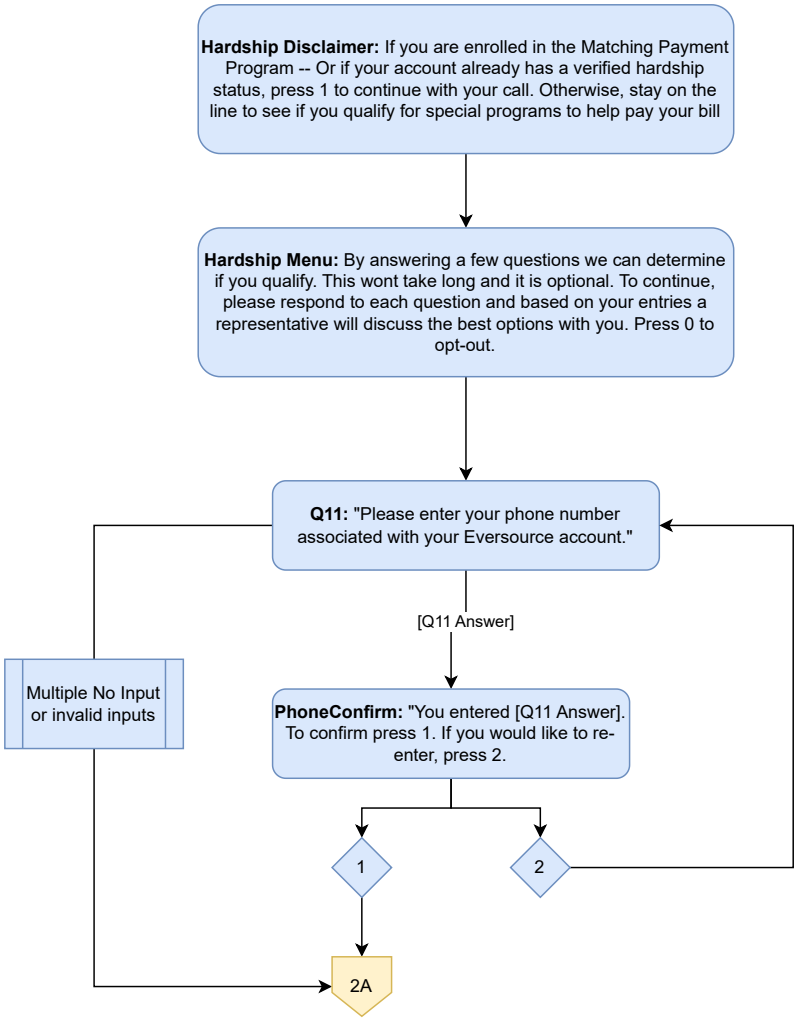
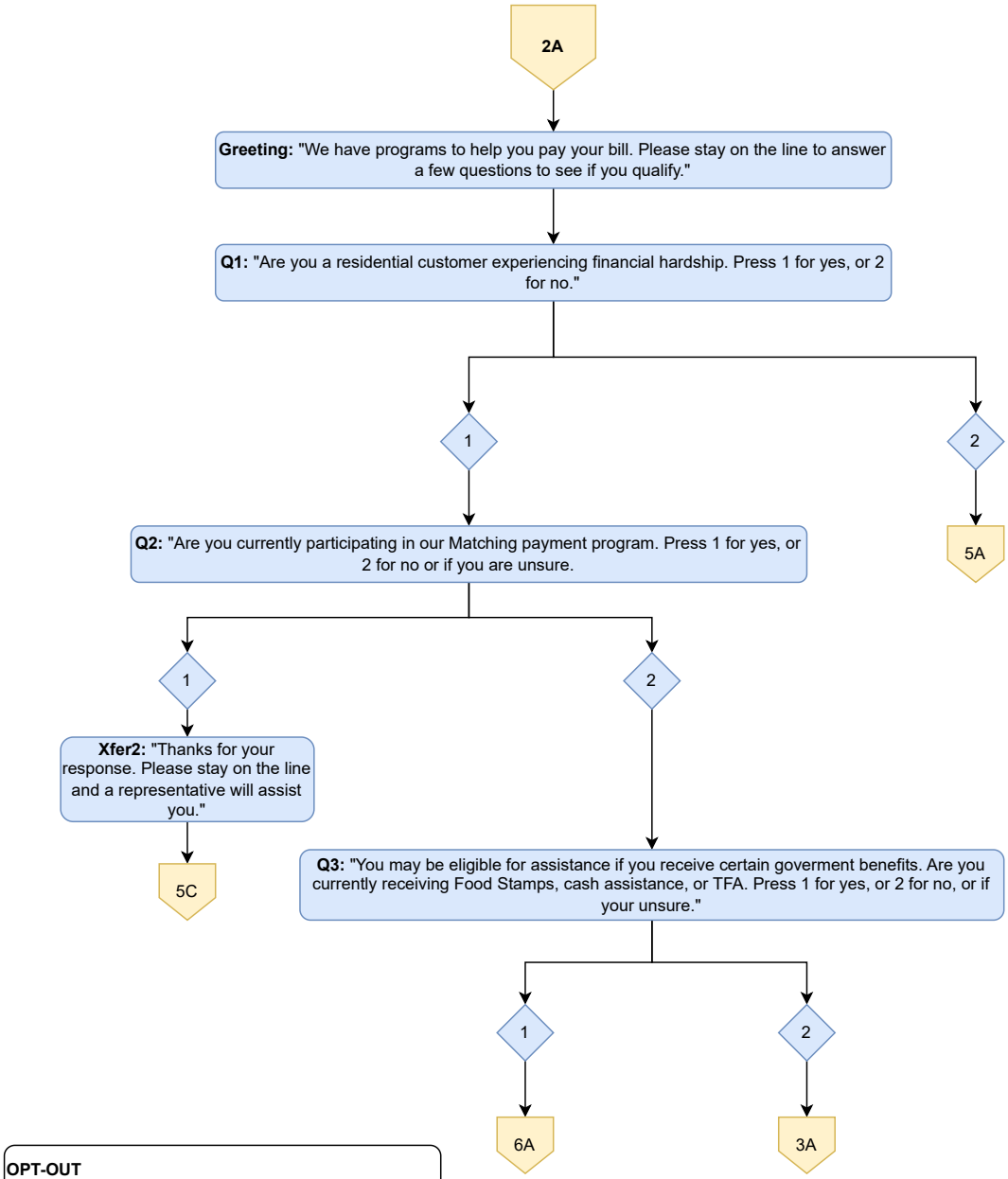
Hardship Qualification

