

## ELIGIBILITY FOR KEY PROTECTIONS AGAINST TERMINATION

<u>Protection</u>	<u>Requirements</u>
Elderly	<ul style="list-style-type: none"> <li>• <u>All</u> adult household members must be 65 or older.</li> <li>• Household must notify company.</li> <li>• <u>No</u> proof of financial hardship required; company must get individual permission of DPU to terminate.</li> <li>• <u>IF</u> there is a financial hardship, termination absolutely prohibited.</li> </ul>
Serious Illness	<ul style="list-style-type: none"> <li>• Must show that <u>someone</u> (customer or family member) is seriously ill, by submitting <u>letter from doctor/nurse practitioner or physician's assistant</u>.</li> <li>• Must demonstrate financial hardship.</li> <li>• Serious illness letter must be renewed every 90 days (or every 180 days for a "chronic" illness).</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>• Runs from November 15<sup>th</sup> – March 15<sup>th</sup> (often extended).</li> <li>• Must demonstrate financial hardship.</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>• Must submit birth certificate, baptismal certificate, or other reasonable proof of age.</li> <li>• Must demonstrate financial hardship.</li> </ul>