



Dear Valued Customer:

On Nov. 28, 2022, Governor Ned Lamont announced the Customer Relief Plan in response to higher electricity supply prices facing Connecticut utility customers. As part of this plan, customers who qualify for financial hardship status will receive a \$25 monthly credit on their electric bill from January through June 2023 if their account maintains financial hardship status.

### **Qualifying for the Bill Credit**

To see if you qualify for the bill credit:

1. Contact us at 800-286-2828 to confirm that your account is coded hardship or to pre-qualify OR
2. Contact your local [Community Action Agency \(CAA\)](#) to apply for the [Connecticut Energy Assistance Program \(CEAP\)](#). You may also find your closest Community Action Agency by calling 211.

You qualify for financial hardship status on your account and the bill credit if you receive [certain public assistance benefits](#).

### **Programs to Help You**

For customers with financial hardship, we offer protections, assistance programs

and flexible payment plans that can help you manage your electric bill.

- ✓ [Winter Protection Plan](#). Protect your service from shut off from Nov. 1 through May 1.
- ✓ [Matching Payment Program](#). If you heat your home with electricity or gas, you may be eligible for the Matching Payment Program, which can lower the amount you owe with monthly payments as low as \$50 if you receive public benefits. For every dollar you pay or every dollar you receive from the Connecticut Energy Assistance Program (CEAP), we will subtract a dollar from the amount you owe.
- ✓ [Connecticut Energy Assistance Program \(CEAP\)](#). Can provide money to help pay your heating bill. Apply [online](#) or visit your local [Community Action Agency](#). You may also find your closest Community Action Agency by calling 211 or Eversource at 800-286-2828. Households that can benefit from CEAP include those with incomes at or below 60% of the state median. [See 2022-2023 Federal Income Guidelines](#).
- ✓ [New Start](#) can help you pay off your past due balance in as little as 12 months. If you make your monthly payments on time, we will subtract some of what you owe each month.
- ✓ You may also be able to get help from Operation Fuel at [OperationFuel.org/gethelp](#) or in person at a fuel bank listed on their website.
- ✓ [Flexible Payment Plans](#) of up to 18 months are also available to help all residential customers with active accounts pay off money owed, regardless of income. Current payment arrangements may be renegotiated if you have a change in financial circumstances. You can contact an Eversource Review Officer at 800-286-2828 and ask about a more affordable monthly payment amount. [See Disputing a Payment Arrangement under Billing Rights](#).



Regardless of income, you may be eligible for the Medical Protection Plan ([see Medical Protection Plan under Billing Rights](#)) if anyone in your home has a serious or life- threatening illness as certified by your medical provider, including a physician, advanced practice registered nurse or physician assistant, who must complete the certification of illness form online via our Eversource medical web portal at [Eversource.com/MDform](https://Eversource.com/MDform).

## Energy Efficiency

Reduce your energy use with energy efficiency. You may be eligible for an in-home energy assessment and energy-saving services at no-cost plus rebates and incentives, including up to 100% off the cost of a recommended insulation improvement. Visit [Eversource.com/home-savings](https://Eversource.com/home-savings) for a Home Energy Solutions – Income Eligible application, and more.

If you're having trouble paying your energy bill or want to learn more about these programs, please visit [Eversource.com/billhelp](https://Eversource.com/billhelp).

Sincerely,  
Eversource Customer Service

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