Electric Email – Financial Hardship Expired – Renew Now

Subject: Hardship Expired – Renew Now **Header:** Take these steps to receive protection from shut off and a discount on your electric bill Dear Eversource Customer, We haven't received the information needed to renew your financial hardship for another year, and as of <date>, your financial hardship status expired. This means your electric service won't be protected from being shut off from November 1 to May 1, and you won't get 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. 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:** Financial hardship expired on acct ending in 1234. Renew now to get shut-off protection and an electric bill discount.