

## Fact Sheet to Community Action Agencies and Operation Fuel

### Increasing Electricity Prices and Winter Bills

Many Americans are coping with increasing prices, including rising energy bills. We know that as an Eversource customer, you count on us every day for the energy you need, and we recognize our role in keeping bills as low as possible as energy prices surge.

Right now, record high natural gas prices are having the biggest impact on energy bills, especially here in New England where natural gas is also used to generate much of the region's electricity.

Eversource purchases energy supply to meet your electric needs throughout the year and the cost of energy supply is passed on directly to customers that elect our Standard Service option. The cost of energy supply changes twice a year in Connecticut – on January 1 and July 1.

### Winter Rates in Effect Jan. 1

Beginning January, if you are an electric customer, you will see a significant increase in the cost for Standard Service (energy supply) compared to last winter. This increase does not apply to customers that receive energy supply from a third-party supplier. Your total bill amount depends on your energy use, the type of rate you are on, and weather conditions.

### Steps to Lower Electric Use and Bills This Winter

- Sign up for Home Energy Solutions<sup>SM</sup> for on-the-spot energy improvements and personalized recommendations for your home. Customers who heat with electricity are strongly encouraged to take advantage of this offer.
- Take advantage of our Heating Cost Calculator to see how adjustments to your thermostat can help them save energy. Visit [Eversource.com/home-savings](https://www.eversource.com/home-savings).
- All customers with non-hardship accounts have the option to choose their energy supplier. Visit [EnergizeCT.com](https://www.energizect.com) to see a current listing of available retail supply rates and compare prices.

### Programs and Flexible Payment Options to Help

You may qualify for programs to help lower monthly bills, reduce a past-due balance, or payment plans:

- **Winter Protection Plan.** Protect your service from shut off from November 1 through May 1, if you're facing a financial hardship. You may also be eligible for the **Medical Protection Plan** if anyone in your home is seriously ill or has a life-threatening situation.

- **Matching Payment Program.** If you heat your home with electricity or gas, you may be eligible for the Matching Payment Program, which can lower the amount you owe with monthly payments as low as \$50 if you receive public benefits. For every dollar you pay or every dollar you receive from CEAP (see next bullet), we will subtract a dollar from the amount you owe.
- **Connecticut Energy Assistance Program (CEAP).** Can provide money to help pay your heating bill. Apply online at [CT.gov/heatinghelp](https://www.ct.gov/heatinghelp) or visit your local community action agency. You may find your closest agency at [211CT.org](https://www.211CT.org) or by calling 211.
- **New Start (for electric customers).** Can help you pay your past due bill in as little as 12 months. If you make your monthly payments on time, some of what you owe will be subtracted each month.
- You may also be able to get help from **Operation Fuel** at [Operationfuel.org/gethelp](https://www.operationfuel.org/gethelp) or in person at a fuel bank on their web site, or you may call 860-243-2345.
- **Flexible Payment plans** of up to 18 months are also available to help residential customers with active accounts pay off money owed, regardless of income.
- **Budget Billing.** Pay a fixed amount each month based on your average energy usage and avoid spikes in your bill during heating and cooling seasons.

**We're Here to Help.** During these challenging times, we'll continue to offer programs to help you manage your energy use and provide you with the assistance programs you need. If you or someone you know is struggling to keep up with energy bills, connect with us to get assistance. Visit [Eversource.com/billhelp](https://www.eversource.com/billhelp) or call us at **800-286-2828** to find the right option.