

Eversource's New Start Program

**Sometimes life can take you down a road with unexpected financial curves.
Eversource's New Start program can help give you a new start.**

The New Start program helps you eliminate your outstanding balance in as little as 12 months. You make on-time monthly budget payments and we'll make up the difference. Let's do this together!

Here's How New Start Works

- Eversource will review your account billing history and set a monthly budget payment based on your average electric usage during the past 12 months.
- The amount credited to your account each month is calculated by taking your total past-due balance and dividing it by 12.
- With each on-time monthly payment, 1/12th of the enrollment balance is eliminated or forgiven; up to \$20,000 annually.
- Your service will not be shut-off for non-payment provided you are making your on-time monthly budget payments.

Benefits

To qualify for New Start:

- You must be an Eversource residential electric customer with active service;
- You must have a past due balance of \$100 that is 60 or more days past due;
- Your household income must fall at or below 60% of the state median income level, or have a medical certification for a household member;
- You must not have been removed from the New Start program within the last 12 months; and
- You must continue to pay your monthly budget amount on-time each month.

If you have successfully completed the New Start program within the last three months, you are not eligible to participate. You may apply after three months.

**Eversource is
there when
you need us**

For more information, please call Eversource at 800-286-2828, or visit the "Help Pay My Bill" section under "My Account" at **Eversource.com**.