

- You have an unpaid balance of \$100 or more that is more than 60 days past-due.
- You are an Eversource customer who is on the residential discount rate or receiving an income-eligible public benefit (such as Fuel Assistance), and

You may qualify for New Start if:

New Start helps qualifying customers eliminate their past-due balance within one year. If you enroll in New Start and make the established budget payments each month, Eversource will pay a portion of your past-due balance. Over the course of 12 months, this balance can be completely eliminated.

Can I get assistance with my bill through Eversource's New Start program?

If your Financial Hardship Statement or any other required documentation is rejected, we will notify you within seven days after receiving the documents. You may dispute our determination by calling the Massachusetts DPU at 877-886-5066 or by writing to the Consumer Division at One South Station, Boston MA 02110 within seven days of receiving the notice of rejection.

What should I do if my Shutoff Protection documentation is rejected?

2019-2020

EVERSOURCE SHUTOFF PROTECTION GUIDELINES

Eversource provides protection from electricity shutoff to those customers whose household income does not exceed 60 percent of the estimated state median income listed below. Eligibility levels are subject to change.

Household Size	Maximum Annual Income	Household Size	Maximum Annual Income
1	\$37,360	5	\$83,341
2	\$48,855	6	\$94,837
3	\$60,351	7	\$96,992
4	\$71,846	8	\$99,147

Customers who meet the income guidelines described above and have a past-due balance may be eligible for Eversource's New Start program. Through New Start, eligible customers can eliminate their past-due balance in 12 months. For more information, see back panel.

Who is eligible for Shutoff Protection?

Between November 15, 2019 and March 15, 2020 protection from shutoff is provided to those income-eligible customers who have electric heat or whose heating system is started with electricity.

Shutoff Protection is also available to income-eligible households that have a current Financial Hardship Statement on file and where the following conditions exist:

- **All adult residents are 65 years of age or older** (minors may live in the household). Electricity cannot be shut off without approval by the Massachusetts Department of Public Utilities.
- You or someone in the home is **seriously ill**. Initially your physician, a local Board of Health official, a nurse practitioner or a physician assistant can certify the serious illness by telephone. The verbal certification must be followed up with written communication within seven days.
- You have a **child under the age of 12 months** living in your home and have provided proof of the child's age within seven days of telephone notification.

How do I know if I am income-eligible?

Customers who declare financial hardship are income-eligible for shutoff protection.

To declare financial hardship, the maximum annual income of your household cannot exceed 60 percent of the estimated state median income. Call Customer Service to request a Financial Hardship Statement form, at 877-659-6326.

You are also considered income-eligible if you meet the income guidelines and one or more of the following applies:

- You currently receive Fuel Assistance (LIHEAP).
- You receive Aid to the Blind, MassHealth, Aid for the Elderly, Supplemental Security Income (SSI), Aid to the Disabled or Transitional Aid to Families with Dependent Children (TAFDC).
- Your major source of financial support is from Social Security, Veterans Administration or Unemployment Compensation Benefits.