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| --- | --- | --- | --- | --- |
|  | **Energy Assistance** | **Matching Payment Plan** | **New Start (Eversource)** | **BFP** **(UI)** |
| **Type of assistance** | Heating assistance – direct payment to heating utility  | Gas and electric utility past due balance forgiveness | Reduces past due balance by 1/12th each month customer makes payment | Reduces past due balance by the payment amount each month customer makes payment |
| **Maximum benefit** | Between $180-$530 for basic needs (additional crisis and safety net assistance for eligible delivered fuels customers) | Monthly payment matches made, as well as energy assistance award match, up to zero balance | 12 months of reducing past due balance, up to $20,000, or zero balance | Up to 36 months of reducing past due balance, up to zero balance |
| **Utility Customer** | Primary heat source - Electric or gas (also covers delivered fuels) | Electric or gas customers | Electric customer | Electric customer |
| **Eligibility** | At or below 60% SMI[[1]](#footnote-1) (financial hardship) | Financial hardship eligible | Financial or medical protection eligible;$100 past due & more than 60 days delinquent | Financial hardship eligible;$100 past due & more than 60 days delinquent |
| **Enrollment period** | November 1through May 1 (customers may schedule visit to CAA beginning August 1st to apply) | November 1through May 1 | Year-round | Year-round |
| **How to apply** | Contact CAA or call 211 to find CAA | Contact utility | Contact Eversource at 1-800-286-2828 | Contact UI at 1-800-722-5584 |

**Eversource – 1-800-286-2828**

**UI – 1-800-722-5584**

**Yankee Gas - 1-800-438-2278**

**CNG - 860-524-8361**

**SCG - 1-800-659-8299**

Connecticut Community Action Agencies



1 Access Community Action Agency – Willimantic (860) 450-7400; Danielson (860) 412-1600

2 Alliance for Community Empowerment, Inc. – Bridgeport (203) 384-6904;

 Norwalk (203) 384 – 6904 ext. 3027

3 Community Action Agency of New Haven - (203) 387-7700

4 Community Action Agency of Western CT, Inc. – Danbury (203) 748-5422;

 Stamford (203) 357-0720

5 Community Renewal Team – Hartford (860) 560-5800; Middletown (860) 347-4465

6 Human Resources Agency of New Britain, Inc. - (860) 356-2000

7 New Opportunities, Inc. – Waterbury (203) 756-8151; Meriden (203) 235-0278;

 Torrington (203) 756-8151

8 TEAM, Inc. - (203) 736-5420

9 Thames Valley Council for Community Action, Inc. - (860) 425-6681

Information on applying for Connecticut Energy Assistance Program - <https://portal.ct.gov/dss/Economic-Security/Winter-Heating-Assistance/Energy-Assistance---Winter-Heating>

Client must engage with a CAA to apply for CEAP. CEAP application can be downloaded from the website and mailed to the CAA, or schedule a meeting with the CAA to help with the application. When applying for CEAP, client will need information that can verify income. Receipt of other government benefits can automatically qualify a client for CEAP, but the customer still must apply for CEAP (i.e., CEAP is not awarded automatically based on receipt of other government benefits; it requires a separate application).

1. Eligibility criterion is for CEAP basic benefit. See DSS 2020-2021 LIHEAP Plan for additional eligibility criteria that may apply, depending on the household’s income level. [↑](#footnote-ref-1)