

# Struggling to pay your electric or heating bill? We have programs to help.

For more information on these assistance programs, scan the QR code below, visit [Eversource.com/billhelp](https://Eversource.com/billhelp) or call us at **800-286-2828**. We'll work with you one-on-one to find the best program for you.

## Protection from Shutoff for Hardship Customers

For qualifying gas or electric customers experiencing financial hardship, service cannot be turned off between November 1 and May 1.

## Medical Protection

If you or a member of your immediate household has a serious or life-threatening medical condition, you may be eligible for protection from service disconnection for non-payment. Please call us at 800-286-2828 to learn more or enroll.

## Matching Payment Program *(For electric heating and gas heating customers)*

Reduce your past due balance with affordable monthly payments.

Call us at **800-286-2828** or visit **211ct.org** to find your local community action agency to enroll and apply for state energy assistance funds.

Once enrolled, Eversource will match your payments, plus the amount of energy assistance you receive on your account, down to a zero balance.

If you receive public assistance benefits, your payments can be reduced to as low as \$50.

## New Start *(for electric customers)*

Have your balance at the time of enrollment, eliminated in as little as 12 months.

We'll establish a monthly payment for you based on your usage.

Make your scheduled New Start payment, and a portion of your balance at the time of enrollment, will be eliminated or "forgiven," reducing the amount you owe each month.

## Home Energy Solutions

Reduce energy use and stay comfortable for less with energy-saving upgrades. You may qualify for an energy assessment and services like air sealing at no cost, up to 100% off approved insulation, and additional services at a reduced cost. Please call 1-877-WISE USE (947-3873) or visit [Eversource.com/billhelp](https://Eversource.com/billhelp) for an application.

To be eligible for income-based assistance programs, your household income must be at or below 60% of the State Median Income:

### 2022-2023 Income Eligibility Guidelines

Household Size	1	2	3	4	5	6	7	8
Income Level	\$39,761	\$51,996	\$64,230	\$76,465	\$88,699	\$100,933	\$103,227	\$105,521
Household Size	9	10	11	12	13	14	15	16
Income Level	\$107,816	\$110,110	\$112,404	\$114,698	\$116,991	\$119,285	\$121,579	\$123,873

#### Other Help:

Operation Fuel: **860-243-2345**, [Operationalfuel.org/gethelp](https://Operationalfuel.org/gethelp)  
United Way Infoline: **211**  
Public Utilities Regulatory Authority: **800-382-4586**

Scan here for more information



# EVERSOURCE

**Process leading up to a termination notice:**

- Eversource renders a billing statement to its customer monthly. A billing statement can be 28 to 33 days long depending on when the meter is read.
- The customer is provided 28 days from the statement date that appears on the Customer's bill to pay the bill in full.
- If the bill is not paid in full within 28 days, the customer is assessed a late payment charge on the next billing statement.
- The meter is read on cycle ("Cycle" means the scheduled meter reading date.) and a new monthly billing statement is generated.
- Any outstanding account balance from the previous month becomes delinquent and the customer is assessed a late payment charge.
- Once the new billing statement is rendered, the customer is issued a termination notice for the delinquent account balance. ("Delinquent account" means a bill for utility service which has remained unpaid for a period of more than 33 days from the date a bill is mailed by a utility company which bills upon a monthly basis.)
- The customer is then provided 13 days in which to either establish a payment arrangement, make a payment, or contact the company to discuss their options. The notice shall contain, or be accompanied by, an explanation of the Customer's rights.
- If no contact, payment, or payment arrangement is received within 13 days, the company may terminate the customer's service.

Prior to service termination, the customer is given approximately 46 days to pay their bill from the statement date. Eversource does not disconnect residential customers on Fridays, weekends, or holidays.