

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