# Appendix D: Utility Affordability Programs Jurisdictional Scan

Table 1: Municipal Water Utility Providers presents the result of a jurisdictional scan of 19 municipalities in British Columbia, Alberta, Saskatchewan, Manitoba, Ontario, New Brunswick, Nova Scotia and Newfoundland and Labrador. Of these, 12 had a utility affordability program in place. Table 2: Corporate Utility Providers presents the result of a jurisdictional scan of 28 corporate utility providers in British Columbia, Alberta, Saskatchewan, Manitoba, Ontario, New Brunswick, Nova Scotia and Newfoundland and Labrador. Of these, 13 had a utility affordability program in place.

*Table 1: Municipal Water Utility Providers*

| Program Type | No. of Utility Providers Implementing a Program | Name of Water Utility Provider | Description of Program |
|---|---|---|---|
| **Early Payment Discount** | 2 | City of Richmond, BC | 10% discount for any resident who pays their bill early. |
| | | City of Nanaimo, BC | 5% discount for any resident who pays their bill early. |
| **One-time Assistance** | 4 | City of Winnipeg, MB | One-time financial assistance to low-income customers struggling to pay their water bill. |
| | | City of London, ON | Customer Assistance Fund to help low-income customers in crisis situations or experiencing plumbing failure pay their bills. |
| | | Halifax Regional Municipality, NS | Assistance fund to help any customer in emergency situations pay their bills. |
| | | City of Medicine Hat, AB | Assistance for customers at risk of disconnection and customers who are experiencing financial difficulty. |
| **High-efficiency Retrofits** | 1 | City of London, ON | Customer Assistance Fund to help low-income residents upgrade to high-efficiency fixtures. |
| **Payment Plan** | 2 | City of Hamilton, ON | Special payment options for low-income customers including extended payment, interest-free payments, or long-term repayments. |
| | | City of Fredericton, NB | Flexible payment arrangements for all customers. |
| **Payment Deferral** | 1 | City of Ottawa, ON | Deferral program for low-income seniors and low-income people with disabilities. |
| **Rebate/Discount** | 3 | Halton Region, ON | Rebates for high-efficiency toilets and to prevent basement flooding. |
| | | City of Nanaimo, BC | 50% discount for low-income seniors who own their properties. |
| | | City of Toronto, ON | Rebate for low-income seniors and low-income people with disabilities applied at time of billing. |

*Table 2: Corporate Utility Providers*

| Program Type | No. of Utility Providers Implementing a Program | Name of Utility Provider | Description of Program |
|---|---|---|---|
| **High-efficiency Retrofits** | 3 | SaskPower | Energy efficiency program for low-income customers. |
| | | Enbridge Gas (ON) | Conservation programs for low-income customers. |
| | | FortisBC Electric (BC) | Energy efficiency assistance for low-income customers. |
| **One-time Assistance** | 2 | Enbridge Gas (ON) | One-time emergency assistance grants. |
| | | Manitoba Hydro | Emergency grants funded through donations. |
| **Payment Plan** | 11 | Burst Energy (AB) | Payment plans |
| | | Saskatoon Light and Power | Payment plans |
| | | SaskEnergy | Payment plans |
| | | FortisBC Electric (BC) | Payment plans |
| | | UtilityNet (AB) | Partner organizations offer budget-billing and payment plans. |
| | | Access Gas Services | Payment plans |
| | | Get Energy (AB) | Payment plans |
| | | Enbridge Gas (ON) | Payment plans |
| | | Alberta Cooperative Energy | Payment plans |
| | | EPCOR | Payment plans |
| | | Manitoba Hydro | Payment plans |
| **Rebate/Discount** | 2 | EMCO | Rebates for low-income customers funded by community donations, sponsorships, and public loans. |
| | | Sponsor Energy (AB) | Discounts for low-income customers funded through profits. |
| **Fee Waivers** | 1 | Get Energy (AB) | Deposit fee waivers. |