

Eversource Electric Service Process and Responsibilities Guide

Eastern Massachusetts



Streamlined six step process – These sequential steps expedite your request for new electric service.



1 CUSTOMER – Request electric service:

To request service, please contact the Eversource Electric Service Support Center (ESSC) by phone, email or on the web. Once a work request has been initiated, a letter will be sent to verify the request and the customer’s information.

2 EVERSOURCE – Assign to designer, design project, and determine customer cost:

At this stage, your request has been assigned to an Eversource customer service engineer and a designer. We will contact the designated point person for the project within two business days. If a field visit is required, your customer service engineer will work with you to schedule a time to meet at your job location. After the meeting, the project will be designed within our work management system.

3 CUSTOMER – Submit payment and required documents *(if applicable)*:

When the design is finalized, we will send you a letter outlining the cost. The job can only be scheduled after payment has been received and all customer requirements have been met.

4 EVERSOURCE – Facilitate permitting/petition process:

The permitting/petition phase is required to work and place our poles, conduit, cable or equipment on public or private property and should begin as soon as possible. The permitting/petition phase is a legal proceeding and often requires legal counsel to review and modify documents. Each city or town has their own requirements, approval process and timing. We will promptly send in the proper documents to attain the permits, however, scheduling is dependent on those granting authorities’ schedule. This also includes private property permits, which may require your involvement.

5 CUSTOMER – Complete trenching, conduit installation, municipal inspection and tree trimming *(if applicable)*:

For underground services, the customer is responsible for trenching and installing conduit in accordance with the Eversource *Information and Requirements for Electric Supply* book. Tree trimming on private property, if necessary, is also the responsibility of the customer. Your Eversource designer will work closely with you to ensure that all requirements are met.

6 EVERSOURCE – Schedule work request completion:

When all customer requirements have been met and we have completed our final inspection, your work request will be scheduled for completion. Inclement weather or other unforeseen circumstances may delay the project completion in the projected time frame. Services requiring multiple meters or commercial meters will be forwarded to the meter department, and may take an additional three business days to complete.

We offer the following convenient payment options:

Credit card or debit card

Call the Electric Service Support Center at 888-633-3797

U.S. mail /overnight/ express payments

Please mail, overnight or express payments to:

Eversource
Electric Service Support Center
247 Station Drive
Westwood, MA 02090-9230

Please note: Processing of overnight/express payments may be delayed if delivered on weekends or holidays.

To check on the status of your request at any time, please visit us at **Eversource.com**.

Eversource Electric
Service Support Center:
Monday – Friday
7:45 a.m. – 4:45 p.m.
888-633-3797

emassnewservice@
eversource.com