



An Avangrid company

Month XX, 202X

Dear Customer,

Our records show your account is coded as financial “hardship.” As a hardship-coded customer, you are eligible to receive valuable federal, state and United Illuminating (UI) benefits to help you manage your bill. As a hardship-coded customer, you are also prevented from enrolling with a retail electric supplier, in accordance with state regulatory directives.

If you are interested in removing the hardship status from your account to enroll with a retail electric supplier, please consider the following:

- You will not have protection from service shutoff during the winter months (Winter Protection) November 1 through May 1.
- You will not have the ability to participate in any low-income programs we offer:
 - **Matching Payment Program (MPP)** - UI will not be able to match your payments once you’ve been approved for and receive energy assistance from the Connecticut Energy Assistance Program (CEAP).
 - **Forgiveness Plan (BFP)** - UI will not be able to forgive any portion of your past-due balance, which reduces the amount you owe.
- If you are currently participating in a low-income program, such as the MPP or BFP:
 - You will be removed from these programs, and you will no longer receive the benefits of a match or forgiveness for payments made.

If, after reviewing the above information, you would like to remove the hardship coded status from your account in order to enroll with a retail electric supplier, you must do the following:

- Complete and sign the Consent Form
- Return the completed Consent Form to UI via the following options:
 - Email the form to: customercarefax@uinet.com
 - Fax the form to: 203.499.5973
 - Mail the form to: UI Customer Care Center
180 Marsh Hill Rd, OP-1D
Orange, CT 06477

If you need help managing your bill, call us at 800.722.5584, Monday – Friday 7a.m. to 7p.m, or uinet.com/HelpWithBill. We want to help.

Thank you,

Customer Care Team
United Illuminating