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| FOR IMMEDIATE RELEASE  **UI, SCG and CNG Urge Customers To Enroll in Payment Plans Before Regular Collections Resume**  *Programs are available to help customers pay down balances and prevent service disconnection*  **ORANGE, Conn. — Sept. 9, 2020 —** [United Illuminating](http://www.uinet.com/) (UI), [Southern Connecticut Gas](http://www.soconngas.com/) (SCG) and [Connecticut Natural Gas](http://www.cngcorp.com/) (CNG) are urging customers who are behind on their bills to sign up for 24-month COVID Payment Plans and other assistance programs before regular collections activities resume on October 1, 2020.  The payment plans allow customers impacted by the pandemic to pay off accumulated balances on their UI, SCG or CNG bills over a two-year period, with no security deposits, penalty or interest. The enrollment deadline is Nov. 1 for residential customers and Oct. 1 for business customers. Those customers who have accounts with more than one of the companies will need to enroll separately for each company.  “Many of our customers are still struggling from the economic impact of the pandemic, and we recognize that the return to normal collections will be challenging for some of them. We want to make sure they have the opportunity to take advantage of programs that can help them manage their monthly bills,” said Tony Marone, president and CEO of UI, SCG and CNG. “For some customers who have lost income, this may be a new situation, so it’s important for them to be aware of the financial support that is available.”  In March, in response to the COVID-19 crisis, UI, SCG and CNG temporarily stopped disconnecting customers for nonpayment and suspended security deposits and late fees. They will begin to resume regular collection activities for most customers on Oct. 1.  Customers who are notified that they are scheduled for disconnection after that date can avoid loss of service by signing up for the COVID Payment Plan, or by qualifying for hardship status based on their income or medical situation. Customers who obtain hardship status will continue to be protected from service disconnection until Oct. 31, and then will be covered by winter service protection from Nov. 1 to May 1.  **Assistance for Income-Eligible Customers**  Customers who are struggling to pay their electric or gas bills may qualify for income-based hardship assistance. To apply, they should first call 211 to find their [Community Action Agency](https://www.cafca.org/agencies/) to determine if they qualify for the [Connecticut Energy Assistance Program](https://portal.ct.gov/dss/Economic-Security/Winter-Heating-Assistance/Energy-Assistance---Winter-Heating), then contact their electric or gas company to establish winter service protection and enroll in a payment plan.  UI, SCG and CNG offer income-eligible customers payment plans and forgiveness programs that can be combined with Connecticut Energy Assistance dollars to help reduce bills and pay down balances.  Customers who are in financial crisis but do not meet the income eligibility guidelines can seek emergency energy assistance through [Operation Fuel](https://operationfuel.org/), which is supported by utility customers through on-bill or direct contributions.  **Assistance for Medically Eligible Customers**  Customers with documented medical hardships may also qualify for service protection during the Nov. 1 to May 1 period. A physician must certify that the customer or a household member is seriously ill or has a life-threatening condition. To establish a medical hardship, call UI, SCG or CNG.  **Other Programs**  Energy efficiency is one of the best ways to reduce energy use and lower energy bills. For a limited time, customers can sign up for free virtual efficiency assessments. Conducted remotely, this is a safe and convenient first step to making energy efficiency improvements.  This virtual pre-assessment can be followed with an in-person Home Energy Solutions energy audit, when that program resumes. For a $75 co-payment (waved for income-qualifying customers), a typical Connecticut home receives about $1,000 in services and realizes $200 in savings on their annual energy bills.  The companies also offer Budget Billing programs that can help customers manage their monthly bills by averaging out their projected energy costs over a 12-month period, resulting in a predictable monthly bill.  UI, SCG and CNG are subsidiaries of [AVANGRID, Inc.](http://www.avangrid.com/) (NYSE: AGR).  # # #  *This news release was issued pursuant to Connecticut Public Utilities Regulatory Authority Docket No. 20-03-15, Motion No. 9, Order No. 21.*     |  | | --- | | **About UI:** The United Illuminating Company (UI) is a subsidiary of AVANGRID, Inc. Established in 1899, UI operates approximately 3,500 miles of electric distribution lines and 139 miles of transmission lines. It serves approximately 339,000 customers in the greater New Haven and Bridgeport areas of Connecticut. UI received the Edison Electric Institute’s Emergency Recovery Award recognizing the company’s response to the May 2018 storms that impacted its service territory. For more information, visit [www.uinet.com](http://www.uinet.com).  **About SCG:** The Southern Connecticut Gas Company (SCG) is a subsidiary of AVANGRID, Inc. Established in 1847, SCG operates approximately 2,500 miles of natural gas distribution pipelines, serving approximately 203,000 customers in the greater New Haven and Bridgeport areas of Connecticut. For more information, visit [www.soconngas.com](http://www.soconngas.com).  **About CNG:** Connecticut Natural Gas Corporation (CNG) is a subsidiary of AVANGRID, Inc. Established in 1848, CNG operates 2,160 miles of natural gas distribution pipeline, serving approximately 191,000 customers across 26 communities in the greater Hartford-New Britain area, and Greenwich, Connecticut. For more information, visit [www.cngcorp.com](http://www.cngcorp.com).  **About AVANGRID:** AVANGRID, Inc. (NYSE: AGR) is a leading, sustainable energy company with approximately $35 billion in assets and operations in 24 U.S. states. With headquarters in Orange, Connecticut, AVANGRID has two primary lines of business: Avangrid Networks and Avangrid Renewables. Avangrid Networks owns eight electric and natural gas utilities, serving more than 3.3 million customers in New York and New England. Avangrid Renewables owns and operates a portfolio of renewable energy generation facilities across the United States. AVANGRID employs approximately 6,600 people. AVANGRID supports the U.N.’s Sustainable Development Goals and was named among the World’s Most Ethical Companies in 2019 and 2020 by the Ethisphere Institute. For more information, visit [www.avangrid.com](http://www.avangrid.com).  **H:\_ AVANGRID\2020 World's Most Ethical Logos\WME 2019-2020.jpg** |   *Learn about the Iberdrola Group’s global pandemic response at its* [***COVID-19 Hub***](https://www.iberdrola.com/social-commitment/coronavirus-iberdrola-global-response?utm_source=internal&utm_medium=referral&utm_campaign=contenidoglobal-abr20)***.***  **Media Contacts:**   * **Ed Crowder** [ed.crowder@avangrid.com](mailto:ed.crowder@avangrid.com)  203.499.2537(business hours) * **24/7 Media Hotline** 833.MEDIA.55 (833.633.4255) |
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