

# State-Regulated Public Service Utilities and COVID-19 Next Steps: Preparing for the Expiration of the Emergency Shut-Off Moratoriums

For up-to-date information related to PURA's efforts in response to COVID-19, visit PURA's "COVID Actions" page:

<https://portal.ct.gov/PURA/Consumer-Services/PURA-COVID-Actions>

Version July 20, 2020

Connecticut Public Utilities Regulatory Authority



# PURA - About Us

The Public Utilities Regulatory Authority (PURA) is statutorily charged with regulating the rates and services of Connecticut's investor owned electricity, natural gas, water and telecommunication companies and is the franchising authority for the state's cable television companies. In the industries that are still wholly regulated, PURA balances the public's right to safe, adequate and reliable utility service at reasonable rates with the provider's right to a reasonable return on its investment. PURA also keeps watch over competitive utility services to promote equity among the competitors while customers reap the price and quality benefits of competition and are protected from unfair business practices.



Connecticut Public Utilities Regulatory Authority

# Commissioners

**Chairman  
Marissa P. Gillett**



**Vice Chairman John W.  
"Jack" Betkoski III**



**Commissioner  
Michael Caron**



# PURA COVID-19 Orders

**Order No. 1** – Shut-Off Moratorium for residential customers – active through the end of the Public Health and Civil Preparedness Emergency - September 9, 2020. Applies to all state-regulated gas, electric and water public service utilities.

**Order No. 2** – Shut-Off Moratorium for non-residential customers – active until August 1, 2020. Applies to all state-regulated gas, electric and water public service utilities.

**Order No. 5** – Public Service Utilities shall implement a COVID-19 Payment Program for customers facing payment difficulties due to COVID-19

Other PURA COVID-19 orders summarized here:

<https://portal.ct.gov/PURA/Consumer-Services/PURA-COVID-Actions>

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# COVID-19 Payment Plans

State-regulated gas, electric and water public service utility companies are required to offer payment plans that:

- Are available to *any* customer requesting financial assistance, without mandating a determination of financial need;
- Require no initial or down payment;
- Have durations of up to twenty-four (24) months;
- Waive any fees or interest in the calculation of the monthly payment amount; and
- Facilitate the repayment of the past due balances in addition to the customer's current monthly bill.



# COVID-19 Payment Plans, Cont.

- Customers who are interested in enrolling in a COVID-19 Payment Plan should contact their state-regulated gas, electric and water public service utility companies directly to enroll.
  - Residential customers must enroll in a COVID-19 Payment Program no later than November 1, 2020.
  - Non-residential customers must enroll in a COVID-19 Payment Program no later than October 1, 2020.
- Customers who are enrolled in a COVID-19 Payment Program and are current with their payment terms remain exempt from service termination for reasons of nonpayment, even after the Shut-Off Moratorium is lifted.



# Limited-Income Customers

PURA has modified certain COVID-19 directives for limited-income customers of the state-regulated utilities, as follows:

- The Shut-Off Moratorium will continue for financial hardship customers through October 31, 2020.
- Beginning November 1 through May 1, the statutory Winter Protection Plan protects against service termination for financial hardship customers of electric and natural gas utilities.
- The COVID-19 Payment Program does not replace existing financial hardship or assistance programs that continue to be available to limited-income customers. Customers experiencing financial difficulties should contact their utility directly and inquire whether they are eligible for “hardship protections and programs.”



# PURA Consumer Affairs

**ATTENTION:** Due to the current COVID-19/Coronavirus public health and safety concerns, effective immediately, the Authority is unable accept walk-in customer complaints. Customers may [file a complaint](#) via our website or by email at [pura.information@ct.gov](mailto:pura.information@ct.gov). If you are unable to file a complaint or inquiry electronically, please contact PURA by telephone or by U.S. mail. Your issue will be responded to in a prompt manner.

## Mailing Address

PURA  
Ten Franklin Square  
New Britain, Connecticut 06051  
Att: Education & Outreach Unit

## Telephone Numbers

Toll Free Number: 1-800-382-4586  
Outside Connecticut: 1-860-827-2622  
Fax Number: (860) 827-2885  
TDD Telecommunications for the Deaf: (860) 827-2837 - **to be used only if you have a TDD machine**





# Questions?

- **Want to request a PURA 101 presentation in your town?**
- **Need assistance with constituent services?**
- **Want to be on our media distribution list?**

## **Please Contact:**

Taren O'Connor

Director of Legislation, Regulations and Communications

860-827-2689

[Taren.Oconnor@ct.gov](mailto:Taren.Oconnor@ct.gov)

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