

Low-Income Energy and Water Advisory Board Meeting

via Zoom

October 1, 2025, from 1:30 – 2:16pm

Recorded via Zoom [Link](#)

Attendance: Claire Coleman, Nora Duncan, Lydia Santiago, Jaime Soto, Joanne Whistnant, Kathleen Wasilnak, Brittany Wyman, Kimberly White, Gannon Long, Nicole Lawton, Jannine Tarantello, Matthew Dillon, Shayleen Alfieri, Evannie Bocachica, Nickey Kollie, Amanda Deming, Bonnie Roswig, Rhonda Evans, Cassandra Norfleet-Jonson and Zani Imetovski.

Absent: Theresa Washington, La'Mont Stevenson, Kate Klein, Greg Kirschner, Angel Battle,

Chairwoman Claire Coleman called the meeting to order at 1:30pm. The Chair noted the federal government shutdown has raised concerns about its impact on LIHEAP. Recently, the National Energy Assistance Directors Association (NEADA) and the National Association of State Utility Consumer Advocates (NASUCA) sent letters to HHS urging that, in the event of a continuing resolution (CR), 90% of funds be released as in past practices. Although a CR is not currently in place, both groups continue to advocate for this approach. We can expect updates from DSS during their presentation today. It is important to consider our roles in supporting advocacy during this period.

1. Roll Call	(Min 1:23-4:17) Completed by Secretary Yessenia Santiago-Bejarano.
2. Approval of August 6, 2025, Meeting Minutes	(Min 7:12-8:18) Chairwoman Coleman called for Approval of August 6, 2025, Minutes. Motion by Mathew Dillon Second by Kathy Wasilank. No Objections or abstentions. Minutes approved.
3. Public Comments	(Min 8:28) None.
4. New Business	(Min.8:50- 12:17) A review of the 2026 Meeting dates was reviewed reflecting a change of February 4 th date to February 11, 2026 to avoid conflicts with the beginning of the legislative session.
5. Energy Assistance Program Updates a. DSS b. CT Generation Power c. Avangrid d. Eversource e. Connecticut Water Company	(Min 12:52-20:39) a. DSS update presented by Cassandra Norfleet Johnson-There is currently no report to provide as we are in between program years. While the federal government is under a shut-down period, the Community Action Agencies are operating and processing applications “business as usual”. Historically the program has operated under 3 prior federal shutdowns during the Clinton, Obama, and the Trump administration, these shut downs have lasted an estimate of 35-45 days. The continuing resolution has allowed for the release of 90% (ninety percent) of the funds along with help of advocacy groups during the last Trump Administration. There

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are also carry forward dollars for the program. As of 9/27/25, about 16k applications have been received and are at varying stages of the application process. Deliverable fuel deliveries are expected to begin in Nov. 2026.

Comment:

Brittany Wyman: Point of Clarification, everything remains status quo, and, in the event, there are changes, DSS will then communicate these changes.

Reply by DSS: Yes, the department will continue messaging our partners to keep them aware.

b. (Min. 21:27-25:23) [CT Generation Power](#) report presented by Gannon Long. Currently the first cycle of the new delivery model has been completed, a total of 1,625 applications have been received. That is an average of 165 applications received per day during 9/2/25-9/10/25 (the first cycle period). The initial applications are at varying stages of review and will be finalized by October 31st. Fifty percent of the applicant requests were for electricity-based assistance. The next cycle will occur from November 2-November 10, 2025. The Water Assistance Program overview was provided. MDC funding has not been approved this year as its' funding is based on the calendar year, that funding was depleted in June. Aquarion and CT Water Company applicants were assisted via grants, and the number of applicants vary due to differences in income eligibility for each program. Generation Power is hosting a luncheon on October 17, 2025, from 12:00pm-1:30PM with an overview of CT Energy Crisis impacts on its residents and steps towards solution. This event will provide a networking opportunity with leaders, advocates and changemakers. The link to the event was shared within the Zoom Chat.

Question & Answer (Q&A) (Min. 26:44-29:19)

Chairwoman Coleman: Inquired if there are noticeable trends how the new cycle model is working in comparison to the rolling application model.

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A: Gannon Long, CTGP: It is hard to determine at this point, we are focusing on the demand and hope to provide that data at later time.

c. (Min. 34:56-36:34) [Eversource Report](#) presented by Joanne Whistnant, reviewed data CT New Start Forgiveness Program, enrollment of LIDR, and year to year comparison of these programs including active Arrearage Forgiveness Program (AFP).

Comment by Chairwoman Coleman: There is not a year-to-year comparison in LIDR enrollees as there was a transition from a two-tier to a five tier.

Reply: Joanne Whistnant: Yes.

d.(Min 30:32: 57) [Avangrid Report](#) presented by Lydia Santiago, reviewed data of Matching Payment Plan (MPP), flexible Payment arrangements and Low Income Discount Rate enrollment and a comparison to last year's data. Jaime Soto also mentioned noted there is an increase in enrollment of MPP as this is the only arrears program United Illuminating provides.

Q&A: (Min 33:50-34:35)

Q: Matthew Dillion- When will United Illuminating implement the Five-Tier Income Discount Rate.

A: Jaime Soto, Avangrid: UI expects to roll out the Five-Tier Income Discount Rate in August of 2026, and at the same time roll out one tier discount for gas for CNG/SCG of 10%.

f. (Min.37:42-39:47) [CT Water Report](#) presented by Amanda Deming. An overview of program participation was provided noting that there was initial concern for a decrease in applications due to the Public Act No. 25-173, requiring income verification once every 12 months, whereas previously income verification was once every 48 months. However, the applications remain consistent. There has also been an increase in customer enrollment with Promise to Pay, which is a third-party service that enrolls customers in an 18-month interest free payment plan.

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	<p>Q&A: (Min. 39:57-40:43)</p> <p>Q: Jaime Soto: What is the difference in the headers for the data presented, they are both labeled August.</p> <p>A: Amanda Deming, the information is the same for the program participation and the numbers on the bottom are the independent new enrollments, then there is a compiled number for the total of this year.</p>
6. PURA Docketed Matters Updates and Legislative Updates	<p>(Min. 41:42-42:40) presented by Brittany Wyman from PURA: The Affordability Docket 25-05-01, the proposed final decision will be released on 10/6/25, the final decision will be on 10/22/25. The rate cases, Written Exceptions are due on Yankee docket and Oral Arguments are on 10/7. UI rate case the final decision is expected on 10/28/25.</p> <p>Comment: Chairwoman Coleman mentioned the docket 25-06-28 may be of interest as it relates to medical protections arising from Public Act SB-7.</p>
7. Public Comments	<p>(Min 43:49.) Kathleen Wasilnak, UI is Hosting event this Friday to go over the programs that are offered to customers.</p>
8. Adjournment	<p>(Min. 45:28-46:05) Chairwoman Coleman called for a motion to adjourn the meeting. Motion by Joanne Whistnant and second by Gannon Long. No objections. Meeting Adjourned at 2:16PM.</p>

Upcoming Meeting Schedule:

December 3, 2025
February 11, 2026ⁱ
April 1, 2026
June 3, 2026ⁱⁱ
August 5, 2026
October 7, 2026
December 2, 2026

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

ⁱⁱ Subject to change to accommodate planning and approval of LIHEAP Allocation Plan.