

## AVAILABLE PROGRAMS TO ASSIST CUSTOMERS

### Nova Scotia Power

#### HomeWarming Program

Nova Scotia Power, EfficiencyOne and the Nova Scotia Government will redirect \$3 million from the [HomeWarming Program](#) to address urgent needs during the pandemic to support the following service organizations:

- \$1.36M for prepared meal delivery services such as Meals on Wheels and the VON's Frozen Favourites to help hire staff, buy food and make meal deliveries;
- \$1M for United Way's Atlantic Compassion Fund to help vulnerable families and youth in Nova Scotia;
- \$400,000 for shelters, soup kitchens and other service organizations; and
- \$180,000 for Seniors' Safety Programs and \$60,000 for Community Links to help meet the needs of older Nova Scotians.

#### Home Energy Assistance (HEAT) Fund

- Donation of an additional \$500,000 (on top of NSP's annual \$200,000 donation) to the HEAT fund to help low income Nova Scotians with home heating bill payments, administered through Salvation Army.
- Extended the application deadline indefinitely
- Waiving the application restriction on applying only every 24 months
- [nspower.ca/heatfund](https://nspower.ca/heatfund)

#### Providing Options and Payment Relief

- Flexible payment arrangements and relaxing payment timelines
- Waiving of late payment fees
- Suspension of disconnections for 90 days (from March 23)

#### Customer Care

- You may reach the Customer Care Centre, Monday to Friday, 8 a.m. – 8 p.m.
- Email: [home@nspower.ca](mailto:home@nspower.ca)
- Phone: 1-800-428-6230
- (TTY/Hearing Impaired): 1-800-565-6051
- Fax: 902-428-6108

### Government Support

#### Government of Nova Scotia

- [Support for businesses](#)
- [Support for municipalities](#)

#### Government of Canada

- [Support for businesses](#)
- [Support for sectors](#)
- [Support for organizations helping Canadians](#)
- [Atlantic Canada Opportunities Agency](#)
- [Urban Main Street Loan Initiative](#)

The Centre for Entrepreneurship Education and Development (CEED) program titled the Urban Main Street Loan Initiative is available for "Main Street Businesses" who did not qualify for the CEBA. This loan is to be used to finance the everyday operations of a business such as sales and marketing, product development, wages and other activities for businesses such as retail shops, restaurants, corner stores, etc., and businesses of strategic importance to the community. This program will provide up to \$40,000 and will have a forgivable portion of up to \$10,000 and is available to businesses in the greater Halifax area.

## Other Business Supports

### Small Business Development Program (NSBI)

- The program provides financial incentives to engage with an external expert to address challenges or barriers within the business.
- Supports the acquisition of private-sector consultants to provide professional expertise to overcome a certain pain point to keep your business growing.
- The minimum project cost for this stream is \$5,000 and funding is provided at 50%, up to a maximum of \$15,000 per fiscal.
- Helps companies identify and develop the leadership skills needed to grow. Senior executives will work with business experts to understand and address how to overcome barriers to successfully scale your company and increase sales.
- The program is open for applications until January 15, 2021.
- <https://www.novascotiabusiness.com/export/programs-services/business-development-program>

### Start Ups Offering Support to Small Businesses

- Innovacorp has provided two of its investment portfolio companies, Securicy and LeadSift, \$50,000 each to help them and their clients navigate the COVID-19 situation.
- Securicy in Sydney will use the funds to deliver a free IT security offering to Nova Scotia small businesses, particularly those that can benefit from the company's new offering for remote employees.
- Halifax-based LeadSift will use the funds to offer a free sales lead data analytics solution to local small businesses in the B2B market, who will be increasingly reliant on such a tool given reduced sales-related travel.

### Funding for startups

\$750,000 to help startup businesses seize opportunities emerging from COVID-19. Funding includes:

- \$500,000 for Volta to shift program offerings to help startups as Nova Scotia begins to re-open following COVID-19, and expand the reach of its events and programming
- \$100,000 for Ignite to develop a virtual delivery model, create a personal protective equipment (PPE) portal to connect industry to the local PPE supply chain, design training opportunities for displaced workers, and deliver virtual training sessions and mentorship for startups to establish online and global strategies
- \$100,000 for Innovacorp startup activities in Cape Breton, including an entrepreneur in residence, acceleration programs, training opportunities, a makerspace, mentorship and networking events
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### Productivity Innovation Voucher Program (PIVP)

- Apply for funding to work with an academic institution to address gaps and overcome barriers.
- From NSBI, until October 15, 2020
- Located throughout Nova Scotia, our academic and research institutions are some of our province's greatest assets and the PIVP program helps Nova Scotia companies leverage those assets.
- [www.nsb.ca/pivp](http://www.nsb.ca/pivp)

### Facebook's Committing \$1 Million To Help Businesses

- Facebook is committing a \$1 million investment into ShopHERE powered by Google, an initiative to help 50,000 businesses build and optimize their stores online. The investment will be distributed in the form of ad credits to businesses that sign on to the program to help them grow their business on the platform.
- Facebook is joining a group of strategic partners, including Shopify, Google, Microsoft and MasterCard.

### Support Program From Canada Post

- As part of Canada Post's Think Small support program, from now until August 31, 2020, you can benefit from a quick, easy and cost-effective way to promote your business to your local community.

### **CANS Guide to Reopening your Business and Workplace**

- The easing of public health restrictions and the downward trend in new cases signals that Nova Scotia is entering the next phase of COVID-19.
- While this is positive, we must take a measured and proactive approach to reopening offices and reintroducing the workforce into shared workspaces.
- CANS has prepared a guide to Reopening your Business and Workplace, which includes tips and a library of resources to help you as you consider reopening your workspace.
- <https://www.cans.ns.ca/wp-content/uploads/2020/06/Reopening-your-Business-and-Workplace.pdf>

### **Small Business Safety Toolkit**

- Employers are responsible for the health and safety of each person in the workplace and managing occupational health and safety is as important as managing finances when it comes to your bottom line. It's not only the law – it's the right thing to do. And it makes good business sense.
- [https://wcb.ns.ca/toolkit.aspx?mc\\_cid=1286c1c053&mc\\_eid=ba2018a42a](https://wcb.ns.ca/toolkit.aspx?mc_cid=1286c1c053&mc_eid=ba2018a42a)

### **Workplace Covid-19 Prevention Plan**

- The provincial government has established guidelines for businesses.
- <https://novascotia.ca/coronavirus/docs/COVID-19-prevention-plan-checklist.pdf>