

Eversource Assistance Programs

Eversource's NuStart Forgiveness Program is available for qualified customers who receive certain government means-tested benefits. Program is designed to assist customers with past due electric and or gas bills. Eversource will forgive past due balances over a period of time if the customer pays the agreed monthly budgeted bill on time.

How the NuStart Forgiveness program works:

- Applicant must have an active utility account.
- Applicant must be the customer of record.
- Applicant must be on Eversource Discount Rate*
- Customer account must have an outstanding Eversource arrears with a minimum of \$100 and be sixty (60) days past due.
- The monthly payment amount will be based upon past usage and previous bills.
- In the event a customer applies, qualifies and receives fuel assistance, Eversource will reduce the monthly budget based on benefits received.
- Every month Eversource receives a customer payment by the due date, Eversource will forgive a portion of their past due balance. Eversource will continue to do this until the original arrears are paid.

For example:

Customer has outstanding balance of \$1200

Average monthly bill is \$50

Customer pays monthly payment of \$50

Arrears Forgiveness Program pays \$100

How to Enroll:

A customer is advised to call 866-315-2496 and be connected to a highly trained Eversource Call Center Representative. Our representatives will explain the program in detail making sure customers fully understand before enrolling.

*If you are currently eligible for fuel assistance, or are receiving one of the following benefits, you may also be eligible for Eversource's Discount Rate: Supplemental Social Security (SSI), Transitional Aid to Families with Dependent Children (TAFDC), Emergency Assistance to the Elderly, Disabled and Children (EAEDC), SNAP (Food Stamps), Mass Health Basic and Standard, Head Start, WIC, Free/Reduced School Lunch or Breakfast Program, Mass Veterans Benefits (GLC. 115), Refugee Resettlement Benefits, Dependency and Indemnity Compensation (DIC) for Surviving Spouse or Parents of Veterans, Improved Veterans Disability Pension (Non-service Connected Disability letter required)