

Help with Utility Payments

Shut-off moratoriums for residential utility customers are currently scheduled to end on September 9 with the expiration of the Governor's Public Health and Civil Preparedness Emergency Declaration. For customers already identified as experiencing a financial hardship these moratoriums however will continue through Oct 31, 2020.

For others who are recently facing financial difficulties in light of the pandemic, **Eversource, SCG and Aquarion have implemented COVID-19 Payment Programs** with the following guidelines. You can request extended payment options from any and all of the utilities above.

- These programs are available to any customer requesting assistance **without** demonstration of need.
- Customers must be coded as financial hardship to get these protections. They are not automatic and you must be coded by November 1, 2020. **Contact your utility company for this designation and further information.**
- Programs require no initial or down payment
- Customers have up to 24 months to repay
- Waiver of any fees or interest in the calculation of monthly payments
- Allow for the repayment of past due balances as well as customer's current monthly bill
- Enrolled customers **who stay current with their payment terms** are exempt from service termination, even after the Shut-Off Moratorium is lifted.

Eversource's Matching Payment Program(MPP) for **income-eligible** customers with **electricity as their primary heating source.**

Guidelines include

- **You must enroll in MPP between July 1 and Oct 31,2020**
- Make 4 payments of \$75 between July 1 and Oct 31
- Service will not be disconnected for nonpayment even if a payment is missed, and your account will not be removed from the program for missed payments.
- All payments must post to your account by Oct 31, 2020 to be eligible for your match
- You do not have to apply for Energy Assistance to participate
- Enroll by Oct 31 by calling 800 286 2828 or at [Eversource.com/BillHelp](https://www.eversource.com/BillHelp)

Customer Service Numbers

Aquarion 800 732 9678 Eversource 800 286 2828 Southern CT Gas 800 659 8299