EVERSOURCE

John Smith
C/O John Smith
Variable street addr1
Variable street addr2
Variable city XXXXX

P.O. Box 270
Hartford, CT 06141-0270

RE: Get Help Toward Your Winter Heating Bills

Dear [Recipient's Name],

You may be eligible to receive money from the Connecticut Energy Assistance Program (CEAP) to help pay your heating bill.

What is CEAP?
CEAP helps thousands of income-eligible Connecticut homeowners and renters manage their winter heating bills by providing payment directly to Eversource towards a portion of their gas or electric heating bill. CEAP offers up to $645 to help cover your winter heating costs. The actual amount you receive depends on your household income or state benefit(s) you may receive.

Do I Qualify for CEAP?
Based on information we have regarding your household income or receipt of public assistance benefits, you may be eligible for the program. See the enclosed income guidelines.

How do I apply for CEAP?
Apply for CEAP online at CT.gov/heatinghelp or through your local Community Action Agency (CAA). Find your local CAA at 211ct.org or call 211. You will need a copy of your most recent gas or electric bill.

Applications for CEAP are accepted through May 29, 2026. Don't miss out on this opportunity to lower your winter heating expenses.

Sincerely,
Eversource Customer Service

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P.O. Box 270
Hartford, CT 06141-0270

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RE: Obtén Ayuda Con Tus Facturas de Calefacción Este Invierno

Estimado(a) [Recipient's Name],

Es posible que seas elegible para recibir dinero del Programa de Asistencia Energética de Connecticut (CEAP, por sus siglas en inglés) para ayudarte a pagar tus facturas de calefacción.

¿Qué es CEAP?
CEAP ayuda a miles de propietarios e inquilinos de Connecticut que cumplen con los requisitos de ingresos a solventar sus gastos de calefacción durante el invierno, mediante un pago directo a Eversource para cubrir parte de sus facturas de electricidad o gas. El programa ofrece hasta $645 dólares de ayuda, y la cantidad exacta depende de los ingresos de tu hogar o de los beneficios públicos estatales que recibas.

¿Califico para CEAP?
Según la información que tenemos sobre los ingresos de tu hogar o los beneficios de asistencia pública que recibes, es posible que califiques para el programa. Consulta las guías de ingresos incluidas con esta carta.

¿Cómo aplico para CEAP?
Puedes hacerlo en línea en CT.gov/heatinghelp o a través de tu Agencia de Acción Comunitaria local. Encuentra la más cercana en 211ct.org o llamando al 211. Necesitarás una copia de tu factura de gas o electricidad más reciente.

La solicitudes para CEAP se aceptan hasta el 29 de mayo del 2026. No dejes pasar esta oportunidad de reducir tus gastos de calefacción este invierno.

Atentamente,

Departamento de Servicio al Cliente de Eversource

Struggling to pay your electric or gas bill?

We have programs to help.

For information about these programs, visit eversource.com/billhelp or call us at 800-286-2828.

Scan here for more information.

Connecticut Energy Assistance Program* (CEAP)

Apply to get up to $645 from CEAP and get a bigger match from the Matching Payment Program. If you meet the income guidelines below, apply online at ct.gov/heatinghelp or through your local Community Action Agency (CAA). Find your local CAA at 211ct.org or call 211.

Flexible Payment Plans

Are available to help spread out payments on your past-due balance over a period of up to 18 months for residential customers. Payment plans may be renegotiated if you have a change in financial circumstances.

Matching Payment Program* (MPP)

(FOR ELECTRIC AND GAS CUSTOMERS)

For every dollar you pay and every dollar you receive from CEAP, we'll subtract a dollar from the amount you owe.

For example, if you owe $500 and make your monthly MPP payment of $50 and receive $100 from CEAP that same month, you will receive a match for both payments. So, the matched amount will reduce your overdue balance by $150.

Electric Bill Discount*

(FOR ELECTRIC CUSTOMERS ONLY)

An electric bill discount is available to you if you provide proof of qualifying household income or public assistance benefits you receive for at least one household member. You may be eligible for a 5%, 15%, 20%, 40% or 50% discount off your monthly electric bill. For example, if you qualify for the 50% discount and have a $100 monthly bill, it would be $50 less.

Protection from Service Shut-Off

(FOR RESIDENTIAL CUSTOMERS)

Winter Protection*

If you provide proof of qualifying household income or public assistance benefits you receive for at least one household member, your service cannot be shut off between November 1 and May 1.

Medical Protection

Regardless of income, your service will be protected from shut off between November 1 and May 1 if anyone in your home has a serious illness, or year-round if anyone in your home has a life-threatening situation. The medical protection must be certified by a registered physician, advanced practice registered nurse or physician assistant at eversource.com/mdform.

Home Energy Solutions℠

Get a home energy assessment to see how efficient your home is. We can make on the spot changes that usually save about $180 a year. If insulation is recommended, you get up to 75% off the insulation project, and save even more. For customers who qualify based on household income, the first services are provided at no cost, and additional services are available at a lower cost. Renters need permission from their landlords. Visit eversource.com/home-energy-solutions or call 877-947-3873.

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Residential Renewable Energy Solutions (RRES)

Renewable energy, like solar and wind power, is good for the planet and can help you save money on your electric bill or store energy for use during an outage. Lower your electric bill with clean, solar energy, through our RRES program.

Energy Storage Solutions

Store electricity with a special battery that can be used as a backup power source for your home during outages and earn money for energy you contribute back to the grid.

Operation Fuel

You may also get help from Operation Fuel at operationfuel.org/gethelp or in person at a fuel bank listed on their website.

You qualify for financial hardship and may qualify for the programs with an asterisk, if you receive a public assistance benefit or your household income meets the guidelines below.*

60% OF 2025-2026 STATE MEDIAN INCOME

How much money can you make to qualify for financial hardship, the electric discount, and other assistance programs?

Household Size	1	2	3	4	5	6	7	8
Income Level Up To	$47,764	$62,460	$77,157	$91,854	$106,550	$121,247	$124,002	$126,758

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