



Inquiries / Service Requests

There are a number of ways to contact Eversource:

Visit our web site: www.eversource.com

Call us at: **1-800-662-7764**, Hearing impaired/TDD: 1-800-346-9994

Or write to us at: Eversource, PO Box 330, Manchester, NH 03105-0330

Eversource Customer Service Representatives are available to assist you Monday through Friday 7am – 7pm.

If you enclose an inquiry or request with your electric bill payment, please do not write on the payment stub. Instead, use a separate piece of paper and include your name, address and account number. If, after contacting us, your billing dispute is still unresolved, you may call the New Hampshire Public Utilities Commission at 1-800-852-3793.

Billing and Payment Options

Eversource offers payment plans and billing options to make bill payment easier for you. For more information, please visit our website, www.eversource.com or contact Eversource Customer Service at 1-800-662-7764.

Meter Readings

Your meter is scheduled to be read each month. This statement shows present and previous meter readings. The difference between readings determines the kilowatt-hours (kWh) used in calculating your bill. When a meter constant appears, the difference in the meter readings is multiplied by that number to obtain the total kilowatt-hours used.

Estimated Bills

An estimated bill is rendered when Eversource is unable to read your meter. When an actual reading is obtained, billing will be adjusted (if necessary) to reflect actual usage.

Check Processing

By sending your check, you authorize Eversource to use the check information to create an electronic funds transfer. The electronic transfer, for the original check amount, will be processed on the day your check is received. The check will be destroyed and an image of your check will be stored for 2 years. If the electronic transfer cannot be completed, a demand draft of your check can be created and used in place of the original.

Medical Emergency

If you believe a medical emergency exists in your home or would result if your service were to be disconnected, you may be protected from disconnection. Please contact us at 1-800-662-7764 for more information.

Tips for Staying Safe When the Power Goes Out

Should a winter storm with strong winds and heavy snow or ice bring outages, Eversource works around the clock to safely and quickly restore your power...and we want you to stay safe, too.

EVERSOURCE

Here are some important considerations:

- If you lose power, please report it at [Eversource.com](https://www.eversource.com), or call us at 800-662-7764;
- If you don't have surge protectors/suppressors, be sure to unplug your sensitive home equipment and appliances until your power is restored;
- Be sure to stay away from downed wires, as well as downed trees that might have wires caught in them, and report downed wires by calling us or 911;
- If you use a generator, never try to power your house by plugging the generator into a household outlet. This can feed electricity back into the power lines, putting you, your neighbors, and our lineworkers at risk. The safe way to connect a generator to your existing wiring is to contact a licensed electrical contractor.

For more safety tips before, during, and after a storm, visit us at [Eversource.com](https://www.eversource.com).