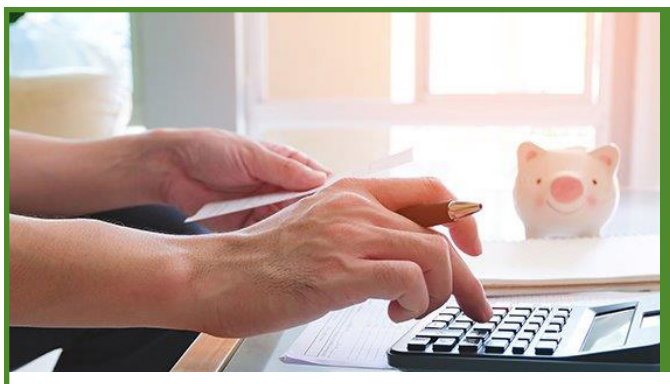

Need Help Paying Your Energy Bill?

JOIN US

Wednesday, February 15, 4-7 PM

St. Luke's Episcopal Church, 111 Whalley Ave., New Haven, CT 06511

ABOUT THE EVENT

- Speak one-on-one with representatives from United Illuminating (**UI**) and Southern Connecticut Gas (**SCG**) to discuss hardship and assistance programs you may qualify for, including the Bill Forgiveness Program (**UI**), the Matching Payment Program (**SCG and UI**), Payment Arrangements, and more
- Qualifying customers can enroll in assistance programs on-site with the help of **UI** and **SCG** customer service representatives
- Customers will be able to apply in person for CEAP (Connecticut Energy Assistance Program) through Community Action Agency – New Haven
- Customers will be able to apply in person for Operation Fuel

LEARN ABOUT

Assistance Programs

- **Matching Payment Program** – For families that qualify, we will match every dollar paid by you or on your behalf (up to a zero balance) if you successfully complete the plan. So, you pay a portion, energy assistance pays a portion, and we pay a portion. Bottom line: you may have to pay for only about one-third of your gas or electric heating expense if you qualify
- **Flexible Payment Arrangements** – We will work with you if you are having trouble paying your utility bill. We offer flexible payment arrangements for all customers needing assistance. These arrangements can be spread out up to 18 months for residential customers and 6 months for non-residential customers. Current payment arrangements may be renegotiated due to a change in financial circumstances Per Conn. Agencies Reg. § 16-3-100(b)(3)(A).
- **Winter Protection Program** – We offer winter protection to all our customers that qualify. If you meet eligibility requirements, we will not turn off your service between November 1, and May 1. The Winter Protection Plan must be renewed annually, beginning in October. To prevent your service from being shut off after May 1, contact us to setup a payment arrangement.
- **Bill Forgiveness Program (BFP)** (UI Only) – 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 BFP, if payments are current, a past due balance can be "forgiven" over time

Please visit us at: for **UI** - **uinet.com/HelpWithBill** and for **SCG** – **soconngas.com/HelpWithBill** for more information about these programs.

ENROLL

To apply for financial hardship and qualifying programs at this event, please have the following documents with you if they apply to your situation:

- Programs – Documents Needed are Budget Sheet/Benefits Letter
  - CEAP – CT Energy Assistance Program (Energy Assistance)
  - SSI – Disability/Supplemental Security Income
  - TANF – Temporary Assistance for Needy Families
  - SAGA – Standard Administered General Services
  - WIC – Woman, Infants and Children
  - SNAP – Supplemental Nutrition Assistance Program
  - HUSKY – State Medical Eligible plans are only A, C & D.
  - SECTION 8 – The Housing Choice Voucher Program
- Income – Budget Sheet/Benefits Letter, pay stubs
  - Unemployment
  - Employed (weekly last pay stub, Biweekly last 2 paystubs, monthly last paystub)
  - Self-employed (most recent year 1099 Tax Form)
  - Social Security

If you do not have the documents needed to enroll at this event, we can follow up with you after the event to finish your enrollment.

We look forward to helping you find the best program for you!

CAANH

OPERATION FUEL
power for good

SCG
An AVANGRID Company

UI
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