EVERSOURCE

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

RE: A Security Deposit Was Charged to Your Account

Dear <insert name>,

In April, a security deposit was charged to your Eversource account, shown in the Account Summary section of your energy bill.

Connecticut regulations allow us to collect a security deposit to reconnect service for commercial electric and gas customers whose service has been disconnected for nonpayment. A security deposit is also collected from all new electric and gas commercial customers. It's a payment guarantee in the event a customer defaults on their Eversource bill.

Payments

Your payments may be applied to the outstanding security deposit. It's very important that you pay your total amount due, which includes your security deposit, to avoid service shut-off.

Payment Plans

If you're having difficulties paying your bill, we want to help. We'll work with you to set up a payment plan for the total amount due including your security deposit.

Security Deposit Refunds

The security deposit, plus accrued interest (less any amount owed to Eversource), will be refunded to you within 30 days of the date upon which you terminate service with Eversource, or when you've paid your Eversource bill on-time for 12 consecutive months.

If you have any questions, please call us at 800-682-3637. Our representatives are available Monday through Friday from 8 a.m. to 6 p.m.

Sincerely,

Eversource Customer Service