

Dear Eversource Customer:

Our records show your Eversource account is coded as “hardship.” As a hardship-coded customer, you are eligible to receive valuable federal, state and Eversource benefits. You are also prevented from enrolling with a retail electric supplier, in accordance with state regulatory directives.

**If you are interested in removing the hardship status from your account to enroll with a retail electric supplier, as you indicated in the last contact with our customer service representative, please consider the following:**

1. You will lose protection from service shutoff during the winter months (Winter Protection Plan) November 1 through May 1.
2. You will lose the ability to participate in any low-income programs we offer:
  - **Matching Payment Program (“MPP”)**  
Eversource can’t match your payments once you’ve been approved for and receive energy assistance from the Connecticut Energy Assistance Program (CEAP).
  - **New Start Program**  
Eversource can no longer eliminate or “forgive” any portion of your past-due balance, which reduces the amount you owe.
3. If you are currently participating in a low-income program, such as the MPP or New Start:
  - **You will be removed from the program** and you will no longer receive the “match” or “forgiveness” for payments made.

If, after reviewing the above information, you would like to remove the hardship coded status from your account in order to enroll with a retail electric supplier, you must do the following:

1. Complete and sign the enclosed **Consent Form**.
2. Return the completed Consent Form to Eversource via the following options:
  - a. Email the form to: [hardship@eversource.com](mailto:hardship@eversource.com)
  - b. Upload the form at [Eversource.com](https://eversource.com)
    - From the homepage, scroll to the bottom and select “Contact Us” under the “Residential” category.
    - Select “Secure Doc Upload” within the blue bar under “Ways to Contact Us.”
    - Fill out the online form and choose “Proof of ID” as the category
  - c. Mail the form via U.S. mail to: Attn: Special Assistance, 1985 Blue Hills Ave. Ext., Windsor, CT 06095

Your financial well-being is important to us. We offer to those customers who qualify, like you, special programs that can help you manage your Eversource bill. Please learn more at [Eversource.com/BillHelp](https://eversource.com/BillHelp) or by calling us at **800-286-2828**.

Sincerely,

Eversource Customer Service Team

VOLUNTARY RELINQUISHMENT OF HARDSHIP STATUS PROTECTIONS

By signing and dating below, I \_\_\_\_\_

[Please Print Customer Full Name]

1. Understand that my current hardship designation pursuant to Connecticut General Statutes Section 16-262c and Connecticut Agencies Regulations Section 16-3-100 protects me from termination of electric service under certain circumstances and, if I have a financial hardship designation, offers me access to other benefits such as government assistance and payment arrangement options;
2. I wish to voluntarily relinquish the hardship designation and protection I am eligible for under Connecticut General Statutes Section 16-262c and Connecticut Agencies Regulations Section 16-3-100;
3. I understand that relinquishment may make me ineligible for financial assistance under the Connecticut Energy Assistance Program, the Matching Payment Program, and other arrearage forgiveness programs;
4. I understand that relinquishment of my hardship status will remove any protections against termination of service due to medical or financial hardship;
5. I understand that if I seek and am found eligible for medical or financial hardship status on, or prior to, December 18, 2021, I will not be eligible to be served by a licensed electric supplier and will be returned to standard service; and,
6. Having read and understanding all of the above, I knowingly and voluntarily seek to terminate my hardship status and the protections and benefits associated with that hardship status.

Account Number: \_\_\_\_\_

Print Name of account holder: \_\_\_\_\_

Account holder signature: \_\_\_\_\_

Date: \_\_\_\_\_