

Suggested citation if referencing the below information: Sanya Carley and David Konisky, 2023, “Utility Disconnections Dashboard,” Energy Justice Lab.



Connecticut

Last updated: September 24, 2023

Covered utilities: These policies pertain to electricity customers who receive their service from an investor-owned utility or a municipal utility in the State of Connecticut. Customers that receive service from an electric cooperative are not covered by these policies.

Conn. Gen. Stat. § 33-241, Regs., Conn. State Agencies § 16-3-100(a)(16), Conn. Gen. Stat. § 16-262c, and Conn. Gen. Stat. § 16-1

Weather Protections

From November 1 to May 1, no utility shall terminate, deny, or refuse to reinstate residential electric service in hardship cases where the customer lacks the financial resources to pay his or her entire account. There are no similar protections that limit disconnections during times of hot weather.

Regs. Conn. State Agencies §16-3-100 and Conn. Gen. Stat. § 16-262c

Medical Protections

For customers with medical conditions, disconnections will be initially delayed up to 15 days, or for the expected period of the illness as specified in a medical certificate. Medical certification can be issued by a registered physician, a physician assistant, or an advanced practice registered nurse to verify whether the customer’s condition is a serious illness or life-threatening situation.

If customers receive medical condition protections, they must enter into a payment agreement with their utility.

Regs. Conn. State Agencies §16-3-100

Other Customer Protections

There are no specific protections for households with children, elderly residents, individuals with disabilities, or military personnel. Hardship cases may include protections for these customer groups.

Regs. Conn. State Agencies § 16-3-100

General Exemptions

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Customers and utilities cannot request an exemption from the rules for reasons of hardship.

Notification Requirements

Written notification of at least 13 days is required from a utility before a customer may be disconnected. In-person or telephone notifications is not required, and a utility is not required to delay a disconnection if it is unable to reach a customer by a telephone call or an in-person visit.

Regs. Conn. State Agencies §16-3-100

Payment Information, Delinquency, and Fee Information

A bill will become past-due if unpaid after 33 days from issuance.

There are no minimum arrearages before a utility may disconnect a customer.

Customer may be charged fees associated with a reconnection.

Utilities may provide customers with payment plans.

Regs. Conn. State Agencies §16-3-100

Landlords and Tenants

Tenants, where the landlord is the customer, receives the same protections as other customers.

Regs. Conn. State Agencies §16-3-100

Availability of Protection Policies

An explanation of customer rights shall be provided with a disconnection notice. Additionally, every utility company shall send to each of its customers at least once a year and to each new customer upon initiation of service notice that such explanation is available upon request to the company.

Regs. Conn. State Agencies §16-3-100