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 211ct.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 $30.

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.USA (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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