

Frequently Asked Questions

Q: How is the Shared Clean Energy Facility (SCEF) program subscription credit applied to my bill?

A: The SCEF credit will be applied to arrearages first and then applied to current charges as stated in the program's Terms and Conditions.

Q: If I move, does my credit come with me?

A: Yes, you can request for your SCEF credit to be transferred to your new premises and bill if an individual billing meter for electric service exists at the new premises; the meter is in United Illuminating (UI) service territory; the registered participant is the primary account holder, and that account holder requests to continue the subscription at the new premises.

Q: What if I move out of the UI CT service territory?

A: If you move out of the UI service territory, your subscription will be cancelled.

Q: What must I do if I move and want to continue to receive the program credit?

A: If you move to another location within UI's service territory, you must contact us within 60 days of disconnecting service at your old address so that we may transfer your credit to your new account. This 60-day period is called your "portability window".

Q: What if I do not contact UI within the 60-day portability window?

A: If you do not notify UI of your new service address within 60 days of ending service at your old address, you will be considered to have terminated service and your subscription will be cancelled.

Q: What if I no longer want to participate in the SCEF program?

A: You may elect to cancel your subscription at any time without penalty by notifying us 30 days in advance of the date you wish to cancel by sending an email to SCEFcredit@uinect.com or by calling us at **800.722.5584**.

Q: When will my cancellation take effect?

A: Your cancellation will take effect at the start of the next billing cycle of your account.

Q: Can I transfer my subscription to another customer?

A: No, you may not transfer your subscription, in whole or in part, to another customer.

Q: Can UI terminate my subscription?

A: UI can terminate your subscription if your participating electric service is not active for 60 days or more. This will be considered a termination of electric service for the purposes of this program. UI may also terminate your subscription if the SCEF project you are subscribed to is no longer active in the program.

Q: What if I am participating in the Matching Payment Program?

A: You must adhere to all payment arrangements and matching payment program rules even if you receive a SCEF subscription. The SCEF credit is not matched in any matching payment program.