



# Inquiries / Service Requests

There are a number of ways to contact Eversource:

**Visit our web site:** [www.eversource.com](http://www.eversource.com)

**Call us at:** **1-800-662-7764**, Hearing impaired/TDD: 1-800-346-9994

**Or write to us at:** Eversource, PO Box 330, Manchester, NH 03105-0330

Eversource Customer Service Representatives are available to assist you Monday - Friday, 8 a.m. – 6 p.m.

If you enclose an inquiry or request with your electric bill payment, please do not write on the payment stub. Instead, use a separate piece of paper and include your name, address and account number. If, after contacting us, your billing dispute is still unresolved, you may call the New Hampshire Public Utilities Commission at 1-800-852-3793.

## Billing and Payment Options

Eversource offers payment plans and billing options to make bill payment easier for you. For more information, please visit our website, [www.eversource.com](http://www.eversource.com) or contact Eversource Customer Service at 1-800-662-7764.

## Meter Readings

Your meter is scheduled to be read each month. This statement shows present and previous meter readings. The difference between readings determines the kilowatt-hours (kWh) used in calculating your bill. When a meter constant appears, the difference in the meter readings is multiplied by that number to obtain the total kilowatt-hours used.

## Estimated Bills

An estimated bill is rendered when Eversource is unable to read your meter. When an actual reading is obtained, billing will be adjusted (if necessary) to reflect actual usage.

## Check Processing

By sending your check, you authorize Eversource to use the check information to create an electronic funds transfer. The electronic transfer, for the original check amount, will be processed on the day your check is received. The check will be destroyed and an image of your check will be stored for two years. If the electronic transfer cannot be completed, a demand draft of your check can be created and used in place of the original.

## Medical Emergency

If you believe a medical emergency exists in your home or would result if your service were to be disconnected, you may be protected from disconnection. Please contact us at 1-800-662-7764 for more information.

## Explanation of your charges

- **Customer Charge:** This charge recovers costs Eversource incurs in providing service to a customer – such as the installation, maintenance and replacement of your meter(s), reading your meter(s), maintaining your account records, and Eversource’s customer service center.
- **Distribution Charge:** This charge recovers costs related to the maintenance and operation of Eversource’s distribution system, and Eversource’s power restoration and service operations.
- **Transmission Charge:** This charge recovers costs related to the delivery of electricity over the high-voltage or transmission system power lines.
- **Demand Charge:** For business customers (Rate G) only, the kilowatt (kW) charge is based on the greatest amount of electricity used by a customer in any half-hour period during the billing period.
- **Late Payment Charge:** Charges are billed monthly and payable upon presentation of the bill. Where applicable, a late payment charge is assessed against amounts previously billed but remaining unpaid after the due date printed on the bill.
- **Stranded Cost Recovery Charge:** This charge helps fund the recovery of Eversource’s past investment costs, including expenses incurred through mandated power contracts and other long-term investments and obligations. The kWh charge is based on the amount of kilowatt-hours (kWh) of electricity a customer has used during a billing period. For business customers (Rate G) only, the kilowatt (kW) charge is based on the greatest amount of electricity used by a customer in any half-hour period during the billing period.
- **System Benefit Charge:** This charge funds energy efficiency programs for all customers as well as assistance programs for residential customers within certain income guidelines.
- **Supplier Services / Energy Charge:** This charge is based on the amount of kilowatt-hours (kWh) of electricity a customer has used during a billing period. It includes Eversource’s costs, or a supplier’s costs, to generate and/or buy power. When competitive suppliers are available, customers have the right to choose the supplier from which they purchase their energy.
- **Service Charge / Reconnect:** This one-time charge per location recovers part of the costs incurred in establishing or re-establishing electric service to a customer.

A COPY OF YOUR APPLICABLE RATE SCHEDULE AND THE “CONSUMER RIGHTS AND RESPONSIBILITIES” PAMPHLET ARE AVAILABLE UPON REQUEST.