



# UTILITY MORATORIUM HAS BEEN EXTENDED TO OCTOBER 31, 2023

## How long will the moratorium last?

The moratorium from shut off has been extended to **October 31, 2023**.  
The next winter moratorium begins on **November 1, 2023** and goes  
through **May 1, 2024**.

## Who is eligible for protection?

Any utility customer with an income under 60% of state the median income.  
Clients can call any time to get the protection.

## How does your client get protection?

If a client isn't currently coded for Hardship, they can contact their utility  
company and get "financially verified". The utility company is required to  
provide 60 days of temporary protection for submission of financial  
verification.

## What can you do to help?

Submission of financial documentation can be confusing. Clients may need  
help uploading or faxing proof of income.

## Are there other programs for Hardship clients? YES!

**CEAP (CT Energy Assistance Program):** Through May 31, 2023. Funds for back  
heat bill. Starts again on November 1.

**Eversource - New Start:** Customer pays average monthly bill; total back bill is  
"forgiven" if customer makes all payments over 12 months. If a customer fails  
out of the program, they can re-enroll any time.

**UI - Balance Forgiveness Program:** Customer pays average monthly bill and the  
back bill is forgiven after consistent payments.

**Heat- Gas & Electric- Eversource, Yankee Gas, CNG, SCG- Matching Payment  
Program/Below Budget Program:** Enrollment is from  
November 1st- May 1st and customer pays average monthly bill.

**Matching Payment Program for Public Benefits Recipient:** Heat bill is \$50 per  
month.



Center for  
Children's  
Advocacy

Questions?

Contact Attorney Bonnie Roswig at [Broswig@cca-ct.org](mailto:Broswig@cca-ct.org)

Information current as of May, 2023