



H₂O CUSTOMERS PROGRAM - ELIGIBILITY AUTHORIZATION

CWC Account # _____ Customer Name _____

Customer Phone #: _____ Customer Email: _____

Customers wishing to participate in the Connecticut Water **H₂O** program should be qualified utilizing an eligibility checklist from their local community or other approved agency. These agencies are identified as providing assistance for customers having an outstanding and past due balance and are in need of some type of assistance to maintain water service. Qualified customers will be required to establish an approved deferred payment arrangement (DPA) for the arrears amount.

Connecticut Water does not require a copy of the eligibility checklist but requests the agency confirm the customer's identity and income. This ensures agency guidelines are followed and funds reach those customers who are in most need of assistance.

Sign off on the following items are acceptable forms of verification in order to qualify for CWC assistance program. Please initial that these items have been verified.

- _____ Identity:
- _____ Income:
- _____ Tenants: Copy of fully completed Billing Authorization Form

Agency submitting request: _____

Authorized representative from the agency initialing the form _____ (please print)

NOTE: Owners of multi-family, commercial or industrial property are not eligible for program.

Has customer previously applied for assistance? Yes No If yes, when? _____

Was assistance provided? Yes No Amount _____

Copy of Shut off Notice? Yes No Shut Date: _____ Amount Due _____

Has the customer contacted CWC to set up a Deferred Payment Arrangement (DPA)? Yes No

Customer can pay \$ _____ Frequency _____

For Company Use Only:

CWC approval of DPA Date _____ By _____

CWC notified? By telephone to 800-286-5700

By email to customerservice@ctwater.com