

**Low-Income Energy and Water Advisory Board Meeting  
via Zoom**

**December 3, 2025, from 1:31 – 2:40**

**Recorded via [Zoom](#)**

**Attendance:** Nora Duncan, Lydia Santiago, Jaime Soto, Joanne Whistnant, Brian Fowler, Kathleen Wasilnak, Brittany Wyman, Kimberly White, Gannon Long, Theresa Baylock (211 representative), Jannine Tarantello, Matthew Dillon, Evannie Bocachica, Andrea Millard, Michelle Williams, Bonnie Roswig, Rhonda Evans, Cassandra Norfleet-Johnson, Zoemma Warsahsky (DEEP representative).

**Absent:** Claire Coleman, Theresa Washington, Nicole Lawton, Shayleen Alfieri, Nickey Kollie La'Mont Stevenson, Kate Klein, Greg Kirschner, Angel Battle, Zani Imetovski

Vice Chairwoman Nora Duncan called to order the regular meeting of the LIEWAB to order at 1:31PM on December 3, 2025, via Zoom noting Chairwoman Coleman had a conflict and Connective Television Network (CTN) is recording the meeting.

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| 1. Roll Call  | (Min. 0:47) Completed electronically via ZOOM chat.   |
| 2. Approval of <a href="#">October 1, 2025 Meeting Minutes</a>  | (Min. 1:46-3:08) Vice Chair Nora Duncan called for Approval of October 1, 2025, Minutes. Motion by Jaime Soto Second by Gannon Long. No Objections. Abstention by Michelle Willaims. Minutes approved.  |
| 3. Public Comments  | (Min. 3:28-4:05) None.  |
| 4. New Business   | (Min.4:28-5:30) Vice Chair Nora Duncan commented on the legislative session starting in February of 2026, if there are any legislative agenda items of interest to the members, all are welcome to share.   |
| 5. Energy Assistance Program Updates<br>a. Department of Social Services (DSS)<br>b. CT Generation Power (CTGP)<br>c. Eversource<br>d. Avangrid<br>e. Connecticut Water Company | a. (Min 05:50- 37:57) <a href="#">DSS CEAP report</a> update presented by Cassandra Norfleet Johnson. The new reporting format identifies applications pending signatures that are not taken into consideration for application totals. DSS continues its ongoing work to deduplicate and refine the data, which is expected to reduce reported counts compared to prior versions. DSS is working with the Community Action Agencies (CAA's) partly because some agencies have been selecting "other category" as a catchall characteristic for incomplete applications instead of identifying the primary factor affecting application completeness or denial. The department received the First Notice of Award, which is 90% of federal dollars of what was expected to be received.<br><br>Questions & Answers (Q&A) (Min. 09:05-37:57)<br><br>Q: Christian Herb, CEMA: Why would an application not be signed?<br><br>A: DSS: Twenty percent of applications are initiated via telephone. An example of an unsigned application are telephone applications, where the customer is then mailed via USPS or emailed the application for signature and the customer must then return the completed application. |

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Comment: Rhona Evans, CAA Rep., The network's goal is to have the applications move through the approval process, however, not all CAA's have telephonic signature capabilities as this is an additional administrative expense. Also, the Office of Community Services has provided legal guidance on obtaining signatures and considerations of a completed application.

Q: Matthew Dillon, CT Legal Services Inc. Representative: Is there any data on applications that remain in limbo?

A: DSS- No, applications never signed will remain pending until YTD of the end of the program. We can then review the data and capture barriers if any.

Q: Christian Herb, CEMA: There appears to be a decline in number of applications, is this a trend?

A: DSS: Yes, there is the assumption of customers not applying due to uncertainty of funding, but there is a large trend (increase) in December. The network themselves has done a large amount of outreach. The agency has also reviewed the agency's website accessibility, messaging and ease of application. There may also be changes in customers application due to Generation Powers introduction of new billing cycles.

Q: Jaime Soto, SNG- Has waiving the CEAP requirement for MPP programs impacted CEAP applications?

A: DSS: We have not asked customers this question, it is data point that we will flag.

Comment- Bonnie Roswig, Center for Children's Advocacy, it is important that the outreach identify why people are not applying.

Reply- DSS- will create a forms/doddle poll to survey possible barriers applying for CEAP benefits for the board members to complete.

Q: Janine Tarantello, CLASS- Is DSS aware of any delays in providing CEAP benefits?

A: DSS: DSS and CAA's are working together to educate customers regarding emergency crisis delivery and empowering customers to make informed decisions regarding delivery fuel. For example, Level 1 deliverable-fuel households who recently received a standard delivery (e.g., 100 gallons) generally should not need a crisis benefit within the next month. If a household uses that amount unusually quickly, the concern may be an inefficient or malfunctioning heating system, and agencies should consider referring the client for energy-efficiency or weatherization support. CAA's are instructed to review recent deliveries when clients request crisis assistance and

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to inform clients that requesting a delivery under 100 gallons can trigger vendor fees that reduce the remaining benefit available for heating oil. Vendors apply these fees transparently and prefer to avoid them, so agencies are asked to help clients understand the tradeoff and make informed decisions.

b. (Min. 0:38-51:55) [CT Generation Power report](#) presented by Gannon Long of an overview of the November cycle. Funding was approved for 1,060 households, with about \$517,000 committed. Most applicants (72%) applied independently through the online portal, while 28% used the application support center network, and 14% qualified using CEAP letters. Among approved applicants, 53% were renters and 47% homeowners, and up to 30% reported a disability or medical need; the program is reviewing these categories more closely and expects to track disability and medical need separately in future reporting, including work connected to a PURA docket on medical protection impacts. Additionally, 51 approved households reported a veteran in the home, and the Connecticut Veterans Legal Center is highlighted as a new statewide application support resource for veterans applying to Generation Power.

