



Summary Chart: Energy Assistance/Utilities

Categories : [Energy Assistance/Utilities](#), [Income Assistance](#)

CEAP The Connecticut Energy Assistance Program (CEAP) provides financial assistance for payment of primary heat bills for those with household incomes at or below 60% of the [state median income](#). Energy payments are determined by family size and gross income, and by whether a household is classified as “vulnerable”. Vulnerable households have a member who is less than 6 years old or 60 years old or over, or have a member (of any age) who is disabled. There are asset limits. [More info:](#)

Department of Energy and Environmental Protection (DEEP) State agency oversees regulated utilities in Connecticut. Public Utilities Regulatory Authority (PURA) helps resolve billing disputes between customers and regulated utilities, but customers must attempt problem resolution with their utility company before PURA will become involved. [More Info...](#)

Energy Conservation Incentive Programs Several federal and state programs provide rebates and tax credits for certain energy and fuel conservation purchases. [More Info..](#)

Heating System Repair/Replacement Programs for very low income homeowners help pay for repair or replacement of inoperable heating systems. [More Info...](#)

Legal Aid Legal Services Network provides legal information and legal representation to low-income persons, including legal assistance for utility service related legal issues. [More Info...](#)

Lifeline Credit For telephone customers on state or federal assistance, Lifeline program reduces monthly local service charges and gives a credit for part of the Federal Subscriber Line Charge, and an exemption from charges for Local Number Portability and Universal Service Fund. [More Info...](#)

Matching Payment Plans Payment incentive programs to help income-eligible customers pay down a delinquent balance by awarding credits toward the delinquent balance when customer agrees to payment plan and makes the scheduled payments. Offered only by state-regulated gas and electric utilities. [More Info...](#)

BELOW BUDGET PAYMENT ARRANGEMENTS: Utility customers who are eligible for CEAP, and who cannot afford the payment arrangement offered by their heat utility for the matching payment plan can request a “Below Budget” payment arrangement. Go to the community action agency that processed your utility assistance application for CEAP and ask that a below budget sheet income/expense sheet be completed. The payment arrangement amount is determined based on the household income and expenses.

No Heat Complaints 65°F is legal minimum temperature in rentals w/heat included. Contact local code enforcement (or police after hours) if landlord fails to maintain temp. [More Info...](#)

Operation Fuel offers up to \$500 to assist Connecticut households with emergency heating expenses. It is limited to those who are at or below 75% of the [state median income](#). [More Info...](#)

Private Fuel Banks; Charitable Funds Private and Municipal funds may be a resource for people who need help with energy expenses. Limited benefits, often one-time-only. Eligibility varies. This is usually not an option for people with a very large arrearage since the assistance is usually limited and not sufficient to avoid a shutoff. [More Info...](#)



Shutoffs: Telephone Residential land-line phone service cannot be shut-off for non-payment while any resident is seriously ill. Illness must be certified by a doctor. Customer must agree to a payment arrangement AND keep the account current while paying off the unpaid balance. [More Info.](#)

Shutoffs: Gas/Electric Gas and electric utilities CANNOT EVER BE SHUT OFF (summer or winter) if lack of the utility creates a life-threatening situation. [More Info.](#)

Shutoffs: Water Households with a person who is “seriously ill” are protected from water shut-off during the winter moratorium period (Nov. 1-May 1). Households with a person who has a “life threatening illness” are protected from water shut-off year round. Written verification from a doctor required in both cases. [More Info...](#)

Third Party Notification Copy of a shut-off notice can be sent to a third person who can remind the customer that the bill is past due. Intended to help people who are elderly or ill, or who have reading difficulties or language barriers. Customer must give written consent. [More Info...](#)

Weatherization Programs offer help to low-income or moderate income homeowners or renters in making residence more energy efficient. More Info... Winter Protection/ Winter Moratorium Eligible households (“hardship cases”) can be protected against heat source shut-offs between 11/1 and 5/1 Must apply EVERY YEAR. [More Info...](#)

Winter Protection / Winter Moratorium Eligible households (“hardship cases”) can be protected against heat source shut-offs between 11/1 and 5/1. Must re-apply EVERY YEAR. [More Info...](#)

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