

Residential Energy Payment Assistance Information for UI and Eversource Customers
Connecticut Public Utilities Regulatory Authority

Program	Type of assistance	Maximum Benefit	Utility Customer	Eligibility	Enrollment Period	How to Apply (see below)
Connecticut Energy Assistance Program (CEAP)	Heating assistance – direct payment to heating utility	Up to \$530/season for primary heat source electric or gas. Additional crisis and safety net assistance for eligible delivered fuels customers.	Primary heat source - electric or gas (also covers delivered fuels)	Financial hardship qualified (at or below 60% State Median Income)	November 1 through May 1 (customers may schedule a visit to a CAA beginning August 1 st to apply). Annual Application.	Contact CAA or call 211 to find CAA Or Apply online (Here)
Matching Payment Plan (MPP)	Gas and electric utility past due balance payment arrangement and forgiveness	Monthly payment matches made, as well as energy assistance award match, up to zero balance	Any electric or gas customers.	Financial hardship qualified. CEAP and primary heating source are no longer requirements.	Enrollment year round. Winter heating season remains November 1 through May 1.	Contact utility
Low Income Discount Rate (LIDR)	On bill discount on electric total bill	Discount of 10% or 50% depending on eligibility. Discount limited to 800 kwh for non-electric heating customers and 1200 kwh for electric heating customers per month	Electric	. Financial hardship qualified (At or below 60% State Median Income)	Auto enrollment. Annual verification.	Contact Utility
Operation Fuel	Heating Assistance	Up to \$500, one time per year,	Primary heat source - Electric or gas (also covers delivered fuels)	Financial hardship qualified or below 75% SMI. Additional proof of payment required.	Contact Operation Fuel, typically Spring and Fall (September, April). Annual application.	Contact Operation Fuel or partner field bank
Other	Heating Assistance	Varies by organization	Varies by organization	Varies by organization, may include residency requirements	Varies	Call 211 or Fuel Bank Finder

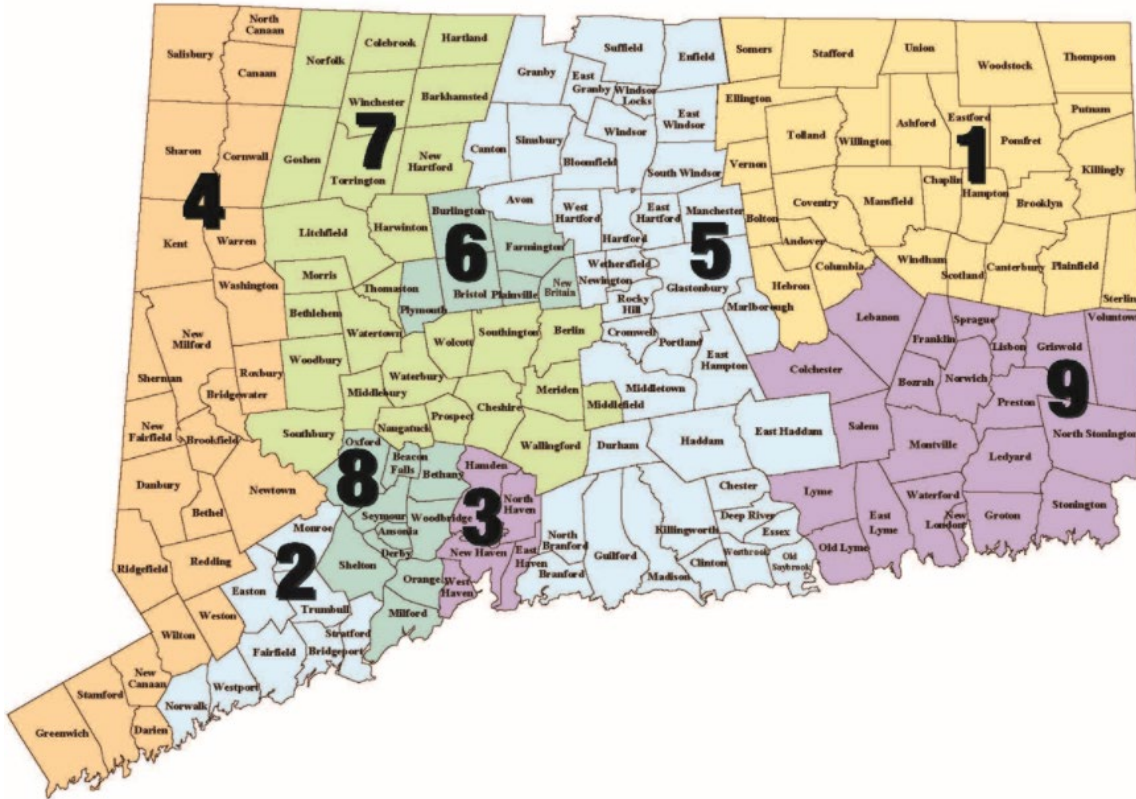
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Contact Numbers:

- Eversource – 1-800-286-2828
- UI – 1-800-722-5584
- Yankee Gas - 1-800-438-227
- CNG - 860-524-8361
- SCG - 1-800-659-8299
- Operation Fuel – 860-243-2345

Connecticut Community Action Agencies



- 1 Access Community Action Agency – Willimantic (860) 450-7400; Danielson (860) 412-1600
- 2 Alliance for Community Empowerment, Inc. – Bridgeport (203) 384-6904;
Norwalk (203) 384 – 6904 ext. 3027
- 3 Community Action Agency of New Haven - (203) 387-7700
- 4 Community Action Agency of Western CT, Inc. – Danbury (203) 748-5422;
Stamford (203) 357-0720
- 5 Community Renewal Team – Hartford (860) 560-5800; Middletown (860) 347-4465
- 6 Human Resources Agency of New Britain, Inc. - (860) 356-2000
- 7 New Opportunities, Inc. – Waterbury (203) 756-8151; Meriden (203) 235-0278;
Torrington (203) 756-8151
- 8 TEAM, Inc. - (203) 736-5420
- 9 Thames Valley Council for Community Action, Inc. - (860) 425-6681

Information on applying for Connecticut Energy Assistance Program -
<https://portal.ct.gov/dss/Economic-Security/Winter-Heating-Assistance/Energy-Assistance--->

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[Winter-Heating](#)

Client must engage with a CAA to apply for CEAP. CEAP application can be downloaded from the website and mailed to the CAA or schedule a meeting with the CAA to help with the application. When applying for CEAP, client will need information that can verify income. Receipt of other government benefits can automatically qualify a client for CEAP, but the customer still must apply for CEAP (i.e., CEAP is not awarded automatically based on receipt of other government benefits; it requires a separate application).