



NORWICH PUBLIC UTILITIES

173 North Main Street
Norwich, Connecticut 06360
(860) 887-2555

The following information is provided to Residential customers of Norwich Public Utilities (NPU) to assist you. Should you have any questions concerning this information, your utility bill, or any other matter related to your Utility Service please contact us. If you remain unsatisfied, you have the right to refer your questions and comments to the Connecticut Public Utility Regulatory Authority at its toll free telephone number, 1-800-382-4586, or in writing to:

Public Utility Regulatory Authority
Division of Consumer Assistance and Information
10 Franklin Square
New Britain, CT 06051

RESIDENTIAL CUSTOMER RIGHTS

In compliance with Regulations of the Connecticut Public Utility Regulatory Authority, Residential utility customers have been granted certain rights. Listed herein are provisions of these regulations as they pertain to Residential utility customers' rights.

HARDSHIP

From November 1st to May 1st inclusive, no municipal gas and electric system furnishing gas or electricity shall terminate or refuse to reinstate gas or electric service in hardship cases where the customer lacks the financial resources to pay his/her entire account. The conditions which must exist in order to be classified as a hardship case are listed below:

- A. A customer receiving Local, State or Federal public assistance including but not limited to:
 - a. Aid to the blind;
 - b. Aid to families with dependent children;
 - c. Old age assistance;
 - d. Aid to the disabled;
 - e. Medicaid;
 - f. Supplemental security income;
 - g. General assistance.
- B. Customer whose sole source of financial support is derived from Social Security, Veterans' Administration, or Unemployment Compensation benefits.
- C. A customer who is head of the household, unemployed, and whose household income is less than three hundred percent of the poverty level determined by the federal government.
- D. A customer or any resident of the customer's home who is seriously ill or has a life threatening situation, as certified by a registered physician.
- E. A customer whose income falls below one hundred twenty-five percent of the poverty level determined by the Federal Government.
- F. A customer whose circumstances threaten a deprivation of the necessities of life for himself/herself or dependent members of his/her household if payment of a delinquent utility bill is required.

Documentation and reconfirmation of any of the above will be required periodically.

AMORTIZATION AGREEMENTS

At any time a Residential customer of NPU is subject to termination of utility service due to a delinquent account, NPU will offer the Residential customer an opportunity to enter into a reasonable amortization agreement. Such agreement may be revised by mutual agreement of the NPU and the customer if substantial verification is provided by the customer depicting substantial change in the customer's financial circumstances.

- A. If a Residential customer and a NPU Service Representative cannot reach a reasonable amortization agreement, Termination of Service will be delayed and the matter referred to the NPU Review Officer. The NPU Review Officer will attempt to reach a reasonable amortization agreement with the customer.
- B. If a Residential customer and the NPU Review Officer cannot reach a reasonable amortization agreement, or between November 1 and May 1 the Residential customer's claim for qualification as a Hardship case is disputed by the NPU Review Officer, the customer will be provided with a written report from the NPU Review Officer. Such Report will specify the details of disagreement and/or denial in the NPU Review Officer's opinion. The report shall state that the customer has the right to appeal to the PURA's Consumer Assistance and Information Division for an informal investigation within five days of receipt of the Review Officer's report. The report shall state the Consumer Assistance and Information Division's toll free telephone number. The Consumer Assistance and Information Division will attempt to settle the dispute within five days after receipt of the request.
- C. If the PURA's Consumer Assistance and Information Division is unable to settle the dispute to the satisfaction of both the customer and NPU, either may appeal in the form of a formal complaint with the PURA. During the time which a customer is appealing an amortization agreement or denial of hardship status to a municipal utility system or to the PURA, no termination shall be effected as long as current bills are paid on time.

SERIOUS ILLNESS

If you or any member of this household are seriously ill, NPU will not shut off utility service during such illness, providing the following conditions are complied with;

- A. The customer must have the attending physician contact NPU at 860-887-2555 prior to the shut-off date indicated on the Termination Notice. The physician must provide the seriously ill person's name, address, and length of illness. The physician must then confirm this information in writing to NPU. (NPU reserves the right to contest the validity of any serious illness report.)
- B. The customer must enter into an agreement with NPU to amortize the delinquent balance due while simultaneously paying current monthly charges as billed.
- C. During extended periods of serious illness, the customer must have the physician confirm the continuation of the illness to NPU in writing every 15 days.

DISPUTED BILL

If you have received a Termination Notice, and you dispute or have a problem with any portion or section thereof, we will review the bill with you upon your request. If the NPU Representative cannot provide a satisfactory explanation, the matter will be referred to the NPU Review Officer for investigation.

If the NPU Review Officer's explanation to you is not satisfactory, the Review Officer will provide you with a written report. You may then appeal to the Public Utility Regulatory Authority, within five days, in writing to:

Public Utility Regulatory Authority
Division of Consumer Assistance and Information
10 Franklin Square
New Britain, CT 06051

Your utility service will not be terminated for failure to pay the amount in dispute during the investigation. It is your responsibility, however, to pay the portion of your bill that is not in dispute, and all future bills on a current basis. Failure to do so will result in termination of service.

NOTIFICATION OF THIRD PARTIES

Any Residential customer may request that a third person or agency receive copies of all notices sent to the customer pertaining to termination of service.

I, _____, request that a copy of all notices pertaining to the termination of my utility service (Account Number _____) be sent to:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Signature Date

TERMINATION OF SERVICE TO TENANTS

NPU will not terminate residential service to a premises where it has actual or constructive knowledge that the customer to whom service is billed, or members of his household are not the exclusive occupants of the premises without first making a good faith effort prior to 13 days before termination to notify the occupants of the premises of the proposed termination of their rights to continue service.