



# Inquiries / Service Requests

There are a number of ways to contact Eversource:

**Visit our web site:** [www.eversource.com](http://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 8am – 6pm.

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](http://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.

You can help New Hampshire residents who are struggling to pay their energy bills by contributing to the

## Neighbor Helping Neighbor Fund.

Neighbor Helping Neighbor was established in 1986 in partnership with the six Community Action Agencies across new Hampshire, as a non-profit, 501(c)(3) charitable corporation to help utility customers who experience some sort of emergency or financial hardship but are unable to qualify for other government-funded energy assistance programs.

**EVERSOURCE**

Your financial support can help Neighbor Helping Neighbor as it assists an average of 1,200 New Hampshire families each year. Every dollar you contribute is tax deductible and will directly benefit a fellow New Hampshire citizen in need.

### There are several ways to give:

- 1.** If you pay exactly \$1 over the amount due on your monthly Eversource bill, we will automatically allocate that dollar to Neighbor Helping Neighbor. The contribution will appear on your next bill statement as a line item in the Your Account Summary section at the top of the bill.
- 2.** You can make your contribution by credit card securely through the Neighbor Helping Neighbor website at [www.nhnfund.org](http://www.nhnfund.org).
- 3. Mail a check for any amount to:**  
Neighbor Helping Neighbor Fund  
P.O. Box 3804  
Manchester, NH 03105-3804