



## 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.

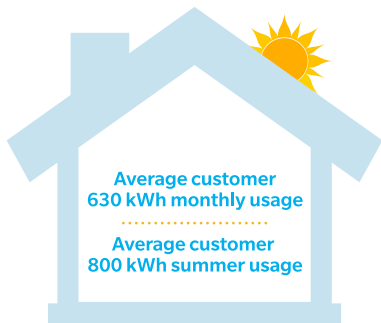
### **Medical Emergency**

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-0963

# Changes to Your Energy Use and Bill

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**Did you know** that on average, customers use **25% more electricity** during hot weather to keep cool and to keep basements dry? We're here to help you manage your energy costs.

Visit [Eversource.com/home-savings](https://www.eversource.com/home-savings).

## Changes to Electric Rates

Twice a year, in February and August, Eversource selects the best rates in the competitive energy marketplace to provide your energy supply. Due to a return to increased energy demand as COVID-19 impacts lessen, the Energy Service rate, as approved by state regulators, has increased.

Combined with increased summer energy use and other bill components pending approval by state regulators, you should expect an overall increase in your bill effective August 1. To learn more about your bill visit [eversource.com/understand-my-bill](https://www.eversource.com/understand-my-bill).

**EVERSOURCE**