Date: 12/17/2024

Programming Note: Disable barge-in on all menus in IVR

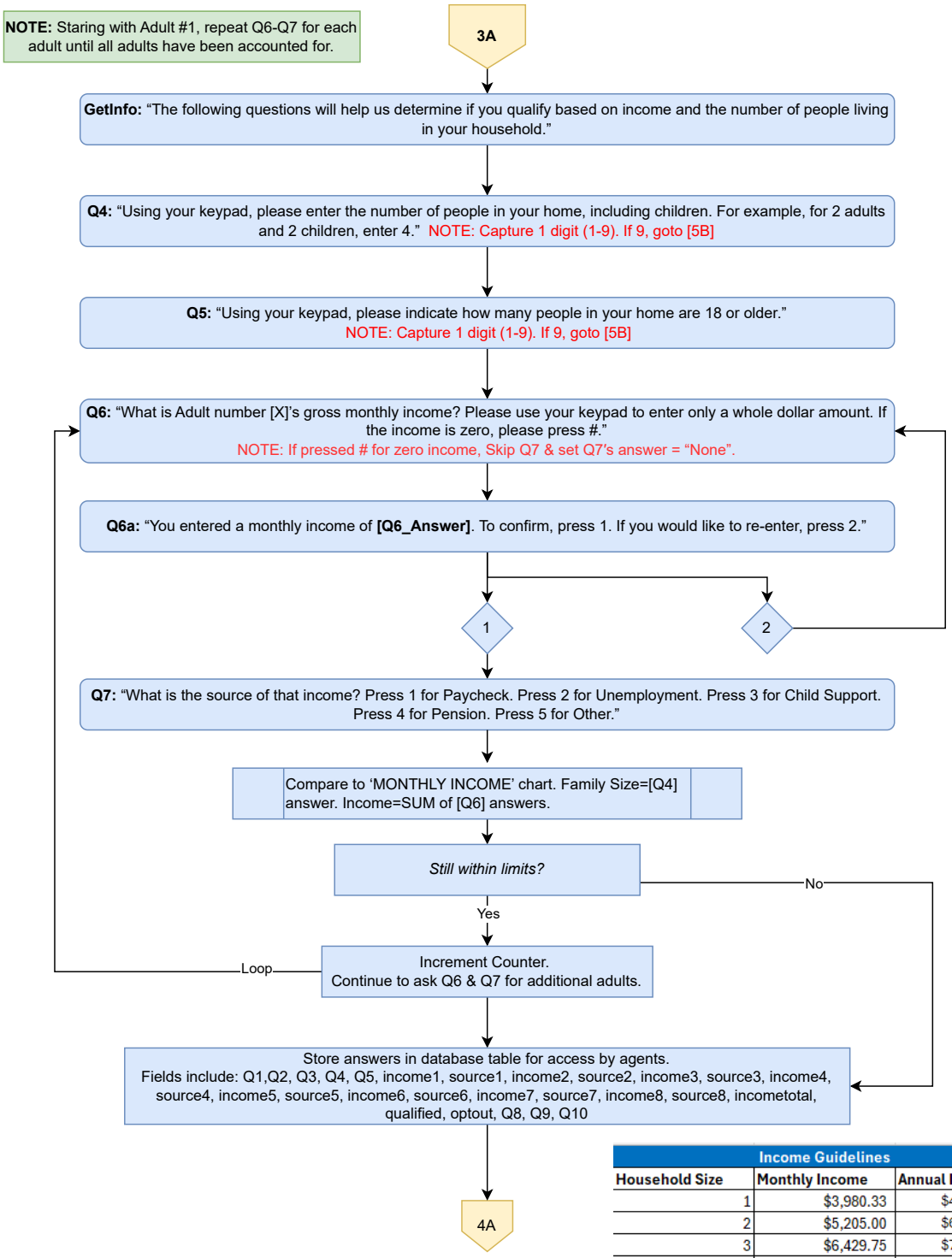




