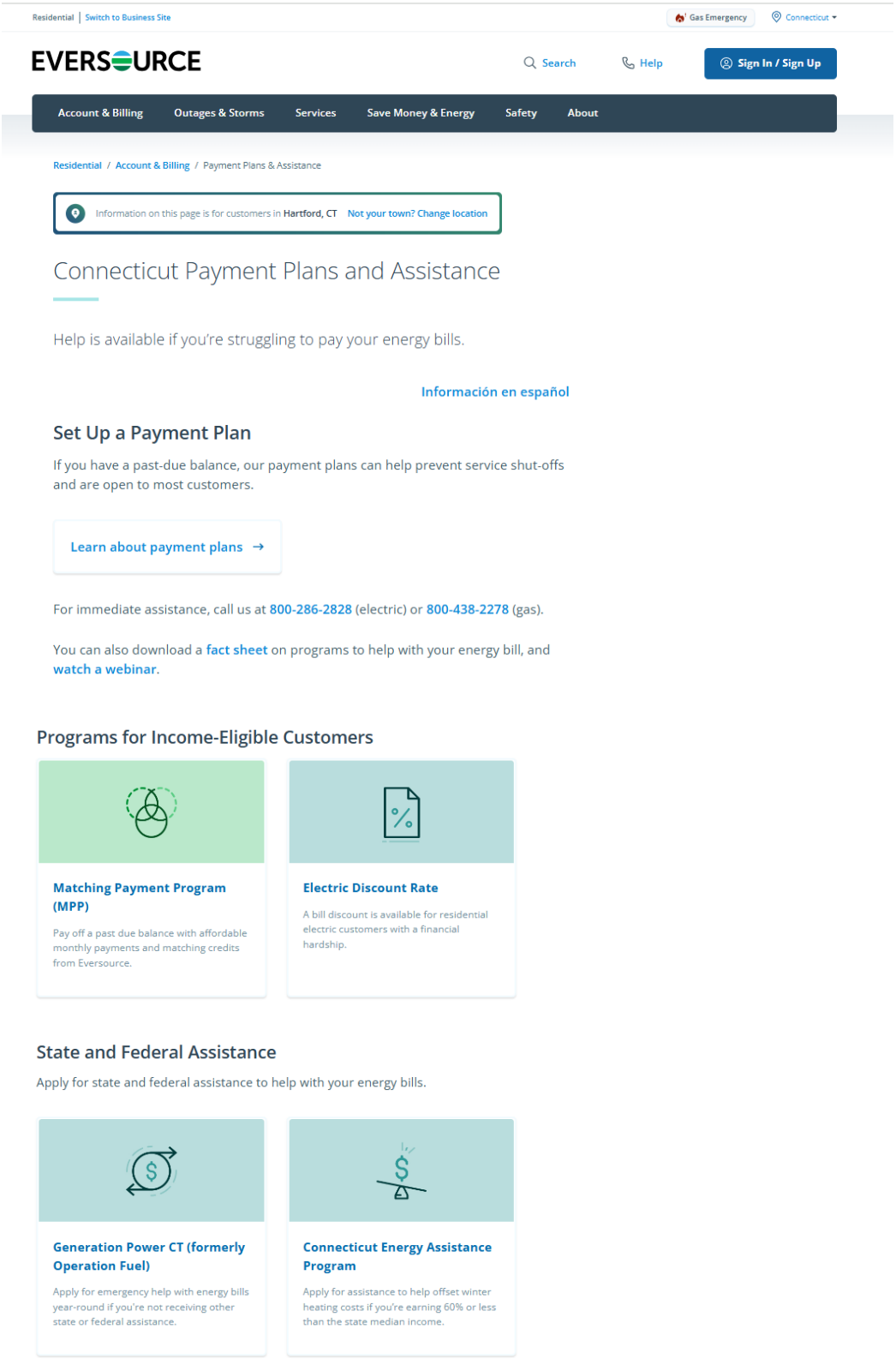
Eversource.com/billhelp



Residential | Switch to Business Site

Gas Emergency | Connecticut

EVERSOURCE

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Residential / Account & Billing / Payment Plans & Assistance

Information on this page is for customers in Hartford, CT Not your town? Change location

Connecticut Payment Plans and Assistance

Help is available if you're struggling to pay your energy bills.

