

Shutoff Protection

Struggling to pay your gas, water, or electric bill? Contact the company as soon as you can. Ask that they code you as “Hardship,” and for a payment plan you can afford. Your utility company must work with you to develop a reasonable payment plan, and should direct you toward energy assistance programs.

- The PURA (Public Utilities Regulatory Authority) July 21, 2020 ruling extends shutoff protection for customers who ask for Hardship protections *through October 31, 2020*.
- On *November 1*, Hardship customers are protected from utility shutoff by the winter protection moratorium, which is effective through May 1.
- However, your bills are still climbing!



Know Your Rights

Call your energy company to get coded hardship, enroll in payment plans, and seek aid. Ask for a Below Budget Worksheet to set payments of \$75 regardless of back bill. Call Connecticut Natural Gas, 860-727-3000; Southern Connecticut Gas, 800-659-8299; United Illuminating, 800-722-5584; Eversource Energy, 800-286-2000.

EVERSOURCE ENERGY

New Start is for electricity customers with financial or medical hardship, \$100 or more past due and more than 60 days delinquent. It's available year round. Customers must make 12 months of payments reducing a past due balance up to \$20k or zero balance.

UNITED ILLUMINATING

MaPP is for electricity customers with financial hardship, \$100 or more past due and more than 90 days delinquent. It's available year round. Customers make 12 months of payments reducing the past due balance, up to zero balance.



Companies Must Offer a Payment Plan You Can Afford

For help or more information:

Connecticut Public Utilities Regulatory Authority (PURA): 800-382-4586 pura.info@ct.gov
Bonnie Roswig, Center for Children's Advocacy: 860-566-0836 or broswig@cca-ct.org



Energy Assistance: How to Get Help Paying Down Overdue Utility Bills

Stressed by too high electric, heat, water, or other utility bills? Here are some solutions.

- Apply for CT Energy Assistance Program: Contact United Way 211 InfoLine
- Contact Operation Fuel at operationfuel.org/gethelp or 860-243-2345. In response to COVID-19, we increased our award amounts and relaxed our eligibility guidelines.

	CEAP	MPP	New Start (Eversource)	MaPP (UI)
Type of Assistance	Heating assistance: direct payment toward past due utility bill	Gas or electric (heating) utility past due balance forgiveness	Electric utility past due balance forgiveness	Electric utility past due balance forgiveness
Maximum Benefit	\$725 for basic needs (additional crisis and safety net assistance for eligible delivered fuel customers)	Two matching payments to reduce past due balance over 12 months, as well as CEAP award match, up to zero balance	12 months of reducing past due balance, up to \$20,000, or zero balance	12 months of reducing past due balance, up to zero balance
Utility Customer	Electric heating, or gas heating customer (also covers delivered fuels)	Electric heating or gas customer	Electric customer	Electric customer
Eligibility	At or below 60% SMI	Financial hardship; CEAP award	Financial or medical hardship, \$100 past due and more than 60 days delinquent	Financial hardship \$500 past due, and more than 90 days delinquent
Enrollment Period	November 1 through May 1 (customers may schedule visit to CAA beginning August 1 to apply)	November 1 through May 1*	Year-round	Year-round

* PURA Prosecutorial, 17-02-03RE01 Track 1 Report, p. 16, 6/4/2020.