



Inquiries / Service Requests

There are a number of ways to contact Eversource:

Visit our web site: 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 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-1175



This year, inflation and global spikes in the price of natural gas, which is often used to generate electricity, are driving the cost of energy higher across the country.

Your electric supply rate is adjusted every Feb. 1 and Aug. 1. Customers who receive energy supply from Eversource (vs. a third party) will see an increase in the energy supply rate beginning Aug. 1. The energy supply rate will go from \$0.10699 per kWh to \$0.22566 per kWh – a 112% increase. At the same time, the net delivery charge will decrease slightly.

The delivery rate will decrease approximately 3%. Overall, an average customer using 600 kWh a month will see a \$71 or 53% increase to their total bill.

Cost increases combined with using more energy, means your summer bill will be higher than normal.

We are working closely with state officials to develop expanded payment and assistance options. For the most up to date information, visit [Eversource.com](https://www.eversource.com).

See how we can help you use less energy and lower your bill at [Eversource.com/home-savings](https://www.eversource.com/home-savings).

The Stranded Cost Recovery Charge is a credit from revenue associated with the Regional Greenhouse Gas Initiative (RGGI) – a program designed to help our environment by reducing emissions of carbon dioxide from fossil fuel power plants while maintaining electricity affordability and reliability. As an Eversource customer, a portion of the revenue the state receives through RGGI from the sale of carbon emission allowances is refunded to you in the form of a credit included in the Stranded Cost Recovery Charge rate.

The System Benefits Charge helps fund energy efficiency programs available to all Eversource customers.

The Stranded Cost Recovery Charge and System Benefits Charge are listed on your bill in the Delivery section.