

# CVLC CLINICIAN NEWSLETTER: UTILITIES

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The Connecticut Veterans Legal Center (CVLC) provides free legal representation, advice, and referrals to Veterans in every town in Connecticut on a wide array of issues. As one of our partnering clinicians, you are an essential part of the process of getting our shared clients the help they need—**thank you!**

One of the most urgent issues that our Veterans come to us for is help with their utilities. In this edition of the *CVLC Clinician Newsletter*, we'll take you through some of the resources available in Connecticut to help vulnerable Veterans—and other clients—you may come in contact with.

**If you think any of these resources may help one or more of your clients and need our help, our contact information is at the bottom of this document. CVLC has been named a Qualified Provider under the Consumer Legal Advocacy Services Program for utility programs by PURA.**

## SHUT-OFF PREVENTION PROGRAMS

Access to utilities like gas and electricity can mean the difference between life and death, especially in months with extreme weather. Here are some programs in place to prevent shut-offs for those meeting the qualifications:

**Winter Moratorium:** Between November 1st and May 1st of each year, electric and gas companies cannot shut off utilities for people experiencing a qualifying “hardship.”

**Medical Protection:** Clients who meet certain medical requirements may also be eligible for a year-round shut-off prevention program. Individuals with a qualifying seasonal serious condition that requires stable heat and/or electricity, may be eligible for year-round shut off protection.

*NOTE: A medical protection requires a registered physician, APRN, or Physician's Assistant to certify the condition. Life-Threatening conditions must be recertified annually.*

## UTILITY PROVIDER PROGRAM

Most utility providers offer programs to help their customers manage their utility debt and can, in some cases, offer discounted rates to qualifying customers. Low-Income Discount Rate (LIDR) is a great option for eligible clients struggling with their utilities. Depending on the utility provider, low-income clients could be eligible for reduced rates. These plans are offered directly through the utility provider:

**United Illuminating (UI)** has two tiers that are based on household income or whether the client is also a recipient of public assistance benefits:

**Tier 1: 10% discounted rate.** Must be at or below 60% of the state median income

**Tier 2: 50% discounted rate.** Must be at or below 160% of the federal poverty guidelines.

**Eversource** offers heating customers a discount on the first 1,200 kWh, and non-heating customers receive these discounts on the first 800 kWh. There are five discount tiers that are based on household income or whether the client is also the recipient of public assistance benefits. Depending on the number of adults over 18 who live in the household.

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### CONTACT INFORMATION

info@ctveteranslegal.org | (203) 794-4291

intakes@ctveteranslegal.org | (203) 479-0375 (text or call)

**CTVeteransLegal.org**

**CVLC has four locations:** West Haven, Orange, Newington, and New London.

Visit **ctveteranslegal.org/contact** to see hours of operation and addresses.

## MANAGING UTILITY DEBT

Utility debt is a frustrating—but common and manageable—issue that we see regularly. Here are a few resources available to help manage utility debt:

**Matching Payment Programs** can help clients pay down their utility debt. These plans are not always advertised, but they are available through many providers including UI, SCG, CNG, and Eversource. **Clients must enroll in these programs directly through their energy provider.** Under these plans, companies will match a client's monthly payment equal to the amount paid until their balance reaches \$0.00.

*NOTE: Clients can enroll anytime, but assistance begins annually on November 1st.*

**Connecticut Energy Assistant Program (CEAP):** CEAP is administered through the Department of Social Services in collaboration with Community Action Agencies, offering utility benefits ranging from \$180 - \$530. In order to be considered eligible for CEAP you must be both a Connecticut resident and meet the income guidelines.

**Generation Power CT:** Generation Power CT (formerly Operation Fuel) is a nonprofit founded to assist with the increasing cost of home heating. It provides a grant for up to \$500 for a utility bill (including water) or one-time fuel delivery once a year.

*NOTE: Generation Power CT has four emergency assistance cycles throughout the year, with more funds available during the Summer and Winter cycles:*

- September 1st - 10th
- November 1st - 10th
- January 1st - 10th
- March 1st - 10th

### DON'T FORGET!

The deadline for the **CT Elderly and Disabled Renters Rebate Program** application deadline is **September 30, 2025.**

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## GET SUPPORT FROM CONNECTICUT VETERANS LEGAL CENTER

Connecticut Veterans Legal Center's mission is to empower, support, and improve the lives of Connecticut Veterans by providing free legal assistance to help them overcome legal barriers to housing, healthcare, income, and recovery.

CVLC works directly with Veterans who are referred to us by their mental health clinician, case manager, or physician. If you have a client who needs legal assistance, please visit our website at **[ctveteranslegal.org/clinicians](https://ctveteranslegal.org/clinicians)** to learn more and access our referral form. You can also email the screening team at **[intakes@ctveteranslegal.org](mailto:intakes@ctveteranslegal.org)** or call **(203) 479-0375**.

*Please note that due to the high capacity of emails, calls, and drop-ins, it can take up to 5 business days for us to review and respond. If your client has an urgent deadline, we will do our best to respond quickly but you may also wish to use [CTLawHelp.org](https://CTLawHelp.org) for trustworthy, 24/7 self-help.*

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