

Struggling to pay your electric or heating bill?
We have programs to help.

For more information on these assistance programs for residential customers or to determine if you qualify for financial hardship status, scan the QR code, visit Eversource.com/billhelp, or call us at 800-286-2828.

Scan here for more information.



Connecticut Energy Assistance Program (CEAP)

Can provide a basic benefit to help pay your heating bill. Apply online at CT.gov/heatinghelp or visit your local Community Action Agency.

New Start (FOR ELECTRIC CUSTOMERS)

Can help you pay 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.

Protection from Service Shut-Off (FOR RESIDENTIAL CUSTOMERS)

Winter Protection Plan

If you have a financial hardship status on your account, your service cannot be shut-off between November 1 and May 1.

Medical Protection Plan

Regardless of income, your service will be protected from shut off between November 1 and May 1 if anyone in your home has a serious illness, or year round if anyone in your home has a life threatening illness. The illness must be certified by a registered physician, advanced practice registered nurse or physician assistant at Eversource.com/MDform. Learn more at Eversource.com/billhelp.

Low-Income Discount Rate (FOR ELECTRIC CUSTOMERS)

Beginning on December 1, 2023, a new electric bill discount will be available to you if you have a financial hardship status on your electric account. Based on your household income or receipt of a public assistance benefit, you may be eligible for a 10% or 50% discount off your electric bill per month. For example, if you have a \$100 monthly bill, it would be \$10 less if you receive a 10% discount or \$50 less if you receive the 50% discount. Visit Eversource.com/billhelp to see if you qualify.

Home Energy SolutionsSM

Receive an energy efficiency evaluation of your home, and on-the-spot energy improvements that save the average customer up to \$180 per year and more when paired with up to 75% off an approved insulation project. Receive initial services at no cost and additional services at a reduced cost if you meet the income requirements. To learn more about this and other energy efficiency solutions, visit Eversource.com/home-savings.

Matching Payment Program (MPP)

The Matching Payment Program can lower the amount you owe on energy bills. For every dollar you pay and every dollar you receive from the Connecticut Energy Assistance Program, we will subtract a dollar from the amount you owe. Visit Eversource.com/billhelp to see if you qualify and enroll.

Operation Fuel

You may also 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 available to help all residential customers with active accounts pay off money owed, regardless of income. Payment arrangements may be renegotiated if you have a change in financial circumstances.

2023-2024 FEDERAL INCOME GUIDELINES

How much money can you make to be at or below 60% of the state median and qualify for financial hardship status?

Household Size	1	2	3	4	5	6	7	8
Income Level Up To	\$41,553	\$54,338	\$67,124	\$79,910	\$92,695	\$105,481	\$107,878	\$110,275

