



James Errickson <jerrickson@natickma.org>

Eversource Payment Plans

Lauziere, Sean E <sean.lauziere@eversource.com>

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To: Melissa Malone <mmalone@natickma.org>, "hicks (natickpolice.com)" <hicks@natickpolice.com>, "Selectmen@natickma.org" <Selectmen@natickma.org>, "mlentini@natickma.org" <mlentini@natickma.org>, Jamie Errickson <jerrickson@natickma.org>

Good Morning,

With states in our region moving forward with phased re-openings under their respective state of emergency declarations, we continue working at Eversource to safeguard health while ensuring the continued delivery of safe, reliable service. We also remain steadfast in our commitment to providing whatever support we can to customers who may be experiencing financial hardship during these uncertain times.

As part of those efforts, Eversource is offering flexible payment plans to all customers who are having difficulty paying their energy bill during the COVID-19 pandemic. While customers are not currently at immediate risk of losing service, these plans provide them with an important option whenever moratoriums on disconnections expire.

Establishing a payment plan enables customers to pay their past-due balances over an extended period, depending on their rate class and the state in which they live. Once participating in a payment plan, customers are protected from service disconnection and are not charged late fees or interest if they continue to make regular payments.

For financial hardship customers in Massachusetts, Eversource continues to offer special payment arrangements, such as [New Start](#), which provide forgiveness on past-due balances based on making scheduled payments.

Thank you for your continued leadership and partnership as we work together to serve the public through these challenging times. Even if they've never needed help before, please encourage your constituents to contact us as our various payment plans are here to help ease their financial burdens during this difficult time.

Best,

Sean Lauziere, MPA | Community Relations & Economic Development

EVERSOURCE

157 Cordaville Rd., Southborough, MA

☎ Office: 508.305.6898

☎ Mobile: 310.579.7586

✉ Sean.Lauziere@Eversource.com

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