



# 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.

31095-I-0798

# Net Metering Rate for Customers' Renewable Generation

A special billing option is available to any customer with a generator that produces electricity using a renewable energy source such as solar, wind, or water, and that has a capacity of 1,000 kilowatts or less. Under the Net Energy Metering option, a customer's monthly bill amount will reflect the difference between the power they generated and the power they used from Eversource during that month.

For more information, please visit [Eversource.com](https://www.eversource.com) or email us at [NHDG@eversource.com](mailto:NHDG@eversource.com).

Three horizontal bars stacked vertically: a thick blue bar on top, a medium green bar in the middle, and a thick blue bar on the bottom.

**EVERSOURCE**