

## New Law Will Save Money for Low-Income Electricity Customers



*A big win first spearheaded by Patricia Wrice, former Executive Director.*

In 2008, Patricia Wrice, former Executive Director at Operation Fuel began the implementation of a discount for low-income electric customers, shortly after she initiated the state's first ever energy affordability gap study. The low-income discount rate was introduced in the 2010 legislative session as a policy initiative but did not successfully become law. In October 2019, PURA initiated an investigation into the affordability of energy, which played a pivotal role in shaping the framework for furthering discussions on affordability within the state. Notably, the investigation focused on addressing energy affordability concerns, especially in distressed communities. In October 2019, PURA initiated an investigation into the affordability of energy, which played a pivotal role in shaping the framework for furthering discussions on affordability within the state. Notably, the investigation focused on addressing energy affordability concerns, especially in distressed communities. In October 2022, PURA announced its final decision in the investigation into a discounted utility program. During our interview, Patricia stated, "I'm so happy the organization didn't let it drop and continued to press forward". The two-tiered discount rate will begin no later than January 1, 2024. Households with incomes at or below 60% of the state median can receive a 10% discount off their total electric bill each month and households earning up to 160% of the federal poverty guidelines (FPG) are eligible to receive a 50% discount off their electric bill each month. This is a huge win and a step in the right direction in creating energy affordability for residents of Connecticut.



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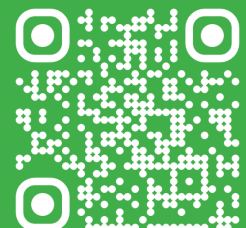


# October 19th - 21st

For more information, go to [goenergyexpo.com](https://goenergyexpo.com)

Operation Fuel is collaborating with our longtime partners at Connecticut Power and Energy Society to bring CT's first annual expo to showcase renewable energy and energy efficiency strategies for residents and businesses. For those looking for cost-saving strategies, this 3-day event taking place on October 19-21, 2023, will give residents the opportunity to explore and learn more about energy efficiency solutions. The expo will offer opportunities to learn about products and services that can change the future of energy.

SCAN HERE  
for more info!



## F.F. Hitchcock

Operation Fuel Oil Vendor Promotes Energy Efficiency and Green Solutions



F.F. Hitchcock was started in 1870 in Woodbury, Connecticut as a general store serving the community's needs for quality products and sound advice. For more than 150 years, they have been there for every major home innovation including the invention of indoor plumbing, centralized heating, and air conditioning.

The next big wave in home innovation includes energy efficiency and improving a home's overall comfort. F.F. Hitchcock is dedicated to ensuring the safety and well-being of their customers, especially those who live in vulnerable communities and are at risk of increased utility costs. The company takes a three-tiered approach to energy efficiency to help cut costs, including an energy audit, addressing shortfalls such as improper insulation, and upgrading heating, cooling, and hot water systems with high efficiency equipment.

Every service technician is cross trained to identify home performance obstacles and to educate customers on programs they can qualify for through Operation Fuel and other organizations. Employees can also be found at home show events, fairs, town halls, church meetings, and more, promoting these crucial programs that decrease energy consumption. Educating their community on the accessibility of these opportunities is paving the way for a more sustainable future.

Thanks to state programs like the Energy Solutions Income Eligible program, F.F. Hitchcock can provide a no-cost energy assessment to those with the highest need, a low-cost \$50 copay for others, and rebates to ensure all customers can receive their energy audit.

As Vice President, John Bowman explains, "We don't have the choice not to act. We feel that we have a responsibility to our entire community to lead the way and be part of a real movement of energy efficiency and energy innovation."



## Supporting Operation Fuel is SUPPORTING CONNECTICUT! Travelers Championship - Birdies For Charity Program

Operation Fuel has been a proud member of the Birdies For Charity Program! This program was created by the Travelers Championship PGA Tour & provides nonprofit organizations in Connecticut, such as ours, the opportunity to raise funds, support our mission, and build awareness to continue to help our neighbors in need.

Last year, we raised a total of \$7,668 (including the 15% match) through the program. We are proud to say that, in 2023, donations TRIPLED & we were able to raise: **\$22,487!**

We can't say thank you enough to those who contributed to the campaign. All donations helped us reach this amazing milestone! No donation is too small & we're excited to come back next year for another opportunity to raise funds and help Connecticut families in need of energy assistance.



Sponsored by



From July 1 to June 30:



**10,000+**

households helped with utility bills  
& energy costs



**21,500+**

individuals benefited from  
emergency help



**\$6.3m+**

distributed to families for  
emergency grants

## Bringing Light & Warmth to Neighbors in Need: **Your Generosity at Work!**

This year, Operation Fuel acted as safety net for more than 10,000 Connecticut households to stop disconnection from electricity, water, or gas and keeping households from crisis.

Requests for utility assistance have more than doubled, matching the growing crisis across the country. According to the National Energy Assistance Directors Association, as of March nearly 20 million US households are behind on their utility payments, an increase of more than 3 million compared to just last year.

Many, like Connecticut resident Lori, find themselves struggling for the first time. “This has been so hard. I’ve never had to ask for assistance before. I cannot thank you enough, and I will be sure to pay it forward once we are back on our feet.”

Every day, we encounter individuals and families who are caught in a relentless cycle of financial hardship, unable to find a way out. Families like Shanea from Stratford, a single mother who was hospitalized for two months, leaving her with no income to support herself and her two daughters. “This has been the hardest year of my life.” She said, “The approval for assistance was a great help and blessing for myself and my daughters.”

The impact of the support Operation Fuel receives cannot be overstated. The unprecedented rise in requests for aid outpaced our assistance budget. The donations we receive helped bridge the gap and kept funding available longer. When they choose to partner with us, donors become an instrument of change—and a beacon of hope as we strive to provide year-round energy and utility assistance.

## Ways to Give:

### LEGACY GIVING:

Include Operation Fuel in your estate plans to become a member of **The 1977 Society** to help fulfill our mission & improve the lives of thousands of Connecticut residents with their energy needs.

### TO LEARN MORE ABOUT:

Matching gifts through your employer &  
Stock transfer gifts!

Send an email to: [elsa@operationfuel.org](mailto:elsa@operationfuel.org)



### ONLINE:

[operationfuel.org/give](https://operationfuel.org/give)



### VIA TEXT:

Text “OPFUEL” to  
44321



### ADD-A-DOLLAR:

Add a dollar OR MORE when  
paying your online utility bill &  
100% of the contributions goes to  
Operation Fuel!



### CHECK OR CASH:

Mail your donation to:  
75 Charter Oak Avenue  
Building 1, Suite 300  
Hartford, CT 06106



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**Appreciation and gratitude for our donors! (Gifts \$1,000 & above)**

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