



When life happens, we're here to help.

If you're going through difficult times and need help paying and managing your electricity bill, we want you to know that as your community utility, we're here to help.

With our financial assistance programs and payment plan options, you can get the relief you need, and focus on what matters most.

Financial assistance programs

LEAP: Provides direct emergency support to help pay your bill.

OESP: Provides a monthly bill credit.

EAP: Provides free home energy-efficient upgrades.

Payment plan options

Arrears Payment Agreement: Budget is tight and you may not have been able to pay your bill? Don't wait any longer and consider entering into an **agreement** with us.

Equal Monthly Payment Plan: Make managing your account easier and spread out your annual cost over **12 equal payments**.

For program information including **eligibility criteria** please visit hydroottawa.com/help or contact us online at hydroottawa.com/contact