

# CRT PHONE TREE INSTRUCTIONS TO ORDER FUEL

(after you get your award letter and need fuel)

## DIAL 1-800-798-3805

THE RECORDING WILL ASK IF YOU ARE CALLING FOR SERVICES IN THE SHORELINE TO CALL ANOTHER NUMBER - DO NOT CALL THE OTHER NUMBER - WE GO THROUGH HARTFORD, NOT THE SHORELINE.

- PRESS 1 FOR ENGLISH (2 FOR SPANISH)
- PRESS 2 FOR THE ENERGY PROGRAM
- REMAIN ON THE LINE FOR ENGLISH (2 FOR SPANISH)
  - PRESS 4 TO REQUEST A DELIVERY
  - FOLLOW THE PROMPTS - YOU WILL NEED EITHER YOUR CASE # OR YOUR SS #
- LISTEN TO THE MESSAGE AFTER YOUR ENTER YOUR INFORMATION
- AFTER IT TELLS YOU A DELIVERY IS USUALLY MADE WITHIN 48-72 HOURS
  - **IT WILL ASK YOU AGAIN** IF YOU'D LIKE TO SCHEDULE A DELIVERY
- IT WILL ASK YOUR FURNACE NEEDS A STARTUP
  - **FOLLOW THE PROMPTS UNTIL THE AUTOMATED SYSTEM SAYS "GOODBYE"**

**IF YOU DON'T HEAR THIS MESSAGE YOUR AUTHORIZATION WAS NOT DONE CORRECTLY!**

### YOU MAY BE ASKED FOR THE FOLLOWING INFORMATION:

When you get your award letter, write down your case number so you have it handy.

**YOUR CASE NUMBER:** \_\_\_\_\_

*If these instructions do not work for you please let us know - CRT may update their phone tree system without our knowledge.*