

Stay Connected Training

Through Stay Connected, NCLC attorneys Charlie Harak and Jenifer Bosco conduct trainings for non-attorney advocates and front-line social service workers to help low-income Massachusetts residents avoid termination of their utility services. Advocates learn the eligibility requirements for electric utility discounts, how to prevent service from being shut off, and how to restore service if it was terminated.

Advocates can request a live training by e-mailing utility@nclc.org or watch the training online (click on video below). Please note that advocates need a copy of NCLC's *Utilities Advocacy for Low-income Households in Massachusetts* in order to follow along. Agencies or advocates can request up to one free copy from NCLC. Each additional copy costs \$5. E-mail utility@nclc.org to order books. You can also download the book from this page for free and print as many copies as needed. Viewers of the online training video should download the handouts referenced throughout the training. The handouts are referred to by color and/or title during the training.

Stay Connected Materials

Video:

Books:

- Utilities Advocacy for Low-Income Households in Massachusetts (2019 4th edition), by Charlie Harak, Jenifer Bosco and Ana Girón Vives
- Web-only appendices:
 - Appendix F: Discount Rate Applications
 - Appendix G: Termination Schedule

List of Handouts:

- Training Outline (Slides)
- Sample Bills
- Scenarios
- Checklist of Key Utilities Protections
- Sample Intake Form in between Chart of Protections and Retroactive Application of the Discount rate
- Chart of Key Utilities Protections
- Water Brochure
- Evaluation Form*
- Authorization for Release Form
- Discount Rate Informational Handout
- Lifeline Information

Consumer Education Brochures (English and Spanish):

- Keeping the Heats and Lights On, 2013
- Mantener La Calefaccion y Las Luces Encendidas, 2013

Additional Materials:

- Assisting Massachusetts Victims of Crime and Domestic Violence Who are Having Problems Establishing a New Account or Paying Their Utility Bills, 2019

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

c/o Charlie Harak
National Consumer Law Center
7 Winthrop Square
Boston, MA 02110-1245