

If you meet the requirements for financial hardship on the reverse side, please complete the Financial Hardship Certification form included here. You must renew it periodically or when requested to prevent electric or gas service shut off.

Documents You Must Provide, for:

Serious Illness

- Financial Hardship Certification, and
- Your physician or local board of health must call and write to Eversource (contact information on reverse side), to confirm a serious illness.

For a Child Under 12 Months of Age

- Financial Hardship Certification, and
- Proof of child's age.

If your Financial Hardship Certification or any required documentation is not approved, we will notify you within seven days of receiving your documents.

You may dispute our decision by writing to or calling the Consumer Division of the Massachusetts Department of Public Utilities (contact information on reverse side) within seven days after you received notice of non-approval.

EVERSOURCE

Financial Hardship Protection



FINANCIAL HARDSHIP CERTIFICATION

Account Number

| | |
|------------------|--|
| Electric Account | |
| Gas Account | |

| | |
|---------------------|--|
| Name | |
| Address | |
| City | |
| Zip | |
| Phone Number (home) | |

If you are claiming financial hardship under DPU regulations, please complete this form and return it to the address below.

| | |
|--|----|
| Number of persons in household | |
| Total annual household income before taxes | \$ |

I, the undersigned, do hereby certify that the information provided is complete and the truth to the best of my knowledge.

| | |
|-----------|--|
| Signature | |
| Date | |

Return to: Eversource
Customer Care/Billing Services
NW-200
247 Station Drive
Westwood, MA 02090-9230

| FOR EVERSOURCE USE ONLY | | |
|-------------------------|----------|----------|
| Date Received | Accepted | Rejected |
| Company Rep. | | |
| Resubmitted Date | | |
| Resubmitted Waived | | |
| Company Rep. | | |

Customer Rights

This is an important notice. Please have it translated.
Este aviso es importante. Por favor, tenga la bondad de traducirlo.
本通知很重要。請將之譯成中文。

You may contact Eversource by:

Phone | 800-592-2000 (800-322-8242 Hearing Impaired)
U.S. Mail | 247 Station Drive, SW200, Westwood, MA 02090
Web | Eversource.com

Please include an explanation of your inquiry and a phone number where you can be reached between 9 a.m. and 5 p.m. Please include your home phone number as well. We will thoroughly research your inquiry and promptly report the results back to you.

If you are not satisfied with our investigation or the payment plan we have offered on the overdue portion of your bill, you may appeal by calling the Massachusetts Department of Public Utilities (DPU) at 877-886-5066 or 617-737-2836, or by writing: Massachusetts Department of Public Utilities, Consumer Division, One South Station, Boston, MA 02110. The DPU’s website is mass.gov/dpu/. If you have a question about the Supplier Services section of your bill and your supplier is not Eversource, please contact your supplier directly.

Protection for Residential Customers 65 and Older

If you and everyone living in your home are 65 years old or older and you have overdue bills, Eversource will not shut off your service without an investigation by the Department of Public Utilities.

Budget Billing

Arrange for equal monthly payments based upon your annual usage. Visit Eversource.com or call 800-592-2000 for more information.

Payment Plans

Eversource offers a variety of payment plans for residential customers with overdue bills. More information about Payment Plans is available on our website or by calling 800-592-2000.

Important Information for Residential Customers

You are protected by important consumer laws. Your electric or gas service cannot be shut off, or will be restored, if you certify to the company that you are unable to pay any overdue bill because of **financial hardship and you can document the following**:

- Someone living in your home is seriously ill; or
- A child under 12 months old lives in your home; or
- Between November 15 and March 15 your service provides heat or operates the heating system and your service was not shut off for non-payment before November 15; or
- All adults living in the home are age 65 or older and a minor resides in the home.

Please contact Eversource at 800-592-2000 to receive a financial hardship form, or for more information about the residential protections listed above.

Copies of all rate schedules are available upon request. Service is subject to the company’s Terms and Conditions.
We reserve the right to convert consumer checks to electronic format and re-present returned ACH debit requests electronically.