

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 budget 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 budget payment 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 \$20,000 annually.
- Your service will not be shut-off for non-payment provided you are making your on-time monthly budget payments.

Eligibility

To qualify for New Start:

- You must be an Eversource residential electric customer with active service;
- You must have a past due balance of \$100 that is 60 or more days past due;
- Your household income must fall at or below 60% of the state median income level, or have a medical certification for a household member; and
- You must continue to pay your monthly budget amount on-time each month.

If you have successfully completed the New Start program within the last three months, you are not eligible to participate. You may apply after three months.

We're Here to Help

For more information, please call Eversource at 800-286-2828, or visit [Eversource.com/BillHelp](https://www.eversource.com/BillHelp).