

CNG, SCG, and UI Encourage Customers to Take Advantage of Assistance Programs

Service shutoffs for nonpayment to resume for all residential customers on May 2 in return to pre-pandemic process

ORANGE, Conn. — April 10, 2024 — Today, Connecticut Natural Gas (CNG), Southern Connecticut Gas (SCG), and United Illuminating (UI), subsidiaries of Avangrid (NYSE: AGR), encouraged customers to take advantage of the companies' assistance programs in advance of the utility service shutoff process, which will resume for all customers in arrears, regardless of hardship status and including certain customers with medical protection, on May 2, 2024.

Service shutoffs are a last resort, and CNG, SCG, and UI encourage customers to visit the "Help With Bill" pages on each of their websites for more information on assistance programs. The companies are ready and available to meet with all SCG and UI customers one-on-one on the phone or **in person at Beulah Heights Church in New Haven on April 18**, in partnership with the United Way of Greater New Haven, to provide them with payment options and programs to avoid service disconnection.

"Between the COVID-19 pandemic and subsequent economic challenges, the last several years have been difficult for our customers. In response, service disconnections have been suspended for customers with a financial hardship since March of 2020," **said Frank Reynolds, President & CEO of CNG, SCG, and UI**. "As we return to our pre-pandemic service shutoff process, our companies' Customer Service team will continue taking every step to provide customers the opportunity to enroll in assistance programs that protect them from shutoff and help them get ahead on their utility bill."

Customers who meet state income eligibility requirements are eligible for financial hardship programs and bill assistance, including:

- **Connecticut Energy Assistance Program (CEAP):** Provides assistance for winter heating costs for thousands of Connecticut homeowners and renters who meet state income guidelines. Customers can learn more and apply online at www.ct.gov/heatinghelp or through their local Community Action Agency (CAA). Customers can find their local CAA at www.211ct.org under "Utility Assistance," by calling 211, or by calling their utility service provider.
- **Low-Income Discount Rate (LIDR):** A new electric bill discount that is available to UI customers with a financial hardship status on their account. Based on their household income or receipt of a public assistance benefit, customers may be eligible for a 10 percent or 50 percent discount off their electric bill per month. For example, a \$100 monthly bill would be \$10 less for customers receiving a 10 percent

discount or \$50 less for customers receiving a \$50 discount. Customers should visit www.uinet.com/HelpWithBill to see if they qualify.

- **Matching Payment Program:** Available to residential customers, this program is designed to help lower energy bills for those who can demonstrate financial hardship. We will match every dollar paid by you or on your behalf up to a zero balance. CNG customers can visit www.cngcorp.com/HelpWithBill, SCG customers can visit www.soconngas.com/HelpWithBill, and UI customers can visit www.uinet.com/HelpWithBill for more information and to see if they qualify.
- **Bill Forgiveness Program (UI Only):** Can help residential customers who can demonstrate financial hardship pay off a past-due balance of at least \$100 that is 60 days or more overdue. If eligible, customers are set up on a budget amount for up to 36 months, and UI will match payments as they are made.
- **Flexible Payment Arrangements** – UI, CNG and SCG will work with customers if they are having trouble paying their utility bill. UI, CNG and SCG offer flexible payment arrangements for all customers needing assistance, regardless of their income level. These arrangements can be spread out up to 18 months for residential customers and 6 months for non-residential customers.
- **Operation Fuel:** A registered 501(c)(3) providing energy and utility assistance. Please visit www.OperationFuel.org/gethelp for more information.

Current payment arrangements may be renegotiated due to a change in financial circumstances per Conn. Agencies Regs. § 16-3-100(b)(3)(A). These arrangements may be discussed confidentially by calling the CNG Customer Care Center at 860-524-8361 (Greater Hartford) or 203-869-6900 (Greenwich), the SCG Customer Care at 800-659-8299, or the UI Customer Care Center at 800-722-5584.

CNG, SCG, and UI encourage all customers to take advantage of the **Home Energy Solutions/Home Energy Solutions-Income Eligible** program through the Connecticut Energy Efficiency Fund. This weatherization program is designed to help customers reduce their energy bills, and the Income Eligible program is specifically designed to help customers with limited income or financial need save money on their electric bill.

All CNG, SCG, and UI customers who are interested in assistance can take advantage of one or more of the many payment plans or assistance programs the companies offer. All arrangements and programs may be discussed confidentially by calling the CNG Customer Care Center at 860-524-8361 (Greater Hartford) or 203-869-6900 (Greenwich), the SCG Customer Care at 800-659-829, or the UI Customer Care Center at 800-722-5584.

Customers who face utility service shutoff for nonpayment will receive multiple letters in the mail from their respective utility provider to inform them their service is scheduled for disconnection and the steps they can take to avoid it. As a reminder, CNG, SCG, and UI will never call threatening service shut-off and demanding immediate payment. Customers can verify the legitimacy of any contact or request for payment by contacting their respective utility's Customer Care Center: the CNG Customer Care Center at

860-524-8361 (Greater Hartford) or 203-869-6900 (Greenwich), the SCG Customer Care at 800-659-829, or the UI Customer Care Center at 800-722-5584.

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