

THIS IS IMPORTANT FOR LOW-INCOME FAMILIES

COVID UTILITY PROTECTION ENDS SEPTEMBER 9, 2020

**Protection can continue until October 31, 2020, if families
call to get coded for **HARDSHIP** or **WINTER** protection.**

Families can use information below to get Hardship or Winter Protection

To get Hardship or Winter Protection:

1. Call your utility company
2. Ask to be coded “Hardship” or “Winter” protection

Companies must offer a payment plan you can afford. Ask about:

- Below Budget Worksheet
(payment of \$50 or \$75 per month regardless of back bill)
- New Start
(affordable monthly payment/entire back balance forgiven if 12 months of consistent payments)
- Matching Payment Programs
(affordable monthly payment as low as \$75.00 – balance reduction)
- Energy Assistance
(payment toward back heat bill – you can also call your local Community Action Agency)
- Operation Fuel
(financial assistance for unpaid back bills for qualified customers)

CALL NOW TO EXTEND YOUR UTILITY PROTECTION AND GET A PAYMENT PLAN

- United Illuminating: 800-722-5584
- Eversource: 800-286-2000
- Connecticut Natural Gas: 860-727-3000
- Southern Connecticut Gas: 800-659-8299

For help or more information, call:

- Bonnie Roswig, Center for Children’s Advocacy: 860-566-0836
- United Way: 211 InfoLine
- Connecticut Public Utilities Regulatory Authority (PURA): 800-382-4586

