Email – Hardship Welcome	**Text**
RE: Your Eversource electric bills will be discounted Dear <Customer Name> Your account has been verified for financial hardship based on household income information you've provided to Eversource, your local Community Action Agency or the Connecticut Department of Social Services. With your financial hardship verified, your service is protected from shut-off during the Winter Protection period between November 1, and May 1. Your electric account has also been automatically enrolled to receive a XX discount. Starting with your next bill, the discount will lower your monthly electric bill by up to XX. For example, if you have a $100 monthly bill, it would be $XX less. **What you can expect:** • Find your Low-Income Discount on your next electric bill under *Other Charges or Credits.* • If you haven't qualified for the 50% discount but think you may be eligible, check the income guidelines and the public assistance benefit qualifiers on the Electric Discount Rate section on eversource.com/billhelp. • Your financial hardship status will need to be verified *annually* to continue to have your service protected from shut-off and to receive a discount on your electric bill. For more information about the discount or other assistance programs, please visit eversource.com/billhelp or call us at 800-286-2828. Sincerely, Eversource Customer Service	Eversource: Your account ending in 1234 is protected from shut-off and is getting a XX discount.