Electric Email and Text Alerts Financial Hardship Renewal 60, 30, and 15 days

Subject: It's time to renew your financial hardship for another year **Header:** Take these steps to receive shut-off protection and a discount on your electric bill Dear Eversource Customer, It's time to renew your financial hardship for another year to keep getting protection from service shut-off from November 1 to May 1, and a discount on your electric bill. **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 by <date>. 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. **Take Advantage of Programs to Help** To find other assistance or energy-saving programs available to you, see our "Programs to Help," visit eversource.com/billhelp or call us at 800-286-2828. Sincerely, Eversource Customer Service	**Text** **Eversource:** Renew financial hardship status on acct ending in 1234 by (date) to keep getting shut-off protection and an electric bill discount