

Need Help?

⇒ If you need **financial assistance**, contact

- The **Delaware Helpline (1-800-464-4357)** for information on state government agencies and referrals to community resources that may be available to assist you.

- The Low-Income Home Energy Assistance Program; call **Catholic Charities:**

Kent County: (302) 674-1782

New Castle County: (302) 654-9295

Sussex County: (302) 856-6310

- Good Neighbor Energy Fund; call **The Salvation Army** at (302) 472-0750

⇒ **To file a complaint** against your utility company, contact the **Delaware Public Service Commission** at (302) 736-7500 or (800) 282-8574

⇒ To apply for **legal assistance**, contact the **Delaware Legal Link** at (302) 478-8850 for assistance connecting to the appropriate legal services organization or a private attorney.

Community Legal Aid Society, Inc.

New Castle County

Community Service Building

100 West 10th Street, Suite 801

Wilmington, DE 19801

302-575-0660 (TTY/TDD also)

302-575-0666 - Elder Law Program

302-575-0690 - Disabilities Program

FAX: 302-575-0840

Kent County

840 Walker Road

Dover, DE 19904

302-674-8500 (TTY/TDD also)

302-674-3684 - Elder Law Program

302-674-8503 - Disabilities Program

FAX: 302-674-8145

Sussex County

20151 Office Circle

Georgetown, DE

302-856-0038 (TTY/TDD also)

302-856-4112 - Elder Law Program

302-856-3742 - Disabilities Program

FAX: 302-856-6133

Delaware
Medical-Legal Family
Advocacy Project

ELECTRICITY / NATURAL GAS SHUT OFFS

Community Legal Aid Society, Inc.

*Important information for homeowners
and renters in Delaware.*



1-302-575-0660
www.declasi.org

Proper Notice is Required

Your utility may not shut-off (terminate) service to your home during the heating or cooling season for because you owe on your bills, unless **at least fourteen (14) calendar days before they terminate service, the service provider (utility company) gives you written notice.**

This notice should state:

⇒ that your service will be terminated (shut-off),



⇒ **the date on or after which the termination will happen**, unless you reach an agreement as to payment

⇒ **the steps you can take** to avoid termination.

⇒ **If you have a “good faith dispute” (you do not think you owe what they say you owe)** about the unpaid bill(s), termination will not take place while this dispute is resolved, **IF** you tell the utility about the dispute before you are shut-off. The utility must inform you of who to tell about this dispute.

However, the utility can still shut-off service if 1) you have a “good faith dispute” as to only part of the bill; and 2) they are justified to terminate service based on the part of the bill you agree you owe; and 3) you do not agree to pay

the bills you do not dispute you owe as they become due or past due bills by installment payments.

⇒ That you may be able to avoid termination by entering into a repayment agreement, or installment plan.

⇒ That if you are unable to pay the undisputed bill(s) in full or enter into a satisfactory installment agreement, **there are charitable or governmental organizations or agencies that might be able to help you.**

⇒ That **if someone who lives in your home is so ill that termination of the utility service would harm their health or recovery**, and this is certified by a licensed Delaware physician or accredited Christian Science practitioner, and that certification is received by the utility company, **TERMINATION OF SERVICE IS PROHIBITED BY DELAWARE LAW.**

In the heating season, the utility service must also make at least two (2) attempts on different days to contact you by telephone prior to termination.

In the cooling season, the utility must make at least one (1) attempt to contact you by telephone prior to termination.

Important Information for Persons with Disabilities and Illness

The utility company is not allowed to terminate service to your home if:

⇒ **Someone in your home is so ill that the termination will adversely affect that person’s health or recovery; AND**

⇒ A licensed Delaware physician or accredited Christian Science practitioner has **certified that this is the case in a signed statement; AND**

⇒ The **utility company has received this statement.** Make sure the utility company has received this statement **BEFORE** your service is terminated!

⇒ **These statements are valid for ONLY 120 days!!!** Make sure your physician / Christian Science practitioner signs and sends a new statement to the utility company **BEFORE** the current statement expires.

⇒ The utility company may have a form that they require you to use for these statements. Contact your utility company to obtain this form.

⇒ **Important:** the account holder must fill out the form and sign the form as well as the doctor / Christian Science practitioner. If you do not fill it out correctly the utility company might reject the form.