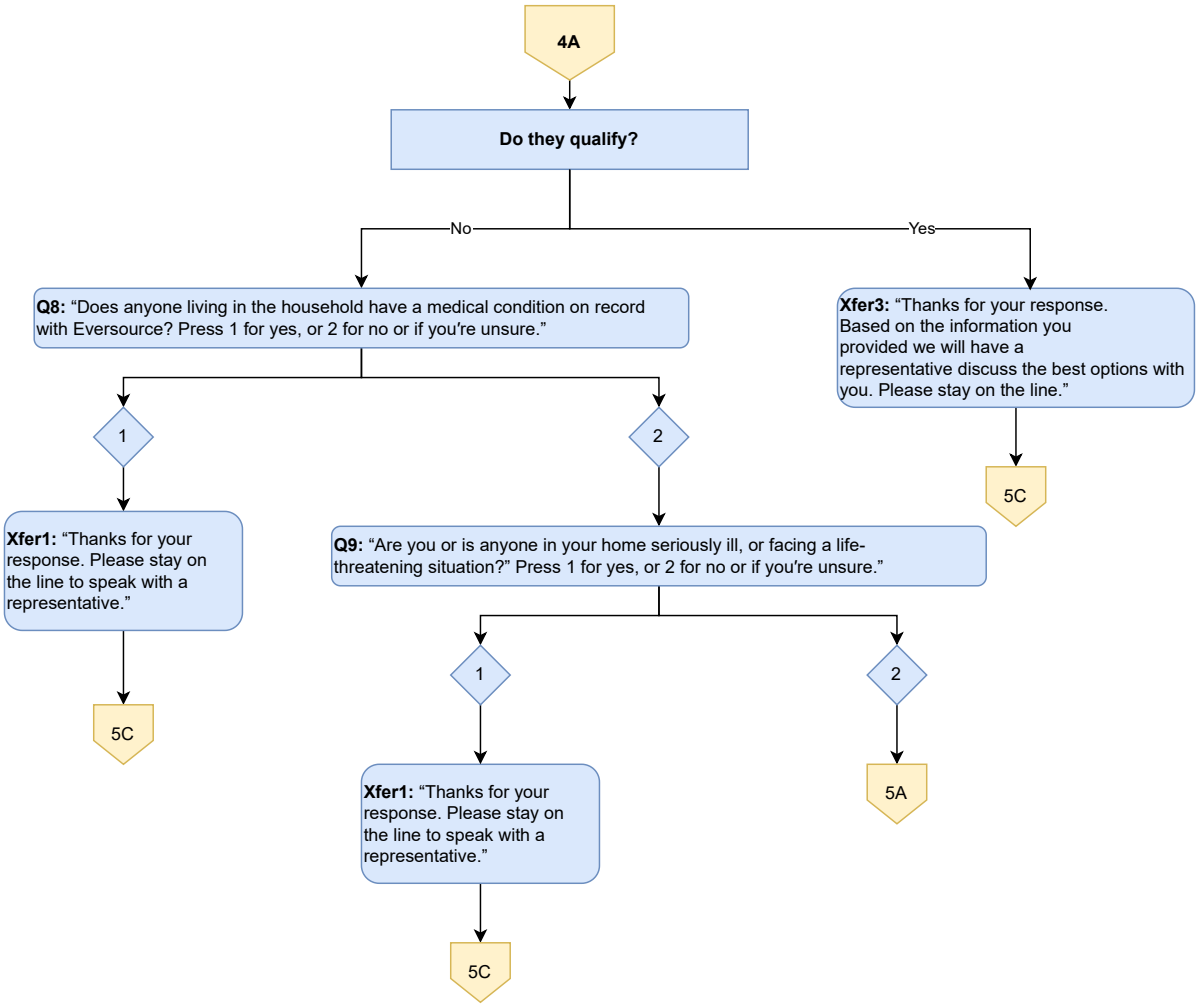
OPT-OUT
At every prompt, option to press 0 to connect to a CSR

