



**H<sub>2</sub>O CUSTOMERS PROGRAM - ELIGIBILITY AUTHORIZATION**

CWC Account # \_\_\_\_\_ Customer Name \_\_\_\_\_

Customer Phone #: \_\_\_\_\_ Customer Email: \_\_\_\_\_

Customers wishing to participate in the Connecticut Water **H<sub>2</sub>O** 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 \_\_\_\_\_

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For Company Use Only:

CWC approval of DPA Date \_\_\_\_\_ By \_\_\_\_\_

CWC notified? By telephone to 800-286-5700  Jessica x 6068  Rita x 6091

By email to  [jessica.lucchina@ctwater.com](mailto:jessica.lucchina@ctwater.com)  [rita.dimery@ctwater.com](mailto:rita.dimery@ctwater.com)