



# STATE OF CONNECTICUT

## PUBLIC UTILITIES REGULATORY AUTHORITY

### Guidance for Non-Residential Customers Struggling with Utility Bills

*Information on COVID-19 Payment Program*

On March 18, 2020, Connecticut's Public Utilities Regulatory Authority (PURA) issued an [Order](#) to all state-regulated gas, electric, and water public service companies to cease non-residential service terminations for reasons of nonpayment as a protective measure during the Public Health and Civil Preparedness Emergency declared by Governor Lamont on March 10, 2020. While initially set to expire on May 1, PURA has since acted to extend the non-residential Shut-Off Moratorium by three additional months.

On April 29, 2020, PURA issued an [Interim Decision](#) directing all state-regulated gas, electric, and water public service companies to offer flexible payment plans, *i.e.* the COVID-19 Payment Program, to assist customers with addressing utility bill arrearages that may accumulate during the pandemic.

Please note that the Non-Residential Shut-Off Moratorium is scheduled to conclude on **August 1, 2020**. In preparation, PURA strongly encourages all businesses and non-residential customers to familiarize themselves with the details of the COVID-19 Payment Program and to call their utility to enroll **no later than October 1, 2020**, if the customer would benefit from a flexible payment arrangement.

Public service utility companies are offering payment plans that:

- Are available to *any* customer requesting financial assistance – utilities are prohibited from requiring a demonstration of financial need prior to enrolling a customer in the COVID-19 Payment Program;
- Require no initial or down payment;
- Have durations of up to twenty-four (24) months;
- Waive any fees or interest in the calculation of the monthly payment amount; and
- Facilitate the repayment of the past due balances in addition to the customer's current monthly bill.

Although the Non-Residential Shut-Off Moratorium is scheduled to end on August 1, customers who are enrolled in a COVID-19 Payment Program and are current with their payment terms remain exempt from service termination for reasons of nonpayment, even after the Shut-Off Moratorium is lifted.

Please visit PURA's [COVID Actions page](#) for more information on efforts taken in response to the current pandemic.