

UTILITY BILL PAYMENT ASSISTANCE



Connecticut Public Utilities Regulatory Authority

PAYMENT ASSISTANCE

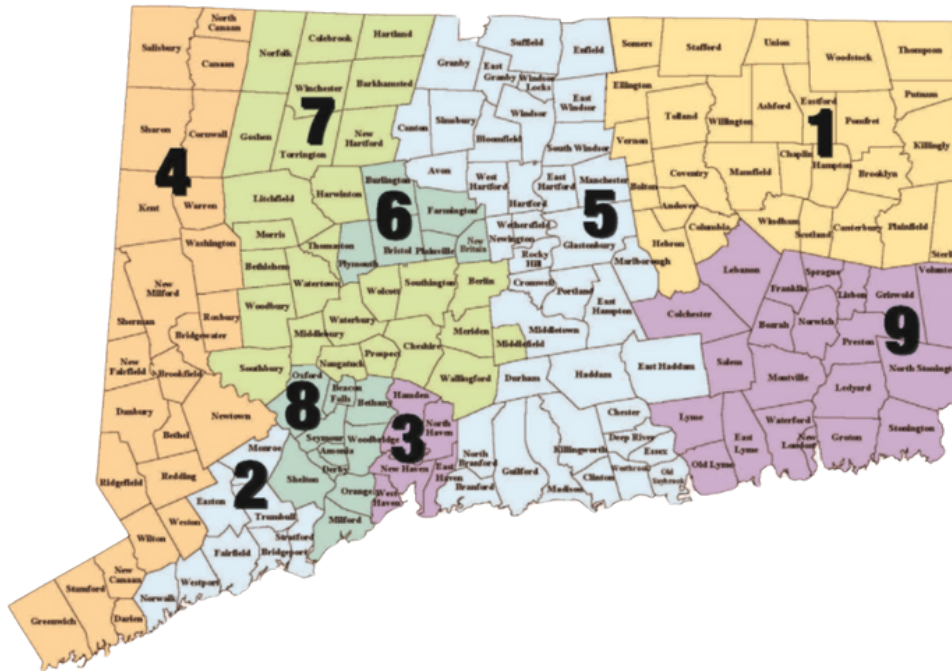
	Energy Assistance	Matching Payment Program	New Start (Eversource)	BFP (UI)
Type of Assistance	Heating assistance - direct payment to heating utility	Gas and electric utility past due balance forgiveness	Reduces past due balance by 1/12th each month customer makes payment	Reduces past due balance by the 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	November 1 At or below 60% SMI (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 1 through May 1 (customers may schedule visit to CAA beginning August 1st to apply)	November 1 through 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: 1-860-524-8361
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>

Clients 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).

PURA Customer Affairs:
PURA.Information@ct.gov

Toll Free Number: 1-800-382-4586

ct.gov/pura

