EVERSOURCE

P.O. Box 270
Hartford, CT 06141-0270

CUSTOMER NAME
CUSTOMER ADDRESS

RE: Account Number

Dear <Customer Name>,

If you or someone in your household has a serious illness or life-threatening situation, regardless of income, you qualify for Medical Protection to have your service protected from shut-off between November 1 and May 1 for a serious illness or year-round for a life-threatening situation.

Get Medical Protection:

- In an emergency, your registered physician, advanced practice registered nurse (APRN) or physician assistant (PA) may temporarily certify the illness or life-threatening situation by calling us at **800-265-7493**. Within seven (7) days of their call, they must also certify on eversource.com/mdform, that you or a member of your immediate household is seriously ill or has a life-threatening situation.
- Please provide your registered physician, APRN or PA with the medical certification of illness instructions available on the back of this letter. By doing this, you are authorizing them to provide Eversource with all information required for this certification.
- Your account may not qualify for Medical Protection if we don't receive the medical certification of illness form supporting your claim of serious illness or life-threatening situation.

Payment Options and Programs to Help

If your account is past due and you haven't established a payment arrangement, you may be eligible for payment assistance programs and payment plans, including:

- **Connecticut Energy Assistance Program (CEAP).** Apply for CEAP and get a bigger match from the Matching Payment Program. Apply online at ct.gov/heatinghelp or visit your local Community Action Agency (CAA). Find your closest agency at 211ct.org or by calling 211.
- **Matching Payment Program.** For every dollar you pay and every dollar you receive from the Connecticut Energy Assistance Program (CEAP), we'll subtract a dollar from the amount you owe. Apply for CEAP to get a bigger match for your payments. You will receive matching payments until your past due balance reaches $0, or the proof that you meet income requirements expires.
- **Electric Bill Discount.** A bill discount may be available to you if you meet household income requirements or receive a public assistance benefit. You may be eligible for a 5%, 15%, 20%, 40% or 50% discount off your monthly electric bill. For example, if you qualify for the 50% discount and have a $100 monthly bill, it would be $50 less
- You may also be able to get help from **Operation Fuel** at operationfuel.org/gethelp or in person at a fuel bank listed on their website.
- **Flexible Payment Plans** are available to help spread out payments on your past-due balance over a period of up to 18 months for residential customers. Payment plans may be renegotiated if you have a change in financial circumstances.

We're Here to Help

If you have any questions about the programs available to you, please visit **eversource.com/billhelp** or call us at **800-286-2828**. Our representatives are available to assist you Monday through Friday from 8 a.m. to 6 p.m.

Sincerely,

Eversource Customer Service

EVERSOURCE

1140

Instructions for
Online Certification of Medical
Protection for Eversource Customers
or Immediate Household Members
http://eversource.com/mdform

Your patient requested that you certify their medical condition. This certification enables medically qualified customers to maintain utility service.

You may certify your patient's medical status through our secure medical web portal at: eversource.com/mdform. You will need the patient or customer of record in the household's 11-digit Eversource account number and their service address.

- **11-digit Eversource account number:**
- **Service address:**

TO CERTIFY YOUR PATIENT'S MEDICAL STATUS:

Visit eversource.com/mdform

1. **Complete the Online Registration Process**
   - Establish a username and password
   - Provide information such as:
     - State where your practice is based
     - Professional license number
     - Office address
     - Phone number
     - Email address
     - Mailing address

2. **Proceed to Medical Protection Enrollment Screen**
   - Enter your patient's 11-digit account number (see above)
   - Follow the on-screen instructions
   - *All information will be validated/reviewed for accuracy*

If you're unable to submit this form online or have questions, please call us at 1-800-265-7493.

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CUSTOMER NAME
CUSTOMER ADDRESS

RE: Account Number

Estimado(a) <Customer Name>,

Si tú o alguien en tu hogar tiene una enfermedad grave o condición que pone en riesgo la vida, sin importar tus ingresos, calificas para la Protección Médica para proteger tu servicio contra la desconexión del 1 de noviembre al 1 de mayo si es una enfermedad grave, o durante todo el año si es una condición que pone en riesgo la vida.

Obtén la Protección Médica:

- Durante una emergencia, tu médico registrado, enfermero(a) de práctica avanzado (APRN, por sus siglas en inglés) o asistente médico (PA, por sus siglas en inglés) puede certificar temporalmente la enfermedad grave o condición que pone en riesgo la vida llamándonos al **800-265-7493**. Luego de llamarnos, también debe certificar en línea dentro de siete (7) días en eversource.com/mdform que tú o alguien de tu hogar inmediato tiene una enfermedad grave o condición que pone en riesgo la vida.
- Por favor entrega a tu médico, APRN o PA las instrucciones de certificación médica disponibles en inglés al reverso de esta carta. Al hacerlo, estás autorizándolos para que proporcionen a Eversource toda la información necesaria para completar esta certificación.
- Es posible que tu cuenta no califique para la Protección Médica si no recibimos el formulario de certificación médica que respalde tu solicitud por una enfermedad grave o una condición que ponga en riesgo la vida.

Opciones de Pago y Programas de Ayuda:

Si tienes un saldo atrasado y no has establecido un plan de pagos, podrías calificar para programas de ayuda y planes de pago, incluyendo los siguientes:

- **Programa de Asistencia Energética de Connecticut (CEAP, por sus siglas en inglés).** Aplica en línea en ct.gov/heatinghelp o visita tu Agencia de Acción Comunitaria local. Encuentra la más cercana en 211ct.org o llamando al 211.
- **Programa de Igualación de Pagos.** Por cada dólar que pagues y cada dólar que recibas de CEAP, descontaremos un dólar de tu saldo atrasado. Recibirás la igualación de pagos hasta que pagues todo tu saldo atrasado o hasta que venza el comprobante de que cumples con los requisitos de ingresos.
- **Descuento En Tu Factura de Electricidad**. Podrías calificar para un descuento del 5%, 15%, 20%, 40% o 50% si tu hogar cumple con los requisitos de ingresos o recibe algún beneficio de asistencia pública. Por ejemplo, si calificas para el descuento del 50% y tu factura mensual es de $100, solo pagarías $50.
- También podrías calificar para recibir ayuda de **Operation Fuel** a través de operationfuel.org/gethelp o en persona en alguno de los centros de ayuda que aparecen en su sitio web.
- **Planes de pago flexibles** de hasta 18 meses están disponibles para clientes de servicio residencial para pagar saldos atrasados poco a poco. Puedes renegociar tu plan de pagos si tu situación económica cambia.

Estamos Aquí Para Asistirte:

Para cualquier pregunta sobre los programas de ayuda disponibles, por favor visita **eversource.com/ayuda** o llámanos al **800-286-2828**. Nuestros representantes están disponibles de lunes a viernes, de 8 a.m. a 6 p.m. para asistirte.

Atentamente,

Departamento de Servicio al Cliente de Eversource

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