



Winter Protection / Winter Moratorium

Categories : [Energy Assistance/Utilities](#)

Program Administration: Connecticut Department of Public Utilities regulates programs; Individual utility companies process applications.

Program Description: Eligible households (“hardship cases”) can be protected against heat source shut-offs between 11/1 and 5/1. (Eversource and possibly other companies will also protect hardship cases from NON-heat utility shutoffs). Gas and electric utilities CANNOT EVER BE SHUT OFF (summer or winter) if lack of the utility creates a life-threatening situation.

Note for Gas Customers:

Gas companies cannot terminate service to “hardship cases” during the period 11/1-5/1. However, they can refuse to reinstate service for “hardship” customers if there has been a shut off between 5/2-10/31, if their household had had service maintained during the previous moratorium period because of “hardship” status, AND if since 5/1 the customer has not paid the lessor of \$100, the minimum payments due under the payment arrangement, or 20% of the amount owed the gas company as of the date of the shutoff. (This does not apply to customers who are in a life-threatening situation if utility is not restored.)

Who Is Eligible? (any ONE of the following situations)

- Customers who lack the resources to pay the bill and who receive city, state or federal financial assistance, and/or Medicaid.
- Customers whose sole source of income is Social Security, Veterans Administration, OR Unemployment Comp.
- Customers who are head of household and unemployed if the household income during the preceding 12 months was less than 300% FPL (children’s income is not counted, nor is the income of anyone in the house who has been there less than 6 months.)
- Customers who are seriously ill or who have a household member who is seriously ill
- Customers whose income is below 60% of state median income.
- Customers whose circumstances threaten deprivation of food and necessities of life if payment of a delinquent bill is required.
- Some companies will code customer “hardship” if they receive any energy assistance payment (private or public.)

How to Apply: Households must apply EVERY year for winter protection from shut offs. If applying for energy assistance customer can complete the necessary paperwork at that time. Send supporting documentation and request to be coded for “winter protection” to the utility company or call the utility company credit office to ask for information

For more detailed information on this program, visit the Connecticut General Statute links below:

- [Connecticut General Statutes – 16-262c\(b\)\(1\) – Electric Service](#)

“From November first to May first, inclusive no electric distribution company, no electric supplier and no municipal utility furnishing electricity shall terminate, deny or refuse to reinstate residential electric service in hardship cases where the customer lacks the financial resources to pay his or her entire account.”



- **Connecticut General Statutes 262c(b)(1)**

“From November first to May first, inclusive, no gas company and no municipal utility furnishing gas shall terminate, deny or refuse to reinstate residential gas service in hardship cases where the customer uses gas for heat and lacks the financial resources to pay his or her entire account.”

To Find Providers in Connecticut’s Community Resources Database:

- **Search by service name:** [Utility Disconnection Protection](#)

SOURCES: Connecticut General Statutes; Eversource: Programs That Help People in Connecticut; Connecticut Legal Services

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CONTENT LAST REVIEWED: December2019