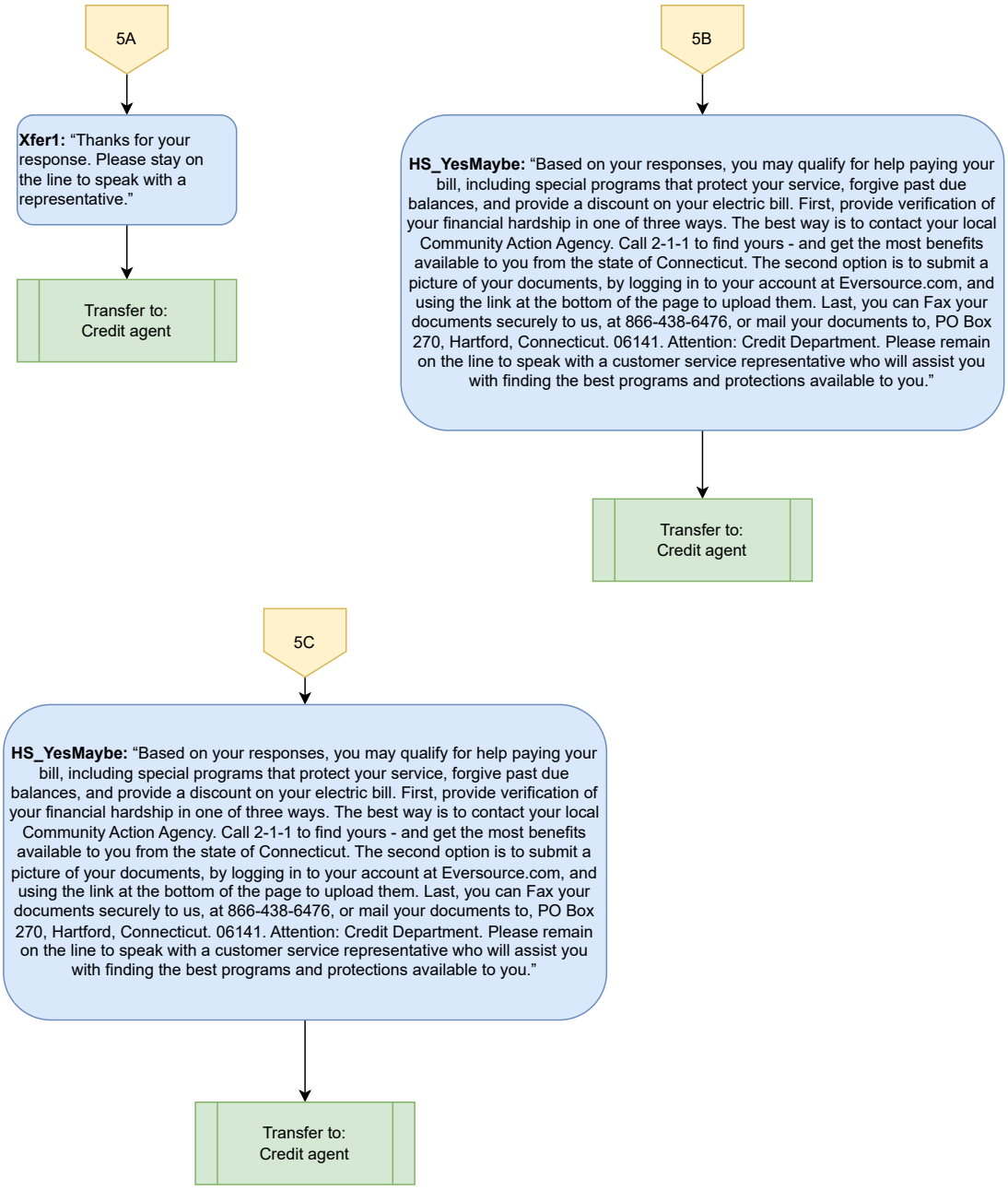
ERROR HANDLING - NO INPUT
1st: "Sorry, I did not receive any response."
