

## News Release

### **Eversource Recognizes Connecticut's First Annual Heating Assistance Awareness Month**

*Company hosts webinar to explain programs available to help customers with winter energy bills*

**BERLIN, Conn. (November 15, 2021)** – With winter on the horizon and the global demand for natural gas soaring, driving up home heating costs, Eversource is encouraging customers to take advantage of assistance programs and payment plans available to help. In recognition of the first annual Heating Assistance Awareness Month in Connecticut, and as global demand for the energy company is partnering with state leaders and the communities it serves to raise awareness of the many programs available to help keep homes warm this winter.

“Helping customers navigate their way through the ongoing COVID 19 pandemic is crucial, and we’re glad to be partnering with state and community leaders to get the word out about energy assistance available,” said Eversource Vice President of Customer Operations Jess Cain. “We want all customers to be aware of the options available to them including programs like UniteCT and Connecticut’s Energy Assistance Program, or Eversource’s Matching Payment Program, which not only arranges affordable monthly payments for them, it also protects them from service disconnection.”

#### State and federal assistance:

- **UniteCT**, administered by the Department of Housing, provides eligible renters up to \$1,500 toward past due electric expenses and past or future rent expenses. Customers can apply by visiting [UniteCT.ct.gov](http://UniteCT.ct.gov) or by calling UniteCT at 844-UniteCT.
- **Connecticut’s Energy Assistance Program (CEAP)**, provides assistance for winter heating costs for thousands of Connecticut homeowners and renters who meet state income guidelines. Customers can learn more and apply through their local Community Action Agency (CAA) Customers can find their local CAA at [211ct.org](http://211ct.org) or by calling 211.
- **Operation Fuel**, year-round emergency energy and utility assistance for customers facing a financial crisis. Customers can contact Operation Fuel at 860-243-2345 or apply online at [OperationFuel.org/gethelp](http://OperationFuel.org/gethelp).

#### Payment plans:

- **The Matching Payment Program** offers monthly payments as low as \$50 for electric or gas heating customers. Enrollment began November 1.
- **The New Start Program** forgives overdue balances for electric customers as on-time monthly budget payments are made. (For example. if your budget payment amount is set at \$150 per month and your past due balance is \$1,200, for every month you make your required \$150 payment

towards your bill, we will reduce your past-due balance by \$100.)

- **Payment Plans** are available to all customers to pay their past-due balance over a period of up to 24 months with no interest charges.

Eversource is encouraging customers who are having difficulty paying their energy bills to participate in a **webinar Tuesday, November 16 at noon** to learn more about programs available to help. The webinar will include information about protection from service disconnection, programs to reduce unpaid balances with affordable monthly payments, extended payment plans and no-cost energy efficiency programs to lower energy bills. Advanced registration is required, customers can sign up at [Eversource.com/Billhelp](https://Eversource.com/Billhelp). Customers can also call the energy company at 800-286-2828 or learn more [about the assistance and payment programs](#) available. Information on energy efficiency solutions can be found at [Eversource.com](https://Eversource.com).

*Eversource (NYSE: ES), celebrated as a national leader for its corporate citizenship, is the #1 energy company in [Newsweek](#)'s list of America's Most Responsible Companies for 2021 and recognized as one of America's Most JUST Companies. Eversource transmits and delivers electricity to 1.27 million customers in 149 cities and towns, provides natural gas to 246,000 customers in 74 communities, and supplies water to approximately 216,000 customers in 52 communities across Connecticut. Eversource harnesses the commitment of approximately 9,300 employees across three states to build a single, united company around the mission of safely delivering reliable energy and water with superior customer service. The #1 energy efficiency provider in the nation, the company is empowering a clean energy future in the Northeast, with nationally-recognized energy efficiency solutions and successful programs to integrate new clean energy resources like solar, offshore wind, electric vehicles and battery storage, into the electric system. For more information, please visit [eversource.com](https://eversource.com), and follow us on [Twitter](#), [Facebook](#), [Instagram](#), and [LinkedIn](#). For more information on our water services, visit [aquarionwater.com](https://aquarionwater.com).*

**MEDIA CONTACTS:**

Tricia Taskey Modifica

(860) 665-4605

[tricia.modifica@eversource.com](mailto:tricia.modifica@eversource.com)

Mitch Gross

860-665-5221

[mitch.gross@eversource.com](mailto:mitch.gross@eversource.com)

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