

Eversource's Basic Service Rate Effective January 1

Customers who are signed up for the Basic Service option will see an increase on the supply side of their electric bill beginning Jan. 1. This new rate will be in effect from Jan. 1 to June 30.

*If approved by state regulators, residential customers who receive Eversource's Basic Service and use an average of **500 kilowatt hours (kWh) per month**, will see an increase of approximately **18%** in the supply portion of their bill. Total bill costs depend on energy usage, rate category and weather conditions.*

Eversource adjusts the Basic Service rate on Jan. 1 and July 1 of each year and reflects the cost of energy supply that Eversource purchases on behalf of our customers. This cost is directly passed through to customers with no profit to Eversource.

Why is the energy supply rate increasing?

This winter's higher energy prices are a result of higher-than-normal natural gas prices. Natural gas is often used to generate our region's electric energy.

Where can I find information about retail electric suppliers?

All customers have the option to choose their energy supplier. Visit **Energyswitchma.gov/#/** to see a current listing of available retail supply rates and compare prices.

Does Eversource offer programs to help customers pay their bill or reduce their energy use?

- For energy-saving tips, rebates on energy-saving products, and to sign up for a Home Energy Assessment, visit **Eversource.com/home-savings**.
- All customers are eligible for payment plans.
- You may qualify for programs to help you pay your energy bill.

*If you have any concerns about paying your bill, call us right away at **877-963-2632**, or visit **Eversource.com/billhelp** for programs and resources to help.*

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