



## Welfare Administration Update Regulated Utilities Financial Hardship List

Eversource, Unitil and Liberty Utilities have agreed on a combined list for financial hardship agencies. If a residential customer is approved by any of the following agencies and provides annual evidence of this assistance to their electric or natural gas companies, it may allow the resident some consideration for their financial hardship under the New Hampshire Public Commission Rules (NHPUC).

The benefits for electric and natural gas customers are:

1. Residential deposit request shall be waived unless there has been evidence of utility misuse or abuse.
2. Waivers for late payment charges for overdue bills.
3. Winter period payment arrangements shall consist of monthly payments equal to 10% of monthly total balance for the duration of the winter period.
4. NHPUC considers financial hardship when granting permission to the utility company for disconnection during the winter period of beginning November 15th and extending up to and including March 31st.

### Recognized Financial Hardship Agencies/Programs

- Fuel Assistance Program
- Electric Assistance Program (NHN)
- Supplemental Security Income Program (SSI)
- Women, Infants and Children Program (WIC)
- Commodity Surplus Foods Program (for women, infants and children)
- Elderly Commodity Surplus Foods Program
- Temporary Aid to Needy Families Program (TANF)
- Head Start Program
- Housing Choice Voucher Program (Section 8)
- Aid to Permanently and Totally Disabled (APTD)
- Aid to the Needy Blind
- Old Age Assistance
- Food Stamps
- Town Welfare
- State Welfare
- Medicaid
- Reduce Lunch Program

If your area electric or natural gas utility company is not one of the three listed above, you may contact your local company for their list of approved agencies.

*"NHPUC 1202.10: "Financial hardship" means a residential customer has provided the utility with evidence of current enrollment of the customer or the customer's household in the Low Income Home Energy Assistance Program, the Electric Assistance Program, the Neighbor Helping Neighbor Program, the Link-Up and Lifeline Telephone Assistance Programs, their successor programs or any other federal, state or local government program or government funded program of any social service agency which provides financial assistance or subsidy assistance for low income households based upon a written determination of household financial eligibility."*