



Norwich Public Utilities

Can We Help?

We realize there are times when you can use a helping hand. If you are having difficulty meeting the expenses associated with heating your home, you may be eligible for home heating assistance.

The State of Connecticut offers several energy assistance programs (listed on other side) for homeowners and renters whose income meets the program guidelines.



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860-887-2555
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How to Find Out if You Qualify:

The Connecticut Department of Social Services (DSS) toll-free ENERGY HOTLINE (1-800-842-1132) can provide information about state energy assistance, eligibility criteria, local fuel banks, and where to apply for assistance. You may also be eligible for the Winter Protection Program (the 'moratorium'), which protects eligible customers from service shut-offs between November 1st and May 1st.

Home Heating Assistance Programs for Norwich Residents:

CEAP-CT Energy Assistance Program:

Administered by Thames Valley Council for Community Action (TVCCA) - **860-889-1365**

SAFA - State Appropriated Fuel Assistance:

State-funded program administered by Thames Valley Council for Community Action (TVCCA) - **860-889-1365**

Soldiers, Sailors & Marines Relief Fund:

Applications are taken year-round. Call **860-886-8557** (military veterans only.)

Project Warm-Up: Applications taken through United Way. Call **860-464-6012**.

Salvation Army: Applications taken through Salvation Army. Call **860-889-2329**.

Operation Fuel: Contact Catholic Charities at **860-889-8346**.

Norwich Human Services: Contact Norwich Human Services at **860-823-3778**.

Call Us! 860-887-2555

It is important that you contact a NPU customer service representative to make mutually agreed upon payment arrangements on any overdue utility bill. We want to work with you to avoid any interruption to your utility service!