STATE OF CONNECTICUT
PUBLIC UTILITIES REGULATORY AUTHORITY

Guidance for Residential Customers Struggling with Utility Bills
Information on COVID-19 Payment Program

On March 12, 2020, Connecticut’s Public Utilities Regulatory Authority (PURPA) issued an Order to all state-regulated gas, electric, and water public service companies to cease residential service terminations for reasons of nonpayment as a protective measure during the Public Health and Civil Preparedness Emergency declared by Governor Lamont on March 10, 2020.

On April 29, 2020, PURA issued an Interim Decision directing all state-regulated gas, electric, and water public service companies to offer flexible payment plans, i.e. the COVID-19 Payment Program, to assist customers with addressing utility bill arrearages that may accumulate during the pandemic.

Please note that the Residential Shut-Off Moratorium is scheduled to end for the majority of customers on September 9, 2020.¹ In preparation, PURA strongly encourages residential customers to familiarize themselves with the details of the COVID-19 Payment Program and to call their utility to enroll no later than November 1, 2020, if the customer would benefit from a flexible payment arrangement.

Public service utility companies are offering payment plans that:

- Are available to any customer requesting financial assistance – utilities are prohibited from requiring a demonstration of financial need prior to enrolling a customer in the COVID-19 Payment Program;
- 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.

Although the Residential Shut-Off Moratorium is scheduled to end on September 9, 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.

Importantly, 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.”

Please visit PURA’s COVID Actions page for more information on efforts taken in response to the current pandemic.

¹ 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 (See Conn. Gen. Stat. § 16-262c(b)(1) for more information on the Winter Protection Plan).
Guidance for Non-Residential Customers Struggling with Utility Bills

Information on COVID-19 Payment Program

On March 18, 2020, Connecticut’s Public Utilities Regulatory Authority (PURAn issued an Order to all state-regulated gas, electric, and water public service companies to cease non-residential service terminations for reasons of nonpayment as a protective measure during the Public Health and Civil Preparedness Emergency declared by Governor Lamont on March 10, 2020. While initially set to expire on May 1; PURA has since acted to extend the non-residential Shut-Off Moratorium by three additional months.

On April 29, 2020, PURA issued an Interim Decision directing all state-regulated gas, electric, and water public service companies to offer flexible payment plans, i.e. the COVID-19 Payment Program, to assist customers with addressing utility bill arrearages that may accumulate during the pandemic.

Please note that the Non-Residential Shut-Off Moratorium is scheduled to conclude on August 1, 2020. In preparation, PURA strongly encourages all businesses and non-residential customers to familiarize themselves with the details of the COVID-19 Payment Program and to call their utility to enroll no later than October 1, 2020, if the customer would benefit from a flexible payment arrangement.

Public service utility companies are offering payment plans that:

- Are available to any customer requesting financial assistance – utilities are prohibited from requiring a demonstration of financial need prior to enrolling a customer in the COVID-19 Payment Program;
- 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.

Although the Non-Residential Shut-Off Moratorium is scheduled to end on August 1, 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.

Please visit PURA’s COVID Actions page for more information on efforts taken in response to the current pandemic.
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
The Public Utilities Regulatory Authority (PURPA) 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.
# Commissioners

<table>
<thead>
<tr>
<th>Chairman</th>
<th>Vice Chairman John W. “Jack” Betkoski III</th>
<th>Commissioner</th>
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<tbody>
<tr>
<td>Marissa P. Gillett</td>
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<td>Michael Caron</td>
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Connecticut Public Utilities Regulatory Authority

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:


Connecticut Public Utilities Regulatory Authority
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.

Connecticut Public Utilities Regulatory Authority
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.

• 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

PURPA 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.”
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. 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
PUR
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

Connecticut Public Utilities Regulatory Authority