

Eversource's New Start Program

Sometimes life can take you down a road with unexpected financial curves.

Eversource's New Start program can help give you a new start.

The New Start program helps you eliminate your outstanding balance in as little as 12 months. You make on-time monthly payments and we'll make up the difference. Let's do this together!

Here's How New Start Works

- Eversource will review your account billing history and set a monthly payment plan based on your average electric usage during the past 12 months.
- The amount credited to your account each month is calculated by taking your total balance at the time of enrollment and dividing it by 12.
- With each on-time monthly payment, 1/12th of the enrollment balance is eliminated or forgiven; up to \$12,000 annually.
- Your service will not be shut-off for non-payment provided you are making your on-time monthly payments.

Eligibility and Benefits

To qualify for New Start and Get its Benefits:

- You must be an Eversource residential electric customer with active service; and
- Your account must have a financial hardship status and have a past due balance of \$150 or more that is 60 or more days past due.
- As long as you continue to make on-time, monthly payments, we'll continue crediting your account until your entire balance – as of the date of enrollment – is eliminated (up to \$12,000 annually).

We're Here to Help

You can enroll in New Start today with just a few clicks and no wait at [Eversource.com/billhelp](https://www.eversource.com/billhelp).

If you would prefer to speak with us, you may call 844-273-7760.

Our representatives are available Monday through Friday from 8 a.m. to 6 p.m.

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

For more information on these payment assistance programs and payment plans,
visit Eversource.com/billhelp or call us at 844-273-7760.
We'll work with you one-one-one to find the best program for you.

Fuel Assistance

Provides payment toward your heating bill.

Visit CAPNH.org or call 2-1-1 to find your local Community Action Agency and apply.

Medical and Financial Hardship Protections

If you or a member of your household has a medical condition or is experiencing a financial hardship, your service may be protected from service disconnection.

Electric Assistance Program

You may be eligible for a discount on your electric bill through the Electric Assistance Program, if your gross monthly or annual household income qualifies at the time you apply. See Income Eligibility Guidelines below.

Visit CAPNH.org or call 2-1-1 to find your local Community Action Agency and apply.

New Start

Have your outstanding balance eliminated in as little as 12 months. We'll establish a monthly payment plan for you based on your usage.

Make your scheduled New Start monthly payment, and a portion of the total balance enrolled in New Start will be eliminated or "forgiven," reducing the amount you owe.

Payment Plans

All customers, regardless of income can pay a past due balance over an extended period.

Call Eversource at 844-273-7760 or visit Eversource.com/billhelp.

Energy Efficiency

Visit Eversource.com/home-savings for tips, tools and resources to help make your home more energy efficient and comfortable.

Income Eligibility Guidelines for Electric Assistance Program (Discount Rate)

Household Size	1	2	3	4	5	6	7	8
30-Day Income	\$3,098	\$4,052	\$5,005	\$5,958	\$6,912	\$7,865	\$8,044	\$8,222
Annual Gross Income	\$37,696	\$49,295	\$60,894	\$72,493	\$84,092	\$95,691	\$97,866	\$100,040

New Hampshire Emergency Rental Assistance Program (NHERAP)

NHERAP helps eligible residents impacted by COVID-19 pay past-due and future rent and utility expenses. Apply online at CAPNH.org or call 2-1-1.

Neighbor Helping Neighbor

May provide additional financial assistance for overdue utility bills. Visit CAPNH.org.

Other Help

Visit 211NH.org or call 2-1-1.

More Information

New Hampshire Public Utilities Commission: 800-852-3793



Scan here for
more information.

EVERSOURCE

¿Estás teniendo problemas para pagar tu factura de electricidad?

Tenemos programas para ayudarte.

Para más información sobre estos programas de ayuda con los pagos y planes de pago, visita Eversource.com/ayuda o llámanos al 844-273-7760. Te ayudaremos a encontrar el programa que más te convenga.

Fuel Assistance

Podrías recibir ayuda para pagar tus recibos de calefacción. Visita CAPNH.org o llama al 2-1-1 para encontrar tu Agencia de Acción Comunitaria local y aplicar para el programa.

Protección Médica o Por Dificultad Económica

Si tu o algún miembro de tu hogar tiene una condición médica seria o estás teniendo problemas económicos, podrías calificar para proteger tu servicio contra la desconexión por falta de pago.

Programa de Asistencia Eléctrica

Podrías calificar para un descuento en tu factura de electricidad a través del Programa de Asistencia Eléctrica, si al momento de aplicar tu hogar cumple con los requisitos de ingresos mensuales o anuales antes de los impuestos. Ve la siguiente guía de ingresos. Visita CAPNH.org o llama al 2-1-1 para encontrar tu Agencia de Acción Comunitaria local y aplicar para el programa.

Nuevo Comienzo o New Start

Elimina tu saldo atrasado en tan sólo 12 meses. Estableceremos un pago mensual basado en tu consumo de electricidad. Haz tu pago mensual de Nuevo Comienzo acordado y parte de todo tu saldo al momento de inscribirte en el programa será eliminado o "perdonado," reduciendo la cantidad que debes cada mes.

Planes de Pago

Todos los clientes, sin importar sus ingresos pueden pagar un saldo atrasado mediante un plan de pagos a largo plazo. Llama a Eversource al 844-273-7760 o visita Eversource.com/ayuda.

Eficiencia Energética

Visita Eversource.com/home-savings (en inglés), para sugerencias y recursos que pueden ayudarte a ahorrar energía en tu hogar y hacerlo más cómodo.

Requisitos de Ingresos para el Programa de Asistencia Eléctrica (Tarifa de Descuento)

Residentes en el Hogar	1	2	3	4	5	6	7	8
Ingreso Mensual	\$3,098	\$4,052	\$5,005	\$5,958	\$6,912	\$7,865	\$8,044	\$8,222
Ingreso Anual Antes de Impuestos	\$37,696	\$49,295	\$60,894	\$72,493	\$84,092	\$95,691	\$97,866	\$100,040

Programa de New Hampshire de Asistencia de Emergencia con la Renta (NHERAP, por sus siglas en inglés)

NHERAP ayuda a residentes que califiquen afectados por el COVID-19 con pagos de renta atrasados y en el futuro y pagos de servicios públicos. Aplica en línea en CAPNH.org o llama al 2-1-1.

Vecinos Ayudando a Vecinos o Neighbor Helping Neighbor

Puede ofrecer ayuda financiera adicional para pagar facturas de servicios públicos vencidas. Visita CAPNH.org.

Ayuda Adicional

Visita 211NH.org o llama al 2-1-1.

Más Información

Comisión de Servicios Públicos de New Hampshire: 800-852-3793



Apunta tu cámara aquí para más información.

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