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Eversource Suspends Electricity Disconnections for Nonpayment

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Eversource has announced that it will suspend disconnect activities for customer nonpayment, as COVID-19 cases continue to rise, and customers can sign up for a special COVID-19 Payment Program until Feb. 9, 2021.

The Eversource announcement noted that experts are forecasting continued increases through the holiday season.

Here's the rest of the utility's announcement, issued Friday:

“With COVID-19 surging and the holidays approaching, suspending electric service disconnections for our customers is a step that will make a big difference during the holiday season,” said Eversource Vice President of Customer Operations Jessica Cain.

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“At the same time, we remain focused on working individually with our customers to help them reduce their energy use, enroll in one of our flexible payment programs or connect with other options to help,” Cain said.

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“We’ll continue working with our regulators, elected officials and other stakeholders as the pandemic persists to evaluate next steps for resuming collections activities in an appropriate timeframe.”

Eversource offers payment arrangements that all customers can take advantage of, including a special COVID-19 Payment Program. Customers can pay past-due balances in flexible payment plans for up to 24 months.

Once an active payment arrangement has been arranged, the account will be protected from service disconnection for the duration of the payment plan. Enrollment has been extended to Feb. 9, 2021.

Residential customers facing financial or medical hardship may also qualify for extended protection from service disconnection through the winter months, as well as programs to reduce their balance and assistance paying energy or heating bills this winter.

More information is available at Eversource.com/BillHelp or by calling our Customer Service team at 800-286-2828.