



## 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.



## A Variety of Ways to Pay Your Bill

**IN PERSON**—Eversource has more than 80 New Hampshire locations where you can save a stamp and pay your bill in person. To find a location near you, visit [Eversource.com](https://www.eversource.com) and then click on Residential/My Account/Payment Options/Pay in Person. *(Always be sure to keep your receipt so you have a record of your transaction.)*

**AUTO PAY**—Sign up for Auto Pay at [Eversource.com](https://www.eversource.com), and we'll take care of your bill paying for you. Auto Pay ensures that your payment is always on time. Your bill amount will be automatically deducted from your choice of checking or savings account after the billing date.

**E-BILL**—Choose to pay electronically with E-Bill, and we'll send you an email alert when your next bill is ready to view. Access the same information you get on your paper bill, and then pay with just a few quick clicks. Sign up at [Eversource.com](https://www.eversource.com).

**PHONE**—Pay your Eversource bill by using your bank account when you call us at 888-729-7764. The service is free, and it's available 24/7!

**MAIL**—Simply send your check or money order, payable to Eversource, to: Eversource, P.O. Box 56003, Boston, MA 02205-6003

**MOBILE APP**—View and pay your bill using our free app on your phone. Download it at the Apple App Store or at Google Play.

**EVERSOURCE**

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