

## PROTECTION FROM SHUTOFF KEEPING THE HEAT AND LIGHTS ON

When facing the termination of heating-related utility services, households can keep their service on if they meet any of the following qualifications or conditions. Please call your utility company at the numbers below for additional details.

<b>Protections</b>	<b>Overview of requirements and documentation you need to provide to your utility for these protections</b>
Elderly	<ul style="list-style-type: none"> <li>• All household members must be 65 years of age, except for minor children in the care of the elderly</li> <li>• Household must notify the utility company</li> <li>• NO proof of financial hardship is required</li> </ul>
Serious Illness	<ul style="list-style-type: none"> <li>• Must show that the customer or family member is seriously ill by submitting a letter from a doctor, nurse practitioner or physician's assistant</li> <li>• Serious illness must be renewed every 90 days, chronic illness must be renewed every 180 days</li> <li>• Must receive Fuel Assistance, be on the discount rate or document financial hardship to utility</li> </ul>
Infant	<ul style="list-style-type: none"> <li>• An infant under the age of 12 months must be living in the household</li> <li>• Birth certificate or other reasonable proof must be submitted to the utility</li> <li>• Must receive Fuel Assistance, be on the discount rate or document financial hardship to utility</li> </ul>
Cromwell Waiver	<ul style="list-style-type: none"> <li>• This waives denial of service at a new location for any unpaid balances from a previous address. Client <i>must</i> arrange a payment plan for any unpaid balances in order to receive waiver</li> </ul>
Winter Moratorium	<ul style="list-style-type: none"> <li>• Applies to gas (if used to heat) or electricity (if used to operate furnace, boiler, thermostats or heating controls)</li> <li>• In effect from November 15th to March 15th unless extended by Mass. Dept. of Public Utilities</li> <li>• Must receive Fuel Assistance or the discount rate or demonstrate financial hardship</li> </ul>

National Grid Gas (800) 231-5325

Danvers Electric (978) 774-0005

National Grid Electric (800) 322-3223

Marblehead Municipal Electric (781) 631-5600

Peabody Municipal Light (978) 531-5975

Middleton Municipal Light (978) 774-4313

Massachusetts Department of Public Utilities (617) 305-3500