Matching Payment Plan email and text communications

Email	Text Alert
1. **MPP Welcome email-** will welcome customers to the program after they are enrolled. **Subject line:** Welcome to the Matching Payment Program Dear (Customer Name): Your Eversource account ending in 1234 is enrolled in the Matching Payment Program (MPP), which can lower the amount you owe on energy bills. For every dollar you pay and every dollar you receive from the Connecticut Energy Assistance Program (CEAP), we will subtract a dollar from the amount you owe. You can apply to get energy assistance from CEAP to get a bigger match. Apply online or through your local Community Action Agency (CAA) **Your new required monthly payment amount of $XXXX is due on the date reflected on your next Eversource bill.** **There's Help Available** Additional options are available to lower your bill. • If you are a gas customer receiving public assistance benefits, your monthly payment can be reduced to as low as $50. Provide proof of your benefits at your local CAA or log on to your account at eversource.com and select upload documents from the menu on the bottom of the page to securely submit your documents. **Visit eversource.com/billhelp to:** • Take advantage of energy efficiency programs to help you use less energy. • Explore going solar with our Residential Renewable Energy Solutions program. • Consider how battery storage could help you save through Energy Storage Solutions. If you have any questions, please call us at 800-286-2828. If you prefer to receive these updates through text, please log in to your account at eversource.com and click on Settings, then Alerts to manage your alert preferences. Sincerely, Eversource Customer Service	**Text Message:** Eversource: Acct ending 1234 enrolled in Matching Pmt Program. $XXXX.XX due on date shown on next bill. Apply for energy assist to get a bigger match: bit.ly/x

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2. MPP Payment Amount Change: Will advise customers enrolled on MPP that their payment has changed and will provide them with the new amount **Subject line:** Your Matching Payment Amount Has Changed Dear (Customer Name), Your monthly Matching Payment Program (MPP) payment amount for Eversource account ending in 1234 has changed. Your new required monthly payment amount is $XXXX. Please pay your required Matching Payment Program payment amount on time each month to get a monthly match from Eversource. Remember, for every dollar you pay and every dollar you receive from the Connecticut Energy Assistance Program (CEAP), we will subtract a dollar from the amount you owe. You can apply to get energy assistance from CEAP to get a bigger match. Apply online or through your local Community Action Agency (CAA). **There's Help Available** Additional options are available to lower your bill. • If you are a gas customer receiving public assistance benefits, your monthly payment can be reduced to as low as $50. Provide proof of your benefits at your local CAA or log on to your account at eversource.com and select upload documents from the menu on the bottom of the page to securely submit your documents. **Visit eversource.com/billhelp to:** • Take advantage of energy efficiency programs to help you use less energy. • Explore going solar with our Residential Renewable Energy Solutions program. • Consider how battery storage could help you save through Energy Storage Solutions. If you have any questions, please call us at 800-286-2828. If you prefer to receive these updates through text, please log in to your account at eversource.com and click on Settings, then Alerts to manage your alert preferences. Sincerely, Eversource Customer Service	**Text Message:** Eversource: Your Matching Payment Program payment amount for account ending in 1234 has changed. Your new, req'd pymt amount is $XXXX

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3. **MPP Missed Payment Reminder -** Will advise customers enrolled on MPP of pending removal and remind them to pay their monthly payment plan installment amount. **Subject line:** Your Matching Payment Program Removal Pending – Payment Past Due Dear (Customer Name), Your Matching Payment Program enrollment is pending removal. We haven't received your required Matching Payment Program (MPP) payment of $XXX that was due on 01/01/01. To stay on MPP, please make your payment now by logging in to your account at eversource.com. Remember, to get your matching payment you must make your required payments on time each month. If you miss another monthly payment, you will be removed from the program and to re-enroll, you will need to make up your missed payments. If you haven't already, you can apply to get energy assistance from the Connecticut Energy Assistance Program (CEAP) to get a bigger match. Apply online or through your local Community Action Agency (CAA). **There's Help Available** Additional options are available to lower your bill. • If you are a gas customer receiving public assistance benefits, your monthly payment can be reduced to as low as $50. Provide proof of your benefits at your local CAA or log on to your account at eversource.com and select upload documents from the menu on the bottom of the page to securely submit your documents. **Visit eversource.com/billhelp to:** • Take advantage of energy efficiency programs to help you use less energy. • Explore going solar with our Residential Renewable Energy Solutions program. • Consider how battery storage could help you save through Energy Storage Solutions. If you have any questions, please call us at 800-286-2828. If you prefer to receive these updates through text, please log in to your account at eversource.com and click on Settings, then Alerts to manage your alert preferences. Sincerely, Eversource Customer Service	**Text Message:** Eversource: Matching Pmt Pgm pmt of $XXXX.XX was due 01/01/01 for acct ending in 1234. Please make req'd pymt now to avoid pgm removal. For help call 8002862828.

