

Stay Connected Training Video

Stay Connected Training Video: Utilities Advocacy for Massachusetts

NCLC attorneys Charlie Harak and Darlene Wong conduct trainings for non-attorney advocates to help keep low-income Massachusetts residents from termination. Advocates can request a live training by e-mailing jmclaughlin@nclc.org or watch the training online. Please note that advocates need a copy of Charlie Harak's *Utilities Advocacy for Low-income Households in Massachusetts* to follow along. Agencies or persons can request copies from NCLC. We will provide two free copies. If your agency would like more than two copies, each book costs \$5. E-mail consumerlaw@nclc.org to order the books. Viewers can also download the book and print as many copies as needed. In addition to the book, viewers should download the handouts referenced throughout the training. The handouts are referred to by color and/or title during the training.

Book:

- Utilities Advocacy for Low-Income Households in Massachusetts, by Charlie Harak

List of Handouts:

- Training Outline (Light Blue)
- "Who you gonna call?" on utilities cases (Dark Blue)
- Sample Bills (White #2)
- Scenarios (Lilac)
- Checklist of Key Utilities Protections (Salmon)
- Chart of Key Utilities Protections (Yellow)
- Retroactive Application of the Discount Rate (Turquoise)
- Water Brochure (Orange)
- Evaluation Form* (Green)
- Authorization for Release Form (White #3)
- Discount Rate Informational Handout (Gold)
- Lifeline Information (Ivory)

Brochures:

- Keeping the Heats and Lights On, 2011
- Mantener La Calefaccion y Las Luces Encendidas, 2011

* If you view the training online, please fill out the evaluation form and send to:

c/o Charlie Harak
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