2nd: "Sorry, I did not receive any response. Please hold while I transfer you to an agent who can help." [Go to 5B]
NOTE: Q6 & Q7 get a longer timeout, and an additional loop – for a total of 3.

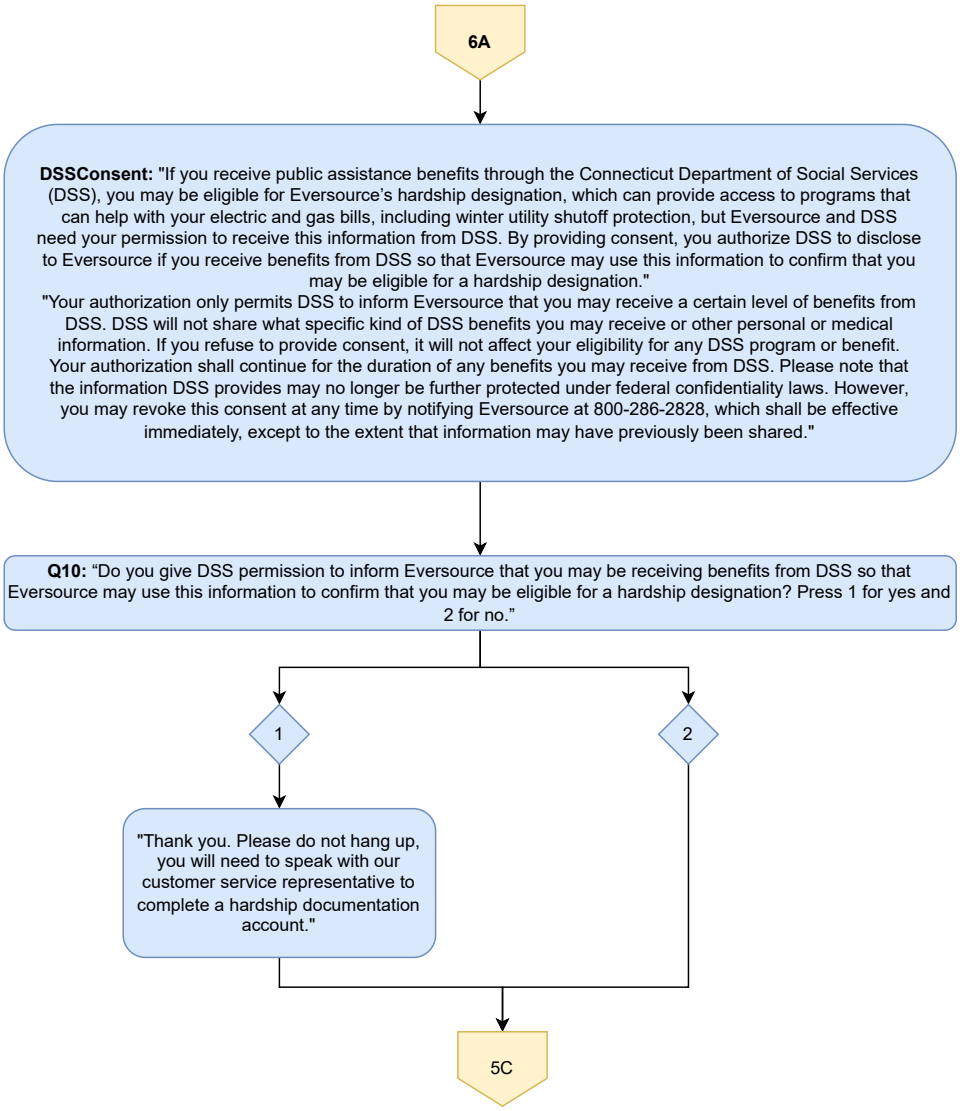
ERROR HANDLING - INVALID
1st: "Sorry, you have entered an invalid option."