4. **MPP Removal for Hardship Expired** - Will advise customers enrolled on MPP that they have been removed from the program due to hardship expiration. **Subject line:** Account Removed from Matching Payment Program – Hardship Expired Dear Eversource Customer, We haven't received the information needed to renew your financial hardship for another year, and as a result, we have removed your account from the Matching Payment Program. **How to Renew Your Financial Hardship** To renew your financial hardship, please confirm that someone in your household receives a public assistance benefit or provide proof of income for all adults over 18 years old. You can find a list of public assistance benefits and income documents you can submit, along with instructions for submitting them, in our, *How to Apply for Financial Hardship* guide. **There's Help Available** Additional options are available to lower your bill. • If you are a gas customer receiving public assistance benefits, your monthly payment can be reduced to as low as $50. Provide proof of your benefits at your local Community Action Agency or log on to your account at eversource.com and select upload documents from the menu on the bottom of the page to securely submit your documents. **Visit eversource.com/billhelp to:** • Take advantage of energy efficiency programs to help you use less energy. • Explore going solar with our Residential Renewable Energy Solutions program. • Consider how battery storage could help you save through Energy Storage Solutions. If you have any questions, please call us at 800-286-2828. If you prefer to receive these updates through text, please log in to your account at eversource.com and click on Settings, then Alerts to manage your alert preferences. Sincerely, Eversource Customer Service	**Text Message:** Eversource: Your account ending in 1234 has been removed from the Matching Pymt Pgm. Hardship expired – renew now. Call 800-286-2828.

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5. MPP Removal for Non-Payment - Will advise customers enrolled on MPP that they have been removed from the program for non-payment **Subject line:** Account Removed from Matching Payment Program Dear (Customer Name), Your account has been removed from the Matching Payment Program (MPP) due to missing payments. To re-enroll in MPP, you'll need to call us at 800-286-2828 and make up the missed payments. If you don't make a payment, your account may not be protected from collection actions. Let's work together to get you re-enrolled in the program. **There's Help Available** Additional options are available to lower your bill. • If you are a gas customer receiving public assistance benefits, your monthly payment can be reduced to as low as $50. Provide proof of your benefits at your local Community Action Agency or log on to your account at eversource.com and select upload documents from the menu on the bottom of the page to securely submit your documents. **Visit eversource.com/billhelp to:** • Take advantage of energy efficiency programs to help you use less energy. • Explore going solar with our Residential Renewable Energy Solutions program. • Consider how battery storage could help you save through Energy Storage Solutions. If you have any questions, please call us at 800-286-2828. If you prefer to receive these updates through text, please log in to your account at eversource.com and click on Settings, then Alerts to manage your alert preferences. Sincerely, Eversource Customer Service	**Text Message:** Eversource: Your acct ending in 1234 has been removed from the Matching Pmt Pgm for missed pmts. To re-enroll, make up pmts. Call 800-286-2828

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6. **MPP Reinstatement Alert** – will notify customers that their account has been re-enrolled in the Matching Payment Program Subject Line: Welcome back to the Matching Payment Program Dear Eversource Customer: We are pleased to inform you that your account ending in 1234 has been re-enrolled in the Matching Payment Program (MPP). The MPP can lower the amount you owe on energy bills. For every dollar you pay and every dollar you receive from the Connecticut Energy Assistance Program (CEAP), we will subtract a dollar from the amount you owe. If you haven't already done so, you can apply to get energy assistance from CEAP to get a bigger match. Apply online or through your local Community Action Agency (CAA). **Your new required monthly payment amount of $XXX is due on the date reflected on your next Eversource bill.** **There's Help Available** Additional options are available to lower your bill. • If you are a gas customer receiving public assistance benefits, your monthly payment can be reduced to as low as $50. Provide proof of your benefits at your local CAA or log on to your account at eversource.com and select upload documents from the menu on the bottom of the page to securely submit your documents. **Visit eversource.com/billhelp to:** • Take advantage of energy efficiency programs to help you use less energy. • Explore going solar with our Residential Renewable Energy Solutions program. • Consider how battery storage could help you save through Energy Storage Solutions. If you have any questions, please call us at 800-286-2828. If you prefer to receive these updates through text, please log in to your account at eversource.com and click on Settings, then Alerts to manage your alert preferences. Sincerely, Eversource Customer Service	**Text Message:** Eversource: Acct ending 1234 re-enrolled in Matching Payment Program. Req'd Pymt of $XXX due on date reflected on next bill

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7. MPP Successful Completion – Will inform customers of their successful completion of the MPP and provide information on other programs to help. Dear (Customer Name), Congratulations on successfully completing the Matching Payment Program and reducing your past-due balance. **What You Can Expect** You will continue to receive your monthly bill, but because you've completed the program, your payments will no longer be matched. To remain current with your bill, please continue to pay your payment amount on time each month. **There's Help Available** Additional options are available to lower your bill. • If you are a gas customer receiving public assistance benefits, your monthly payment can be reduced to as low as $50. Provide proof of your benefits at your local Community Action Agency or log on to your account at eversource.com and select upload documents from the menu on the bottom of the page to securely submit your documents. **Visit eversource.com/billhelp to:** • Take advantage of energy efficiency programs to help you use less energy. • Explore going solar with our Residential Renewable Energy Solutions program. • Consider how battery storage could help you save through Energy Storage Solutions. If you have any questions, please call us at 800-286-2828. If you prefer to receive these updates through text, please log in to your account at eversource.com and click on Settings, then Alerts to manage your alert preferences. Sincerely, Eversource Customer Service	**Text Message:** **Eversource:** Congratulations! Acct ending 1234 successfully completed the Matching Payment Program.