



## News Release

### Eversource Reminds Customers of Programs Available During COVID-19 Pandemic

*Energy company's Matching Payment Program and other payment arrangements can provide relief for eligible customers*

**BERLIN, Conn. (Oct. 15, 2020)** – As the COVID-19 pandemic continues to evolve, Eversource reminding customers about the various payment arrangements available to help during this uncertain time. The energy company offers several assistance programs, including the Matching Payment Program (MPP), which enables qualifying customers to reduce their past due balance with affordable monthly payments – as low as \$50 for customers receiving public assistance benefits. Eversource will match the customer's payment and the amount of energy assistance dollars a customer receives until their account is down to a zero balance.

“We recognize how challenging these times are and remain committed to supporting our customers with the variety of payment arrangements,” said Eversource Senior Vice President and Chief Customer Officer Penni Conner. “Among the plans we offer, the Matching Payment Program is a tremendous opportunity for qualifying customers who may be struggling to pay their energy bill. This arrangement not only protects customers from service disconnection, it also helps them pay off old debt and can even eliminate an outstanding balance in as little as 12 months.”

Eversource offers several financial assistance programs and energy efficiency solutions to help customers:

#### Billing and Payment Programs – \*for all customers

- **COVID-19 Payment Program** - Customers can pay past-due balances in flexible payment plans for up to 24 months. Once an active payment arrangement has been arranged, the account will be protected from service disconnection for the duration of the payment plan.
- **Budget Billing** – Customers pay a pre-determined monthly amount based on their average monthly bills to avoid drastic peaks during months of high energy use.
- **Payment Plans** – Customers with a past-due balance or late with a payment can set up a payment arrangement and should contact Eversource to do so.

#### Hardship Programs – \*for income-eligible customers

- **Winter Protection** – Customer's account is protected from service disconnection November 1st through May 1st regardless of bill payment status, with no late payment charges.

- **New Start** – Customers can reduce or eliminate their outstanding balance in as little as 12 months when they make on-time monthly payments and Eversource will make up the difference.
- **Matching Payment** – Customers apply for the Connecticut Energy Assistance Program (CEAP), then determine the amount of money they can afford to pay each month and set up the payment arrangement with Eversource. For every dollar a customer pays toward their bill by the agreed-upon time each month, a dollar will be credited to their past-due amount.

Customers are encouraged to call the energy company at 800-286-2828 or visit [“Help Pay My Bill”](#) on Eversource.com to find out more about these programs.

Eversource also recommends customers take advantage of the company’s energy efficiency offerings which provide ways to save and help keep energy bills down year-round. Customers are encouraged to:

- **Sign up for Home Energy Solutions<sup>SM</sup>** – A certified technician checks a customer’s home in-person or virtually via a phone or video call to identify places it can be tightened up to save money and energy. If the assessment is done virtually, LED bulbs and other energy saving products are mailed to the customer and the technician schedules a follow-up visit for a later date to complete improvements such as sealing up drafty doors and windows and closing air gaps around pipes. This service is normally \$75 but is currently being offered at no cost.
- **Create an online energy savings plan** – Customers can better understand and manage their energy usage and costs. Customers should visit [Eversource.com](#) to create an energy savings plan.

For more information on energy saving tips, scam awareness and other programs Eversource is offering to support customers during the pandemic, visit [Eversource.com](#).

*Eversource (NYSE: ES), celebrated as a national leader for its corporate citizenship, is the #1 energy company in [Newsweek’s](#) list of America’s Most Responsible Companies for 2020 and recognized as one of America’s Most JUST Companies and the #1 utility by [Forbes](#) and [JUST Capital](#). Eversource transmits and delivers electricity to 1.25 million customers in 149 cities and towns, provides natural gas to 237,000 customers in 74 communities, and supplies water to approximately 198,000 customers in 52 communities across Connecticut. Eversource harnesses the commitment of approximately 8,300 employees across three states to build a single, united company around the mission of safely delivering reliable energy and water with superior customer service. The #1 energy efficiency provider in the nation, the company is empowering a clean energy future in the Northeast, with nationally-recognized energy efficiency solutions and successful programs to integrate new clean energy resources like solar, offshore wind, electric vehicles and battery storage, into the electric system. For more information, please visit [eversource.com](#), and follow us on [Twitter](#), [Facebook](#), [Instagram](#), and [LinkedIn](#). For more information on our water services, visit [aquarionwater.com](#).*

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