Attachment 16 – AUG 24, CLEAN LIDR Transition – Credit Upfront IVR

Proposed – CT Credit Upfront IVR Message

1. **First message Heard BEFORE Prequalification Call Flow by ALL (*Proposed):***
   If you are a Commercial customer, press 1 to continue with your call **(pause)**

   Message heard by all COMMERCIAL customers:
   "If you're having trouble paying your energy bill, we're here to help.

   You can sign up for a payment plan to spread payment on a past due balance over time and have your service protected from disconnection.
   *Visit **Eversource.com/billhelp** to sign up for a payment plan without waiting to speak to a customer service representative."*

2. ***Message heard by all RESIDENTIAL customers or any customer that does not press 1 (Proposed):***

   "If you're having trouble paying your energy bill, let's work together to find a solution.

   a) *First, you may qualify for financial hardship or medical protection from service shut-off and special programs to forgive your past due balance.*
   b) *Beginning in December 2023, if you have a financial hardship status on your electric account, you will also benefit from a new discount on your bill.*
   c) *You can also sign up for a payment plan at Eversource.com/billhelp or with a customer service representative- to have your service protected from disconnection while you spread payments on a past due balance over up to 18 months. If you are not able to reach a satisfactory payment arrangement with a representative, you may be eligible to speak to a Company Review Officer. The Review Officer's decision may also be appealed to the Connecticut Public Utilities Regulatory Authority. During the appeal, your service will not be shut off as long as you continue to pay current, undisputed bill amounts."*
   d) *Finally, whether you own or rent, you can take advantage of programs to make your home more energy efficient and lower your monthly bills. Take your first step today at **Eversource.com**, "Home Energy Solutions".*

   *Visit **Eversource.com/billhelp** to find out more and take advantage of our programs without waiting to speak to a customer service representative.*

3. ***If you are enrolled in New Start or the Matching Payment Program – or if your account already has a verified hardship status, press 1 to continue with your call.***

   Otherwise, stay on the line to see if you qualify for special programs to help pay your bill. (Proposed).

Financial Hardship Pre-qualification Announcement : By answering a few questions, we can determine if you qualify. This won't take long, and it is optional. To continue, please respond to each question and based on your entries, a representative will discuss the best options with you. Press 0 to opt-out."



4. **Heard *AFTER* Prequalification Call Flow by ONLY customers who are Fully or Partially Prequalified *(Proposed)*:** *(To be implemented in hardship IVR and will be played after the customer has completed the Hardship questionnaire.)*

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 CT. 06141, Attn: Credit Dept.

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.