

Eversource Electric Service Process and Responsibilities Guide

Western Massachusetts



Streamlined six step process – These sequential steps expedite your request for new electric service.



1 CUSTOMER – Request electric service:

To request service, please contact the Eversource Electric Service Support Center (ESSC) by phone, email or on the web. Once a work request has been initiated, an automated email will be sent to verify the request and the customer’s information.

2 EVERSOURCE – Assign to designer, design project, and determine customer cost:

At this stage, your request has been assigned to an Eversource designer. We will contact the designated point person for the project within two business days. If a field visit is required, your designer will work with you to schedule a time to meet at your job location. After the meeting, the project will be designed within our work management system.

3 CUSTOMER – Submit payment and required documents *(if applicable)*:

When the design is finalized, we will send you a letter outlining the cost. The job can only be scheduled after payment has been received and all customer requirements have been met.

4 CUSTOMER – Complete trenching, conduit installation, and tree trimming *(if applicable)*:

For underground services, the customer is responsible for trenching and installing conduit in accordance with the Eversource *Information and Requirements for Electric Supply* book, which is available by contacting the ESSC. Tree trimming on private property, if necessary, is also the responsibility of the customer. Your Eversource designer will work closely with you to ensure that all requirements are met.

5 CUSTOMER – Secure an easement *(if applicable)* and obtain municipal inspection *(required)*:

If the designer determines an easement is required, we will provide detailed instructions regarding what will be needed to obtain the easement. After your electric service equipment has been installed, your electrician is required to contact the city or town electrical inspector (code enforcement) to schedule an inspection. When your electric service equipment passes inspection, the inspector will contact Eversource with their approval. For everyone’s safety the service can only be energized after we receive the inspector’s official approval.

6 EVERSOURCE – Schedule work request completion:

When all customer requirements have been met and we have completed our final inspection, your work request will be scheduled for completion. Inclement weather or other unforeseen circumstances may delay the project completion in the projected time frame. Services requiring multiple meters or commercial meters will be forwarded to the meter department, and may take an additional three business days to complete.

We offer the following convenient payment options:

Credit card, debit card or ACH (e-check)

(convenience fee applies)

Call the Electric Service Support Center at 800-880-2433

U.S. mail

You can mail your payment to:

Eversource
Electric Service Support Center
PO Box 2985
Hartford, CT 06104-2985

Overnight/express payments

Please mail overnight or express payments to:

Eversource
Electric Service Support Center
107 Selden Street
Berlin, CT 06037

Please note: Processing of overnight/express payments may be delayed if delivered on weekends or holidays.

To check on the status of your request at any time, please visit us at **Eversource.com**.

Eversource Electric Service Support Center:
Monday – Friday
7:00 a.m.– 4:30 p.m.
800-880-2433

wmassnewservice@eversource.com