EVERSOURCE

P.O. Box 270
Hartford, CT 061-0270

<enter date>

<Customer name>
<Customer address>

RE: Account Number: Account
Balance:
Service Address:

Dear <customer name>:

I am pleased to provide you with important information about Eversource's Infant Medical Protection.

Who is Eligible?

Eversource's Infant Medical Protection applies to Connecticut residents with a financial hardship and a child who is 24 months old or younger, who:

- Lives in their household,
- Has been admitted to the hospital, and
- Has received discharge papers with a note from the attending registered physician, advanced practice registered nurse (APRN) or physician assistant (PA) certifying that electric/gas service is needed for the child's health and well-being.

What Do I Need to Do to Enroll in Infant Medical Protection?

Within seven days of this letter's date, please:

1. Have your registered physician, APRN, or PA certify on **eversource.com/MDform**, that the child was admitted to the hospital, has a medical condition, and that continued electric/gas service is necessary for the child's health and well-being.
2. 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 your registered physician, APRN, or PA to provide Eversource with all information required for this certification.*
3. Submit income or public assistance benefit documentation to support your eligibility for financial hardship status.

Submit Your Documents

You must confirm receipt of a public assistance benefit for at least one person in your household or provide proof of income for all adults 18 and over.
You may submit your documents securely in several ways:

- Contact your local Community Action Agency. Your local agency can also help you apply for other assistance, including the Connecticut Energy Assistance Program (CEAP).
- Sign in to your account to upload your documents.
- Send them via U.S.P.S. mail at Eversource, Attn: Credit Dept., P.O. Box 270, Hartford, CT 06141.
- Submit documents via fax at 866-438-6476.

We appreciate the opportunity to serve you. If you have questions, or if your account is past due and you have not yet established a payment arrangement, visit eversource.com/billhelp or call us at 800-286-2828.

We're available to assist you Monday through Friday, from 8 a.m. to 4:30 p.m.

Sincerely,
Eversource Customer Service

Enclosure: Instructions for registered physician, APRN, or PA

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

An Eversource customer has requested that you certify they have a child who is 24 months or younger, who:

- Is your patient,
- Lives in their household,
- Has been admitted to the hospital, and
- Has a medical condition for which continued utility electric/gas service is needed for the child's health and well-being.

This certification enables medically qualified customers to maintain their utility service. For your convenience and protection, we have established a secure website for your use when certifying your patient's medical status:eversource.com/MDform. In order to certify the medical status of your patient, you will need the 11-digit Eversource account number and service address for the customer of record in the household.

The 11-digit Eversource account number is: _____
The service address is: _____

TO CERTIFY YOUR PATIENT'S MEDICAL STATUS:

1. Visit **eversource.com/MDform**
2. 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
3. Proceed to the Medical Protection Enrollment Screen
   - Enter the customer's 11-digit account number (see above)
   - Click on "Infant Protection" and follow the on-screen instructions

   All information will be validated/reviewed for accuracy

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