Loose newspaper, flyers, catalogues, magazines, no plastic wrapping
- Telephone books, paper back books, books with no hard cover
- Cardboard, boxboard, cartons, paper egg cartons, paper towel rolls
- Paper junk mail, letters, envelopes, brochures, paper bags
- Shredded paper in tied clear plastic bags



## Accepted Glass

- All clear and coloured glass food and beverage containers
- Lids, caps, and corks should be removed and placed loose
- Labels can stay on
- Organic materials must be emptied



## Accepted Metal

- Aluminum and steel beverage and food cans
- Clean aluminum foil, plates, and containers
- Empty aerosol containers
- Empty metal paint cans
- All metal lids and caps



## Accepted Plastic

- All clean rigid plastic packaging labeled with recycling symbols through 7 such as containers, bottles, tubs, clam shells, lids over 3 inches
- Grocery and retail bags stuffed in one tied bag
- **See important exceptions below**



## Not Accepted Materials

- No foam or containers of any kind
- No containers or materials previously used for hazardous materials
- No pails or buckets exceeding a twenty (20) litre capacity.
- No biological containers such as plant trays or pots.
- No other household items such as toys, tools, lawn furniture, etc.
- No construction materials such as pipe, hose, tubing, siding, etc.
- \* No scrap metal of any kind.



Starting January 7th the Automated Collection Truck will begin collecting the new "Wheelie" Bins in Strathroy-Caradoc. Using the new bins is as easy as **1-2-3!**

### 1 Collect.

**Collect all your materials inside your home!**

**TIP:** Gather your recyclable materials using your blue box. See the lid of your new bin for acceptable materials. Use small kitchen catcher type bags around the house to capture waste where ever it is generated.



### 2 Empty.

**Empty the blue box contents into the Blue recycling bin.**

**Place your kitchen catcher bags directly in the Black waste bin.**

**TIP:** Place all the recyclable items loose in the bin. Do not bag or tie anything to help us separate better with the exception of plastic bags and shredded paper which should be bagged before being placed in the bin. Trash may be bagged in bags if you wish.

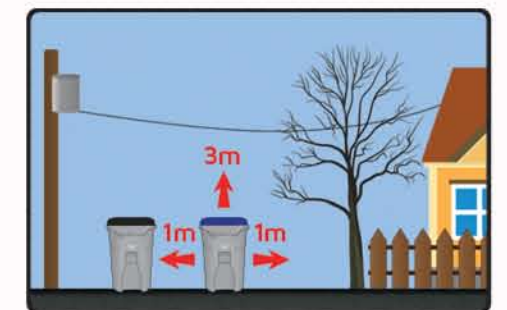


### 3 Set Out.

**Set out your "wheelie" bins at the road when full (or almost)**

**TIP:** The "wheelie" bins should be placed at least **3 feet away from any other objects** with the wheels and handle pointing towards the house and the lid opening towards the road.

Rural collection is done on one side of the road only, the same side as always or which ever side the driver leaves the bins.



## Collection Changes

**Schedule:** Your collection frequency will become weekly for waste and biweekly for recycling. Some changes in collection days are taking place. Please refer to the maps for more information.

**New Materials:** Cartons are now part of your recycling program.

**Bag Tags:** Bag tags are no longer required for waste collection.

You may return to the municipal office your unused tags for a refund by January 31, 2013.



If in doubt, leave it out and check it out  
at [www.bra.org/recycleguide.html](http://www.bra.org/recycleguide.html)



If you have ANY questions about the program or your "wheelie" bins, please visit our site at [www.bra.org](http://www.bra.org) where you will find useful information on all aspects of the automated collection program. Alternatively, contact us at **1.800.265.9799** or [info@bra.org](mailto:info@bra.org)





# Recycling in JUST GOT EASIER!



SET  
REMINDERS



COMPLETE  
PROGRAM DETAILS



WHAT GOES  
WHERE?



Download  
the Free  
*my-waste App*  
**RIGHT  
NOW!\***