Información en español

Set Up a Payment Plan

If you have a past-due balance, our payment plans can help prevent service shut-offs and are open to most customers.

Learn about payment plans →

For immediate assistance, call us at 800-286-2828 (electric) or 800-438-2278 (gas).

You can also download a fact sheet on programs to help with your energy bill, and watch a webinar.

Programs for Income-Eligible Customers

Matching Payment Program (MPP)

Pay off a past due balance with affordable monthly payments and matching credits from Eversource.

Electric Discount Rate

A bill discount is available for residential electric customers with a financial hardship.

State and Federal Assistance

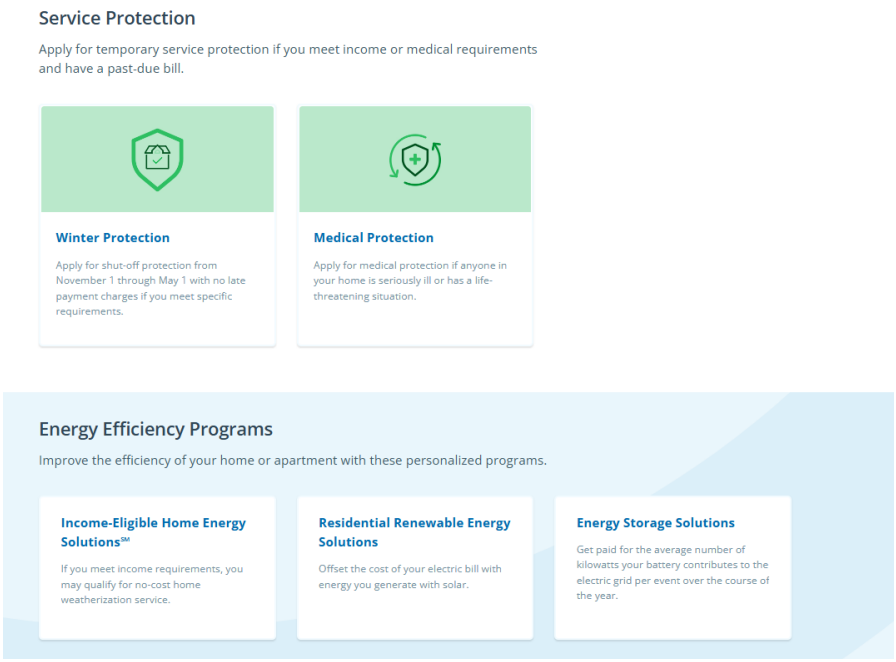
Apply for state and federal assistance to help with your energy bills.

Generation Power CT (formerly Operation Fuel)

Apply for emergency help with energy bills year-round if you're not receiving other state or federal assistance.

Connecticut Energy Assistance Program

Apply for assistance to help offset winter heating costs if you're earning 60% or less than the state median income.


Service Protection
Apply for temporary service protection if you meet income or medical requirements and have a past-due bill.
Winter Protection
Apply for shut-off protection from November 1 through May 1 with no late payment charges if you meet specific requirements.
Medical Protection
Apply for medical protection if anyone in your home is seriously ill or has a life-threatening situation.
Energy Efficiency Programs
Improve the efficiency of your home or apartment with these personalized programs.
Income-Eligible Home Energy Solutions℠
If you meet income requirements, you may qualify for no-cost home weatherization service.
Residential Renewable Energy Solutions
Offset the cost of your electric bill with energy you generate with solar.
Energy Storage Solutions
Get paid for the average number of kilowatts your battery contributes to the electric grid per event over the course of the year.