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| Utility Shut-off Letter |

Congratulations {{ users }}! You have finished all the forms you need for the Utility Shut-off Letter. The rest of the pages in this packet are your letter to {{ other\_parties }}.

## Next steps

1. Deliver a copy of this letter to the utility company.
2. **Keep a copy for yourself.**
3. Note the protection period (90 days for serious illness, 180 days for chronic illness).

## To send your letter

1. Look over the forms one more time. Make sure everything is correct.
2. Deliver a copy of this letter by regular first-class mail.
3. You can request proof of delivery from the post office, but it is not required. ~~I~~
4. Keep proof of delivery in case the utility disputes receipt.

## What happens after I send the letter?

Once received, the utility company must not shut off service for a set period:

Serious illness: 90 days of protection

Chronic illness: 180 days of protection

*These protections apply even if the patient has outstanding bills. The patient’s bill will still accrue during this time.*

Before the protection period ends, the person who submitted the original form must submit a renewal certification if the illness is ongoing.

During the winter months, electric and gas companies must call the patient or notify them in person before shutting off their heat-related services.

## What do I do if {{ other\_parties }} ignores my letter?

If the utility company does not respond to your letter within 30 days and the utility services are shut off, contact the Department of Public Utilities at (617) 737-2836 or 1-877-886-5066 (toll-free) or complete their [online complaint form](https://www.mass.gov/forms/massachusetts-department-of-public-utilities-consumer-complaint-form).

The certification will remain valid unless and until the DPU determines it to be invalid.

## What happens if {{ other\_parties }} agrees with me?

If the {{ other\_parties }} agrees with you, the utility company will not shut off service for the set period listed above. The utility company may offer or require a payment plan for arrears.

You must renew the medical certification before the expiration period ends.

**Read** the response as soon as you get it. If you have questions, [ Your local legal aid] may be able to help you more.

## Learn more

1. [Massachusetts Utility Shutoff Protections](https://www.mass.gov/info-details/when-am-i-protected-from-having-my-utilities-shut-off?utm_source=chatgpt.com).
2. [Tenants’ Rights in Massachusetts (2025)](https://www.masslegalhelp.org/sites/default/files/documents/housing/lt1-chapter-6-utilities.pdf).
3. [Relevant Statute](https://www.mass.gov/law-library/220-cmr).