

Struggling to pay your electric or heating bill? We have programs to help.

For more information on these assistance programs, scan the QR code below, visit [Eversource.com/BillHelp](https://www.eversource.com/BillHelp) or call us at **866-861-6225 (Eastern Massachusetts)** or **877-963-2632 (Western Massachusetts)**.

Fuel Assistance

If your gross income is at or below 60 percent of the state median income you may qualify for assistance toward your utility bills.

New Start *(for electric and natural gas customers)*

Have your outstanding balance eliminated in as little as 12 months.

We'll establish a monthly budget payment for you based on your usage.

Make your scheduled New Start monthly payment, and a portion of your past-due balance will be eliminated or "forgiven," reducing the amount you owe each month.

Discount Rate

Customers receiving public assistance benefits and with a household income at or below 60% of the state median income may be eligible for a 36% (electric) or 25% (natural gas) discount on their monthly bill.

Please see income guidelines below and visit [Eversource.com/BillHelp](https://www.eversource.com/BillHelp) to apply.

Payment Plans

All customers, regardless of income can pay a past due balance over a period of time.

Energy Efficiency

Whether you rent or own your home, save money and energy with energy efficiency improvements at little to no cost, starting with a no-cost Home Energy Assessment. Eversource partners with community action agencies to provide these services.

Visit [Eversource.com/BillHelp](https://www.eversource.com/BillHelp) to learn more and find your local community action agency.

To be eligible for **income-based assistance programs**, your household income must be at or below 60% of the State Median Income:

Household Size	1	2	3	4	5	6	7	8
Income Level	\$40,951	\$53,551	\$66,151	\$78,751	\$91,351	\$103,951	\$106,314	\$108,676
Household Size	9	10	11	12	13	14	15	16
Income Level	\$111,039	\$113,401	\$115,764	\$118,127	\$120,489	\$122,852	\$125,214	\$127,577

Other Help:

Massachusetts also has resources available to help residents pay utility bills and rent payments. Contact your local **Rental Assistance Agency** for more information by dialing **2-1-1**.

Good Neighbor Energy Fund may provide additional financial assistance for overdue utility bills. Visit [MAGoodNeighbor.org](https://www.magoodneighbor.org).

More Information:

Massachusetts 2-1-1: [Mass211.org](https://www.mass211.org) or call 2-1-1
Department of Public Utilities: **877-886-5066**

Scan here for more information.



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