

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.