

EVERSOURCE ENCOURAGES CUSTOMERS TO TAKE ADVANTAGE OF PAYMENT ASSISTANCE AND PROTECTION PROGRAMS

Critical information on residential protections and programs

With the start of a new year, Eversource is reminding customers to enroll in one of its payment plans or assistance programs to protect them from service disconnection by calling 800-286-2828. Both residential and nonresidential customers are eligible for payment arrangements at this time. Any residential customers experiencing difficulty paying their utility bill should contact Eversource's call center to inquire about being coded hardship. Any customers ineligible for hardship status, including both residential and nonresidential customers, should ask about the COVID-19 Payment Program.

Customers who've never needed assistance previously may not realize they qualify for protection from service disconnection and may also be eligible for other programs to reduce past due balances. For example, a household of five with an annual income of ~\$84 thousand dollars meets the income-eligibility requirements. Eversource encourages all customers to contact the energy company at the number above or to check their eligibility on the [state income-eligibility matrix](#) - and find out if one of the energy company's programs below could be beneficial to them.

"We want to help our customers enroll in the special payment plans available during these challenging times," said Eversource Vice President of Customer Operations Jess Cain. "Participation in a payment plan not only helps customers by arranging affordable monthly payments, it also protects them from service disconnection. We encourage customers to contact us so we can help them determine which of our flexible payment plans or special programs would be the most helpful to them."

Important Dates:

- Enrollment for the COVID-19 Payment Program for non-residential and residential customers is open until **February 9, 2021**.

COVID-19 Payment Plan:

- Available to any customer, residential and business, requesting financial assistance, without demonstrating financial need;
- Requires no initial down payment;
- Can be up to 24 months;

- Any late payment fees or interest is waived in the calculation of the monthly payment amount;
- Any customer enrolled in a COVID-19 Payment Program who is current with their payment terms cannot be disconnected even once service disconnections resume.

New Start Program:

- Customers can reduce or eliminate their outstanding balance in as little as 12 months when they make on-time monthly payments and Eversource will make up the difference.

Matching Payment Program:

- Customers who heat their home with electricity or natural gas can get help paying their energy bill. Customers apply for the Connecticut Energy Assistance Program (CEAP) and set up an affordable monthly payment arrangement with Eversource. Customers receiving certain government benefits are eligible for payments as low as \$50 per month. For every dollar a customer pays toward their bill by the agreed-upon time each month, a dollar will be credited to their past-due amount, down to a zero balance.

Customers can learn more [about payment programs](#) and enroll online at [Eversource.com/BillHelp](https://www.eversource.com/BillHelp). Information on energy efficiency programs is available at www.energizect.com.