Q&A: (Min.41:16-51:55)

Q: Chris Herb, CEMA: How does this year's data compare to last year? And has the rebranding from Operation Fuel to Generation Power CT impacted applications?

A: Gannon Long, CTGP: Because this is the first year under a new program model, it is difficult to make direct year-to-year comparisons. We anticipate seasonal patterns to be like prior years, more utility-related applications in early fall (e.g., September, tied to high summer electric bills) and more delivered fuel demand in winter. We expect a large influx of applications in December and especially during the January cycle and have budgeted additional funds for that higher-demand period. The utility vs. delivered fuel trends correlates with housing type, with more renters seeking utility assistance and more homeowners seeking delivered fuel assistance. Our legal name remains Operation Fuel and will appear as such on PURA dockets and legislative matters. Last year we transitioned to an online application portal prior to rebranding which has made it easier for people to apply. We had more applicants online in September than in November. I don't think the demand has necessarily decreased, at the end of the year we will have more data.

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Q: Kim White, OCC: Do you have a breakdown of gas and electric assistance?

A: Generally speaking, the electricity demand is about 2 to 3 times higher than gas assistance demand. We can follow up with that data request.

c. (Min. 0:54-0:56) [Eversource Report](#) presented by Joanne Whistnant, reviewed data CT New Start Forgiveness Program, enrollment of Low-Income Discount Rate (LIDR), and year to year comparison of these programs.

Q&A: (Min.0:56)

Q: Bonnie Roswig, Center for Children's Advocacy - How is the CEAP benefit applied to customers' accounts, is it applied to the arrearages or a percentage discount to the monthly bill?

A: I will follow up with a response by or before our next meeting.

d. (Min. 0:57- 0:58) [Avangrid Report](#) presented by Jaime Soto, SNG, reviewed data of Matching Payment Plan (MPP), active Flexible Payment Plan arrangements and Low Income Discount Rate enrollment and a comparison to last year's data. LIDR is still under a two-tier structure.

Q&A: (Min.0:58)

Q: Bonnie Roswig, Center for Children's Advocacy: Is the CEAP benefit applied towards arrearage?

A: Jaime Soto, SNG: Yes, the CEAP benefits are applied towards arrearages.

e. (Min.0:59-1:03) [CT Water Report](#) presented by Michelle Williams. An overview of program participation was provided. Senate Bill 4 (Public Act 25-173), effective July 1, now requires low-income program participants to re-verify income every 12 months instead of the prior 24-month cycle, which is driving a major enrollment decline shown in the report. Enrollment in the discount program fell from 2,320 at the beginning of the year to 960 at present. The utility serves about 108,000 customers statewide and has been conducting outreach since May to support re-verification efforts. Generation Power and social service agencies are assisting, but completion is hindered by application logistics and customer follow-through.

Q&A: (Min.1:03)

Q: (1:03) Chris Herb, CEMA: Are there factors that explain the decline?

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|  | A: Reduced participation is less about eligibility and more about customers not completing the required re-verification process. The program is relatively new for households up to the 60% state median income threshold, which expanded beyond the prior 200% federal poverty level limit. When the threshold increased, many LIWAP participants at the same income level were automatically enrolled in the discount program because their income had already been verified through CAA's administering LIWAP. As a result, some customers are encountering the re-verification requirement for the first time.  |
| 6. PURA Docketed Matters Updates and Legislative Updates | (Min. 1:04-1:07) presented by Brittany Wyman from PURA. PURA is wrapping up its annual dockets. There are upcoming PURA proceedings: the medical protection docket (25-06-28), which is expected to inform a legislative report, has a technical meeting scheduled for the 15th of the month at 1:00 PM. Two concluded rate cases—UI (24-10-04) and Yankee (24-12-01)—have decisions issued but are currently subject to motions for reconsideration. The CNG and SCG rate cases have been remanded back to PURA and reopened as dockets 25-11-14 (CNG) and 25-11-13 (SCG). There is also newly opened docket for the: Review of Stakeholder Group Compensation under proceeding docket 26-09-34. |
| 7. Public Comments                                       | (Min 1:08) None.  |
| 8. Adjournment   | (Min. 1:09-1:10) Vice Chairwoman, Nora Duncan, called for a motion to adjourn the meeting. Motion by Christian Herb and second by Rhonda Evans. No objections. Meeting Adjourned at 2:40pm.   |

***Upcoming Meeting Schedule:***

February 11, 2026<sup>i</sup>

April 1, 2026

June 3, 2026<sup>ii</sup>

August 5, 2026

October 7, 2026

December 2, 2026

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<sup>i</sup> Subject to change due to the Legislative Session, this meeting is the annual in-person meeting.

<sup>ii</sup> Subject to change to accommodate planning and approval of LIHEAP Allocation Plan.