**ELIGIBILITY FOR KEY PROTECTIONS AGAINST TERMINATION**

<table>
<thead>
<tr>
<th>Protection</th>
<th>Requirements</th>
</tr>
</thead>
</table>
| Elderly             | • All adult household members must be 65 or older.  
                        • Household must notify company.  
                        • **No** proof of financial hardship required; company must get individual permission of DPU to terminate.  
                        • **IF** there is a financial hardship, termination absolutely prohibited.                                                             |
| Serious Illness     | • Must show that someone (customer or family member) is seriously ill, by submitting letter from doctor/nurse practitioner or physician’s assistant.  
                        • Must demonstrate financial hardship.  
                        • Serious illness letter must be renewed every 90 days (or every 180 days for a “chronic” illness).                            |
| Winter Moratorium   | • Applies to gas (if used to heat) or electricity (if used to operate furnace, boiler, thermostats, or heating controls).  
                        • Runs from November 15\(^{th}\) – March 15\(^{th}\) (often extended).  
                        • Must demonstrate financial hardship.                                            |
| Infant              | • An infant under the age of 12 months must be living in the household.  
                        • Must submit birth certificate, baptismal certificate, or other reasonable proof of age.  
                        • Must demonstrate financial hardship.                                             |