2nd: "Sorry, you have entered an invalid option. Please hold while I transfer you to an agent who can help." [Go to 5B]
NOTE: Q6 & Q7 get a longer timeout, and an additional loop – for a total of 3.



Income Guidelines		
Household Size	Monthly Income	Annual Income
1	$3,980.33	$47,764
2	$5,205.00	$62,460
3	$6,429.75	$77,157
4	$7,654.50	$91,854
5	$8,879.17	$106,550
6	$10,103.92	$121,247
7	$10,333.50	$124,002
8	$10,563.17	$126,758


4A
Do they qualify?
No
Yes
Q8: "Does anyone living in the household have a medical condition on record with Eversource? Press 1 for yes, or 2 for no or if you're unsure."
Xfer3: "Thanks for your response. Based on the information you provided we will have a representative discuss the best options with you. Please stay on the line."
1
2
5C
Xfer1: "Thanks for your response. Please stay on the line to speak with a representative."
Q9: "Are you or is anyone in your home seriously ill, or facing a life-threatening situation?" Press 1 for yes, or 2 for no or if you're unsure."
5C
1
2
Xfer1: "Thanks for your response. Please stay on the line to speak with a representative."
5A
5C


5A
Xfer1: "Thanks for your response. Please stay on the line to speak with a representative."
Transfer to:
Credit agent
5B
HS_YesMaybe: "Based on your responses, you may qualify for help paying your bill, including special programs that protect your service, forgive past due balances, and provide a discount on your electric bill. First, provide verification of your financial hardship in one of three ways. The best way is to contact your local Community Action Agency. Call 2-1-1 to find yours - and get the most benefits available to you from the state of Connecticut. The second option is to submit a picture of your documents, by logging in to your account at Eversource.com, and using the link at the bottom of the page to upload them. Last, you can Fax your documents securely to us, at 866-438-6476, or mail your documents to, PO Box 270, Hartford, Connecticut. 06141. Attention: Credit Department. Please remain on the line to speak with a customer service representative who will assist you with finding the best programs and protections available to you."
Transfer to:
Credit agent
5C
HS_YesMaybe: "Based on your responses, you may qualify for help paying your bill, including special programs that protect your service, forgive past due balances, and provide a discount on your electric bill. First, provide verification of your financial hardship in one of three ways. The best way is to contact your local Community Action Agency. Call 2-1-1 to find yours - and get the most benefits available to you from the state of Connecticut. The second option is to submit a picture of your documents, by logging in to your account at Eversource.com, and using the link at the bottom of the page to upload them. Last, you can Fax your documents securely to us, at 866-438-6476, or mail your documents to, PO Box 270, Hartford, Connecticut. 06141. Attention: Credit Department. Please remain on the line to speak with a customer service representative who will assist you with finding the best programs and protections available to you."
Transfer to:
Credit agent


6A
DSSConsent: "If you receive public assistance benefits through the Connecticut Department of Social Services (DSS), you may be eligible for Eversource's hardship designation, which can provide access to programs that can help with your electric and gas bills, including winter utility shutoff protection, but Eversource and DSS need your permission to receive this information from DSS. By providing consent, you authorize DSS to disclose to Eversource if you receive benefits from DSS so that Eversource may use this information to confirm that you may be eligible for a hardship designation."
"Your authorization only permits DSS to inform Eversource that you may receive a certain level of benefits from DSS. DSS will not share what specific kind of DSS benefits you may receive or other personal or medical information. If you refuse to provide consent, it will not affect your eligibility for any DSS program or benefit. Your authorization shall continue for the duration of any benefits you may receive from DSS. Please note that the information DSS provides may no longer be further protected under federal confidentiality laws. However, you may revoke this consent at any time by notifying Eversource at 800-286-2828, which shall be effective immediately, except to the extent that information may have previously been shared."
Q10: "Do you give DSS permission to inform Eversource that you may be receiving benefits from DSS so that Eversource may use this information to confirm that you may be eligible for a hardship designation? Press 1 for yes and 2 for no."
1
2
"Thank you. Please do not hang up, you will need to speak with our customer service representative to complete a hardship documentation account."
5C