

Preparing for Disputes or Inquires with Regulated Connecticut Utilities

Prepared by the Office of Education, Outreach & Enforcement (EOE), Public Utilities Regulatory Agency (PURA)

Overview

Use this checklist to organize key points when contacting your electric, gas, or water utility provider (e.g., Eversource, UI, Aquarion, CT Water, etc.) about matters including but not limited to disputes, hardship, billing or account issues, where applicable.

This document does not constitute legal advice or ensure any specific outcome in a dispute.

It is intended to help customers gather the necessary information and communicate effectively with utilities during customer service engagement. Not all topics will be relevant to each customer.

Customers should note that not all topics below are subject to PURA's jurisdiction or oversight.

General Information & Process

Identity & Authorization

- ☐ Full name and contact information (including email) associated with the utility account
 - ☐ Utility account number
 - ☐ Approximate date of service connected
 - ☐ I am the **account holder** or an **authorized representative** (with documentation if required)
 - ☐ Account type: ☐ Residential ☐ Commercial
 - ☐ Have online access to account information set up
-

Account & Payment Info

- ☐ Recent **billing history** reviewed or requested
 - ☐ **Payment history** noted (good standing or reasons for missed payments)
 - ☐ **Payment plan or arrangement** history and status
-

Communication & Record

- ☐ The case statement is clear, concise, and well-documented—both verbally and in writing.
- ☐ Relevant documentation is included to support the issue or complaint (e.g., disputed charges, rate concerns, meter issues), with specific dates and any available evidence.
- ☐ Any outstanding questions or areas needing further review are clearly noted.

- ☐ The customer's desired outcome or specific request is clearly defined and understood by all parties.
- ☐ Prior communications with the utility (including dates, representative names, and case numbers) are documented, where applicable.
- ☐ Copies of relevant letters, emails, forms, or notices are included.
- ☐ Notes are provided on any unresolved commitments or follow-up actions from the utility, with dates, times, and summaries of the conversation.

Specific Topics



Medical Protection, as applicable

- ☐ A household member has a **medical condition** that could be worsened by shutoff
- ☐ **Medical Certification Form** has been or will be submitted and requires follow-up
- ☐ Request for temporary **protection** while documentation is pending



Financial Hardship

- ☐ Currently experiencing **financial hardship**
 - ☐ Are designated **hardship**
 - ☐ Requesting **hardship designation** and account review
 - ☐ Applying for or already receiving (have documentation available)
 - CEAP (Connecticut Energy Assistance Program)
 - Operation Fuel or working with a Community Action Agency (CAA)
 - Other assistance programs (State or Federal)
 - Low Income Discount Rate (LIDR)
 - Requesting or seeking information on:
 - ☐ **Budget billing**
 - ☐ **LIDR**
 - ☐ **Arrearage forgiveness**
 - ☐ **Winter protection (Nov 1 – May 1)** if applicable
 - ☐ **Other programs**
-

Housing Status

- ☐ Housing type: ☐ Renter ☐ Homeowner
- ☐ If renter:
- ☐ Is landlord responsible for utilities?
 - ☐ Living in a multi-unit dwelling with shared meters?
 - ☐ Covered by **tenant protections**?
-

Legal / Special Circumstances

- ☐ Divorce decree or court order affecting account responsibility
- ☐ Deceased account holder; requesting name transfer
- ☐ Probate or estate-related issue
- ☐ PURA complaint or appeal in process
-

Solar / Net Metering (if applicable)

- ☐ Participating in a **solar energy** program
- ☐ Year of Interconnection
- ☐ System type: ☐ Owned ☐ Leased
- ☐ Incentive type: ☐ Netting ☐ Net-Metering ☐ Buy-All ☐ Other: _____
- ☐ Issues with billing, credits or incentives, or interconnection
- ☐ Requesting utility documentation on how credits are calculated
-

Other Common Issues

- ☐ **Shutoff notice** received or service at risk
- ☐ **Other Emergency (Detail):** _____
- ☐ **Meter issues** (specify e.g., faulty meter, access problems, estimated reads). Includes requesting a meter test.
- ☐ **Rate classification** (e.g., incorrect rate applied)
- ☐ **New service denied** or problems with account transfer
- ☐ **Storm or outage damage claim** filed or pending. Required information may include

- Specific date(s) of event
- Evidence of claim
- Insurance information/ claim information

☐ **Quality issues** (frequent outages, surges, water quality)

☐ **Vegetation/tree trimming problems** (improper removal, safety risk)

☐ **Easement or property access dispute**

☐ **Pole or line concerns** (e.g., leaning poles, sagging wires). Necessary information may include:

- Exact location
- Pole Number
- Utility Custodian
- Issue description in detail

☐ **Streetlight issues** (malfunctions, dark zones, billing disputes)

☐ General **Customer Service** issues (**Detail**): _____

☐ **Service Requests** (including missed appointments)

☐ **Rebates or Energy Efficiency**

☐ **Other (Detail)**: _____