

Struggling to pay your energy bill?

We have programs to help.

Protection from Service Disconnection

If you are a residential electric or gas customer having trouble paying your bill or experiencing financial hardship you may qualify for one or more of these income-based programs and protection from service disconnection.

1

Arrearage Forgiveness (Matching Payment Program)

- Maintain electric and gas heating service year-round and reduce your past-due account balance if you pay an agreed-upon amount on time each month.
- Call us or visit 211.ct.org to find your local community action agency and apply for state energy assistance funds. Income eligibility requirements apply.
- Once enrolled, we will match your payments plus the amount of energy assistance you receive, at the end of each phase, down to a zero balance.
- If you receive public assistance benefits, your payment can be reduced to as low as \$50.

2

UI's Matching Payment Plan (MaPP)

- Prove financial hardship.
- Have a balance \$500 or more that is 90 days in arrears.
- Agree to a monthly budget amount.
- We will match all payments at the time they are made (match cannot result in a credit balance).

3

Medical Protection

- Available to any electric or gas residential customer or family member with a serious or life-threatening medical condition.
- Provide our Customer Service Representative with patient's name, date of birth and their doctor's name, phone and fax numbers.
- We will contact the doctor to provide certification of your medical condition
- Upon receipt of certification, your service will be protected from disconnection for the period indicated by your doctor (up to 1 year).

4

Energy Solutions

We offer programs that can help you reduce your usage for more affordable bills.

- **Energy Analyzer** – Displays a breakdown of your usage and offers tips to help you save.
- **Home Energy Solutions** – Offers an energy assessment and weatherization services for your home. Call **877.WISE.USE (877.947.3873)** for more information.
- **Managing Supply Costs (electric)** – Shop for your supply.* Visit EnergizeCT.com to find information about the Standard Offer and compare alternate electric supplier pricing.

*Customers with a qualifying hardship cannot contract with electric suppliers.



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