

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.*

## Electric Billing Terms and Definitions

**Customer Charge:** The costs of providing services such as metering, billing and account maintenance. These are fixed costs and are not affected by the actual amount of electricity you use.

**Demand Charge:** Rate applied to the highest recorded peak kW use during the month. Applies to most business accounts.

**Distribution Charge:** Cost of delivering electricity over wires to a customer's location.

**Energy Efficiency Charge:** Covers the cost of energy efficiency programs.

**Generation Charge:** Cost of producing electricity in power plants by transforming other forms of energy into electric energy.

**Kilowatt (kW):** Unit of measurement used to calculate demand use (1,000 watts).

**Kilowatt-hour (kWh):** Standard unit of measurement for electrical use (1,000 watts multiplied by the hours of use).

**Rate Minimum:** Minimum monthly charge for service.

**Renewable Energy Charge:** Funds the Mass. Renewable Energy Trust Fund to increase the availability of renewable energy (e.g. solar and biomass).

**Transition Charge:** Cost of past investments in generating plants and power contracts.

**Transmission Charge:** Cost of moving electricity over high-power lines from a generating plant to an electric company's service area.

## Gas Billing Terms and Definitions

**BTU Factor (British Thermal Unit):** The standard unit of measurement of heat. A BTU factor is used to convert CCF into therms and varies from month to month as the heat content of natural gas varies.

**Customer Charge:** The costs of providing services such as metering, billing, and account maintenance. These are fixed costs and are not affected by the actual amount of gas you use. Included is a charge for the energy audit program.

**CCF Used:** A measurement in hundreds of cubic feet of gas used during the billing period. It is the difference between current and past meter readings.

**Cost of Gas:** The charge for natural gas that is supplied to you by Eversource.

**Distribution Adjustment Charge:** The costs of environmental, conservation, and industry restructuring programs.

**Distribution Charge:** Cost of delivering natural gas through gas pipes to you.

**Distribution Demand:** Rate applied to the highest recorded peak of use during the month. Applies to most business accounts.

**Therm:** A unit of heating value equal to 100,000 BTU's.

**Therm Factor:** The number used to convert CCF into therms. A different therm factor may be expected for each billing period as the heat content of natural gas varies.