

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 calling the Consumer Division of the Massachusetts Department of Public Utilities at 877-886-5066 or 617-737-2836, or by writing to:

**Massachusetts Department of Public Utilities,  
Consumer Division,  
One South Station,  
Boston, MA 02110**

You may also appeal our decision online at [mass.gov/dpu](https://mass.gov/dpu).

EVERSOURCE

# Financial Hardship Protection



# FINANCIAL HARDSHIP CERTIFICATION

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

Account Number	
Electric Account	

Name	
Address	
City	
Zip	
Phone Number (home)	

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  
P.O. Box 270  
Hartford, CT 06141-0270  
Fax: 866-438-6476  
(Questions? Call us at 877-659-6326)

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

To determine if you meet the requirements for financial hardship protection, please complete the Financial Hardship Certification form included here. You must renew it when requested to prevent electric service shut off.

**To protect your service from shut off, you must provide a Financial Hardship Certification and the required documents for one of the following protections:**

## A Serious Illness

- Your physician or local board of health must call us at 800-265-7493 (number for physicians and medical professional only), or write to Eversource (contact information on Financial Hardship Certification), to confirm that a person residing in the household has a serious illness.

## A Child Under 12 Months of Age who Resides in the home.

- Proof of child’s age.

## When All Residents Are 65 Years of Age or Older with a Minor Residing in the Home

- Proof of minor’s age.

## During the Winter Protection Period (November 15 to March 15)

- If your service provides heat or operates your heating system.