

*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

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