

End of COVID-19 Moratorium: Programs to Help Eversource Customers

- ✓ In Connecticut, the moratorium on utility service disconnections for non-payment is ending for non-hardship residential customers. Eversource will resume some collections activities such as disconnect notifications and disconnections of service for non-payment for these customers.
- ✓ Eversource continues communicating proactively and frequently with customers who are eligible to receive a disconnect notification to connect them with payment plans, special programs and ways to reduce their energy use and bills.
- ✓ The goal is to work with customers to resolve their arrears and avoid a disconnect.

Frequently Asked Questions:

When will Eversource resume disconnect notifications and disconnections for non-payment?

- Collections activity will resume for **non-hardship residential** customers on:
 - Disconnect notifications: Sept. 15, 2021
 - Disconnections of service for non-payment: Sept. 29, 2021
- Residential customers with a verified financial hardship will continue to be protected from service disconnection through the winter moratorium.

Why has Eversource begun disconnecting service for non-payment?

- As each of the states Eversource serves returns to normal operations following the pandemic state of emergency, regulators in our state have authorized Eversource to return to normal business practices as well, which includes disconnection of service for non-payment.
- Eversource's goal is to always work with customers to resolve their overdue balance by making a payment or enrolling in a payment plan to avoid a disconnect. This is an important step because growing costs of non-payment are shared among all customers, which ultimately increases the costs of service.

Have customers with a past-due balance heard from Eversource prior to receiving a disconnect notification?

- Yes. Prior to sending any disconnect notifications, Eversource has and will continue to communicate information on payment plans and other assistance for which our customers may be eligible. Since early in the pandemic, this information has been shared via:
 - Email
 - Letter
 - Eversource.com
 - Bill inserts
 - Upfront IVR messaging
 - Traditional and social media
 - Conversations with Customer Service Representatives
 - Webinar
- Prior to receiving a disconnect notification, all customers with a past due balance received a “transition” notification via letter or email to remind them of their balance and provide information on payment plans and programs to prevent service disconnection. This notification also informed them that the next communication they receive may be a disconnect notification.

What programs are available to help a customer pay a balance and avoid service disconnection?

- **All customers, regardless of financial need:**
 - **Flexible payment plans.** Customers can pay a past due balance over a period up to 24 months, with no down payment required. As of now, this plan will be available until September 30, 2021 or when the Governor’s state of emergency ends.
- **Eligible residential customers**
 - **Protection from service disconnection** from November 1 to May 1
 - **The New Start program** (for electric customers), which forgives overdue balances as on time, monthly budget payments are made
 - **The Matching Payment Program** (for gas or electric heating customers), which offers monthly payments as low as \$50
 - **Energy Assistance**, which provides payment towards heating bills
 - Additional financial assistance for overdue bills for qualified customers is available through **Operation Fuel**. Visit OperationFuel.org or call 860-243-2345
 - **UniteCT**, which offers landlords and tenants assistance towards past due rent and utilities. Visit www.UniteCT.ct.gov or call 844-UniteCT (844-864-8328)

How will customers know their service is going to be disconnected?

- Eversource will send a notification in the mail two weeks prior to the scheduled disconnection date to let customers know their service is scheduled to be disconnected for non-payment. They will receive a second, final notification in the mail 7 days prior to the date their service is scheduled for disconnection.
- Customers that are enrolled to receive disconnect alerts may also receive additional notifications via email or text.
- If anyone calls, emails or visits a customer's home or business and demands immediate payment in an unusual method, like bitcoin or prepaid debit card – it's not us. Scammers are taking advantage of the pandemic to prey upon people when they are most vulnerable. Customers are encouraged to visit [Eversource.com](https://www.eversource.com) and click "Safety" then "Tips to Avoid Scams" for ways to recognize and stop scams.

What can customers do to reduce their energy bill?

For energy-saving tips, rebates and incentives on energy-saving products, customers can visit [Eversource.com](https://www.eversource.com) and select Save Money & Energy.

Some customers may be worried about having someone enter their home/business during the pandemic. What can they expect?

- Eversource has increased safety precautions for all technicians to help keep both our customers and employees safe. If an Eversource employee needs to enter a customer's home or business during the COVID-19 pandemic to perform work, here is what to expect:
- Eversource technicians may ask screening questions about:
 - The health of the individuals at the property
 - Any recent travel
 - Potential exposure to COVID-19
- Eversource Technicians will:
 - Maintain minimum six-foot social distancing
 - Not shake a customer's hand
 - Advise customers to remain in a different room than where the work is being completed
 - Wear proper protection including but not limited to safety glasses, face coverings and disposable gloves.
- All Eversource employees working on site are also required to follow safety protocols. These include health self-certifications, frequent hand washing, worksite cleaning and decontamination, social distancing among employees, and personal protection.

Where else can customers find information on payment programs and plans?

Customers can call Eversource at **800-286-2828** or visit [Eversource.com/BillHelp](https://www.eversource.com/BillHelp) for a complete listing of Eversource's protections, payment plans and programs to help.