

Utility & Water Assistance: What's New?

Your team at Operation Fuel is advancing energy affordability on three fronts:



We Get Utility & Water Assistance Payments to CT Families

Operation Fuel provides year-round emergency assistance to help families avoid heat, electricity, and water shutoffs. We also help with:

- Home System Repair & Replacement to help lower-income homeowners reduce energy bills by repairing or replacing older furnaces, boilers, and water heaters.
- Homelessness Intervention & Prevention helps to prevent and eliminate homelessness that results from unaffordable home energy costs.



To reach as many families as possible affected by COVID-19, Operation Fuel increased our grant awards and modified our eligibility guidelines.

If you or anyone you know is struggling to pay your heating, electricity,

water, or need help with deliverable fuel, please reach out. We have launched an online portal so clients can apply directly for assistance. Learn more and apply today at operationfuel.org/gethelp



We Follow Public Utility Regulatory Authority (PURA) Dockets on Energy Affordability

Part of the Department of Energy & Environmental Protection, PURA is led by three commissioners appointed by the governor. Their teams include:

- Prosecutorial, or PRO, which investigates specific issues;
- Office of Education & Enforcement, which leads inquiries about topics such as programs available to customers behind on their utility bills; and
- Consumer Affairs Unit, which documents complaints submitted by ratepayers by phone or email.

Along with our coalition partners, Operation Fuel follows cases relating to energy affordability, efficiency, environmental justice, electric vehicles, shared clean energy facilities, and other issues.

Want to learn more? Follow us @*operationfuel* on Facebook, Twitter, LinkedIn, or Instagram, or contact Gannon Long, Policy & Public Affairs Director, at gannon@operationfuel.org. To review cases before PURA, visit <https://portal.ct.gov/pura>



We Raise Money to Offer Direct Assistance to Vulnerable CT Families

90% of Operation Fuel's budget goes to direct aid. You can contribute at operationfuel.org/give or by texting OPFUEL to 44321. You can also Add-a-Dollar to your monthly utility bill; see your statement or utility company website for details.