

Center for Children's Advocacy
Medical-Legal Partnership Project
Completing the Medical Protection Form

Helping Patients Keep the Lights and Gas Turned On

Connecticut law protects some patients from termination of gas and electric service.

Medical Protection

Life Threatening Illness

A physician, PA or APRN must designate that the patient has a life-threatening situation such that the absence of heat or electricity will put the patient's life at risk. The standard for the "Life Threatening" designation is a medical need for utility service (rather than terminal illness). Examples include: refrigerated medication, nebulizer required, etc.

Serious Illness

A physician can designate that his/her patient has a "Serious Illness." This designation can stop utility services from being terminated only during winter months (from Nov. 1 - May 1).

Infant Protection

Connecticut law protects children less than two years of age following hospital discharge. A physician can designate that based on the child's "health and well-being" the utilities in the household should be protected from termination.

Submitting a Medical Protection Form

Medical protection forms are obtained from the utility companies.

The physician, PA or APRN must sign and submit a Medical Protection Form for the patient.



Hardship or Winter Protection

Low-income patients are protected from termination (heat and electric) from Nov.1 - May 1. After May 1, utility companies may terminate service to customers in arrears. Your patient must contact the utility companies directly. The medical provider does not need to provide information for the patient to access hardship or winter protection.

Payment Plan

All customers eligible for medical protection should also be enrolled in an affordable payment plan offered by their utility company. Direct your patient to call their company directly for further information.

Utility Resources

Eversource : 800 – 722 – 5584
United Illuminating: 800 – 722 – 5584
Connecticut Natural Gas: 860 – 727 – 3000
Southern Connecticut Gas: 800 – 659 – 8299

Energy Assistance: Call the utility company or 211 for the Nearest Community Action Agency

Operation Fuel: 860) 243 – 2345

Public Utility Regulatory Authority: 800 – 382 - 4586



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cca-ct.org/mlpp

For more information, please contact:

Attorney Bonnie Roswig
Office: 860-545-8581
Cell: (860) 566 – 0836
broswig@cca-ct.org