

Welcome to UI's Neighborhood



Financial Assistance



HAVING PROBLEMS PAYING YOUR BILL or looking for more information on ways to minimize your electric bill?

UI offers financial assistance through a variety of programs as well as recommending conservation & load management programs to its customers.



FORGIVENESS PROGRAM

Residential customers covered by the Winter Protection Program and who heat by electricity may qualify for UI's Forgiveness Program. If you qualify, we will work with you to develop a monthly budget agreement. If you keep that agreement, we will match your payments to reduce your back balance. Please call the Forgiveness Hotline at **1-800-322-9288** for more information.



MATCHING PAYMENT PLAN

This program helps low-income customers maintain year-round service and pay down delinquent balances by company-matched dollars. A payment arrangement plan helps qualified hardship customers pay past due electric bills. Under MaPP, if payments are current, a past due balance can be "forgiven" over time. Please call **1-800-442-5004** for more information.



CALLED INTO ACTIVE DUTY?

You may qualify for temporary suspension or disconnection of your electric service if you are called into active duty in the U.S. military. Please call **1-800-442-5004** for more information.



INFO LINE: 2-1-1

Infoline is an integrated system of help via the telephone—a single source for information about community services, referrals to human service agencies, and crisis intervention. It is accessed toll-free from anywhere in Connecticut by simply dialing **2-1-1**. It operates 24 hours a day, 365 days a year. TDD access and multilingual caseworkers are available. State and federal funding is also available through CEAP (Connecticut Energy Assistance Program). For more information, go to www.infoline.org.

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OPERATION FUEL

This is a statewide program that brings emergency energy assistance to families facing an economic crisis during the entire year. You can add a dollar or more to your monthly bill, UI will match your tax-deductible contribution with a 50-cent donation, up to a total of \$25,000 annually. To make your donation or enroll for recurring monthly contributions, just follow the instructions on your monthly statement or contact UI at **1-800-7-CALL UI** (1-800-722-5584). To make additional donations, please contact Operation Fuel at **26 Wintonbury Avenue, Bloomfield, CT 06002** or go to their website at www.operationfuel.org.



RESIDENTIAL BUDGET BILLING

We know balancing your budget can be difficult when your utility bill is high one month and low the next. That's why UI offers Budget Billing.

With Budget Billing, UI will bill you for an average monthly electric cost based on your actual use. To make sure your budget stays on track, every six months we'll compare your Budget Billing amount with you previous 12 months of actual use. For most customers, there will be no adjustment. However, if your account shows a significant change, we'll adjust your monthly budget amount. This change will then appear on your next month's bill.

If you are on Budget Billing and decide to change to a new electric supplier, your budget payment amount will be recalculated and you will be charged a new payment amount based on your past 12 month usage history and your new suppliers price. If you choose to change electric suppliers multiple times during your budget year, during your regular adjustment month all budget plans will be balanced. When the new budget year takes affect, any differences between your previous budget charges and actual charges accrued will be due. Overpayments will be credited to you immediately, and any monies owed by you must be immediately paid to continue your participation in budget billing.

Please call **1-800-7-CALL UI** (1-800-722-5584) to find out more about Budget Billing. At the end of the each year, you don't have to do anything to stay on the plan; we renew it automatically. You can also cancel the plan at any time.

UI HELPS



This program helps eligible customers through provision of energy-saving measures, educational materials, and a "walk through" assessment of the home. For more information, call **1-877-WISE-USE** (947-3873) or visit www.uinet.com. Look for 'Assistance Programs' under the heading 'Products & Services' in the 'Your Home' section of the website.