



# STATE OF CONNECTICUT

## PUBLIC UTILITIES REGULATORY AUTHORITY

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**For Immediate Release**

### **Connecticut Public Utilities Regulatory Authority Orders Eversource and United Illuminating to Overhaul Education and Outreach Efforts Related to Energy Assistance Programs**

*Ten outreach events scheduled; four "100-day sprints" announced*

(New Britain, CT – January 22, 2020) – Following its decisive [order](#) issued last month on the same topic, [today](#) the Connecticut Public Utilities Regulatory Authority (PURA) announced next steps in the evolving dialogue with advocates, utilities and stakeholders on the topic of residential energy affordability. Of immediate concern is communicating with customers about the existing programs and resources available to keep the heat on during this winter season. As such, PURA ordered the state's electric utility companies, Eversource and United Illuminating (UI), to hold a series of community outreach events beginning next week. These outreach events complement today's announcement of PURA's broader "100-Day Sprint" initiative – a hands-on, collaborative problem-solving approach to improve energy affordability and equity for residents across the state.

"Direct community outreach that is done in a time and place accessible to hardworking Connecticut citizens is key to helping raise awareness of the range of existing programs and resources offered to address energy affordability issues in this state," said **Marissa P. Gillett**, chairman of PURA. "But raising awareness of existing programs is just the first step. We have identified a plethora of issues that need urgent attention, which we look forward to addressing alongside stakeholders through our '100-Day Sprint' initiative."

The community events hosted by Eversource and UI are intended to provide actionable information to residents who experience difficulty paying their energy bills in full. The series of ten outreach events will be offered across nine communities beginning in late January 2020 and will take place through early March 2020. Residents who are unable to attend one of these events may contact their electric utility company directly for more information: Eversource can be reached at 800-286-2828; UI can be reached at 800-722-5584. During the events utility representatives will provide details on shut-off protections available for eligible customers during the winter months, as well as other billing and payment programs.

PURA's 100 Day Sprint initiative is designed to catalyze creative solutions that address identified barriers to energy affordability and encourage broad stakeholder input. The series of four sprints – each with a defined goal statement and 100-day deadline – will complement the work already underway as a result of this docket. The four sprint topics include utility-agency coordination on identifying hardship eligibility; benchmarking Connecticut's energy affordability resources to other jurisdictions; guidance for medical hardship recipients; and targeted educational campaigns about existing resources.

For more information, and to participate in one or more of the 100 Day Sprints on residential energy affordability, contact Laura Lupoli at 860-827-2631 or [laura.lupoli@ct.gov](mailto:laura.lupoli@ct.gov).

### Utility Community Outreach Event Schedule

| Community          | Date        | Address                                                                                    | Time                  | Utility    |
|--------------------|-------------|--------------------------------------------------------------------------------------------|-----------------------|------------|
| <b>Ansonia</b>     | February 27 | Joseph Doyle Senior Center<br>153 Main Street, Ansonia                                     | 5:00 PM –<br>7:00 PM  | UI         |
| <b>Bridgeport</b>  | February 26 | Hall Neighborhood House<br>52 George E. Pipkin's Way,<br>Bridgeport                        | 5:30 PM -<br>7:30 PM  | UI         |
| <b>Bridgeport</b>  | March 3     | Mercy Learning Center<br>637 Park Avenue, Bridgeport                                       | 11:00 AM -<br>1:00 PM | UI         |
| <b>Hartford</b>    | February 12 | Community Renewal Team<br>Offices, Lumsden Center<br>555 Windsor Street, Hartford          | 5:00 PM -<br>7:00 PM  | Eversource |
| <b>Montville</b>   | February 11 | Montville Senior Center<br>12 Maple Avenue, Uncasville                                     | 1:00 PM -<br>3:00 PM  | Eversource |
| <b>Stamford</b>    | February 20 | Community Action Agency of<br>Western CT (Stamford Office)<br>34 Woodland Avenue, Stamford | 5:00 PM -<br>7:00 PM  | Eversource |
| <b>Torrington</b>  | January 31  | New Opportunities of Torrington<br>59 Field Street, Torrington                             | 5:30 PM -<br>7:30 PM  | Eversource |
| <b>Waterbury</b>   | February 28 | Waterbury Senior Center<br>1985 East Main Street,<br>Waterbury                             | 4:00 PM -<br>6:00 PM  | Eversource |
| <b>West Haven</b>  | February 25 | West Haven Community House<br>227 Elm Street, West Haven                                   | 5:30 PM -<br>7:30 PM  | UI         |
| <b>Willimantic</b> | January 28  | Windham Town Hall<br>979 Main Street, Willimantic                                          | 1:00 PM -<br>3:00 PM  | Eversource |

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**About the Public Utilities Regulatory Authority:**

*The Public Utilities Regulatory Authority (PURA) is statutorily charged with regulating the rates and services of Connecticut's investor owned electricity, natural gas, water and telecommunication companies and is the franchising authority for the state's cable television companies. In the industries that are still wholly regulated, PURA balances the public's right to safe, adequate and reliable utility service at reasonable rates with the provider's right to a reasonable return on its investment. PURA also keeps watch over competitive utility services to promote equity among the competitors while customers reap the price and quality benefits of competition and are protected from unfair business practices.*