

## 220 CMR: MASSACHUSETTS DEPARTMENT OF PUBLIC UTILITIES

### 220 CMR 25.00: BILLING AND TERMINATION PROCEDURES OF THE DEPARTMENT OF PUBLIC UTILITIES

#### Section

25.01: Applicability and Definitions

25.02: Billing and Termination Procedures for Residential Customers

25.03: Termination of Service to Customers During Serious Illness, Infant, and Winter Protection

25.04: Termination of Service to Accounts Affecting Tenants

25.05: Termination of Service to Elderly Persons

25.03: Termination of Service to Customers During Serious Illness, Infant, and Winter Protection

(1) Statement of Protection from Shut-off due to Financial Hardship.

No company may shut off or refuse to restore utility service to the home of any customer if:

(a) It is certified to the company:

1. That the customer or someone living in the customer's home is seriously ill; or
2. That there is domiciled in the home of the customer a child under 12 mo. of age; or
3. Between November 15 and March 15 that the customer's service provides heat or operates the heating system and that the service has not been shut off for nonpayment before November 15th ; or
4. That all adults domiciled in the home are age 65 or older and a minor resides in the home; and

(b) The customer is unable to pay any overdue bill, or any portion thereof, because of financial hardship, as defined in 220 CMR 25.01(2).

(4) Renewal of Certification. In all cases where service is continued or restored pursuant to a claim under 220 CMR 25.03(1), the customer shall renew the financial hardship form quarterly. If the financial hardship is shown to be ongoing for the period November 15th to March 15 , renewal shall be waived for that period. However, the provisions of 220 CMR 25.03(3 ) shall govern where certification of financial hardship occurs due to participation in a fuel assistance program the prior winter. Certifications of serious illness shall be renewed quarterly, except that where illness is certified as chronic, the serious illness certificate shall be renewed every six months. Certification of infancy shall remain in effect without renewal until the child reaches 12 months of age.

*This is a brief version of Mass CMR 220. Only items 1 and 4 are present here. A complete version of CMR 220 can be found via link [www.mass.gov/regulations/220-CMR-2500](http://www.mass.gov/regulations/220-CMR-2500).*