

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。

## EVERSOURCE

# Customer Rights

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/](http://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. Please contact Eversource to apply for this protection.

### Budget Billing

Arrange for equal monthly payments based upon your annual usage. Visit [Eversource.com](http://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.*

On July 1, customers who receive energy supply from Eversource (vs. a third party) saw a **decrease of over \$5.50** for an average customer using 550 kWh per month.\*

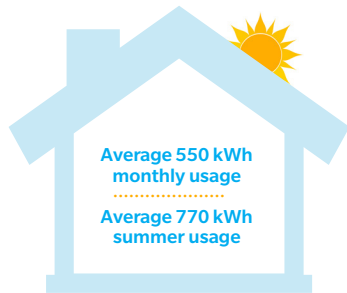
A delivery rate adjustment also went into effect. A customer using an average of 550 kWh per month saw a bill **decrease of \$1.**\*

This rate change covers costs associated with building and maintaining a reliable electric system.

If you're having trouble paying your energy bill, visit [Eversource.com/billhelp](https://www.eversource.com/billhelp) to learn more.

\*Subject to regulatory approval

\*\*Cape Cod residents should visit [CapeLightCompact.org](https://www.capelightcompact.org)



**Did you know** that customers use approximately **40% more energy** in the hot summer months?

Visit [Eversource.com/home-savings](https://www.eversource.com/home-savings) for ways to save money and energy\*\*