



GETTING HELP WITH A HEAT OR HYDRO EMERGENCY in 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!

Hydro Disconnection Help: Before Hydro One disconnects your power for non-payment of arrears, they must notify you by phone and in writing. If you receive a disconnection notice, contact either Heat Bank (705-306-0565) or Housing Services (1-877-324-9870) immediately. These agencies can place a hold on the disconnection and work with you to access programs to reduce the arrears and/or make repayment more manageable.

Heat Bank Haliburton County: Provides small grants for home heating & hydro emergencies, emergency firewood as well as access to additional funds in extraordinary situations. Intake for LEAP and OESP programs. Information on energy conservation programs & service navigation. Can assist with hydro disconnection notices and more.

Phone/Text: (705) 306-0565 heatbank@centralfoodnetwork.org www.heatbankhc.ca

Housing Services (formerly Housing Help Centre): Financial aid may be available for low-income households through Life Stabilization Benefits to help with emergency housing needs including heat, hydro and emergency repairs. If you are receiving Ontario Works, contact your Ontario Works caseworker. Otherwise, contact Housing Services at 1-877-324-9870.

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

(705) 854-9208 www.fuelforwarmth.com

Low Income Energy Assistance Program (LEAP): If you are behind on your hydro bill and have a lower income, you might be eligible for a grant of up to \$500. Heat Bank is a LEAP intake agency and can do the application with you. 1-855-487-5327 or call Heat Bank at 705-306-0565

Ontario Energy Board: Information on the consumer protection rules that electricity companies have to follow, including special rules for low-income customers. 1-877-632-2727 www.oeb.ca

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.

<https://www.kawarthalakes.ca/en/living-here/housing-services.aspx> 1-877-324-9870 x 3109

Credit Canada: A non-profit & accredited agency that offers free credit counselling & debt consolidation services to help deal with debt. 1-800-267-2272 www.creditcanada.com

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. 1-800-461-8953 www.communitylegalclinic.ca