

## Customer Service Policy

<b>Title:</b> Discount Rate Retroactive Special Handling	<b>Company:</b> NSTAR Electric and Gas dba Eversource Energy	<b>Number:</b> M XXX				
<b>Description of Purpose:</b> This policy provides guidelines for handling special requests to retroactively apply a discount for customers with a verified financial hardship.						
<b>Owner:</b> Director, Collections & Assistance Programs		<b>Last Revised:</b> 1/8/2025				
<b><u>Key References:</u></b> <table><tr><td><u>Legal Statutes &amp; Cases:</u> • MA G.L. I: Title XXII Ch. 164 Section 1F</td><td><u>Regulations &amp; Rulings:</u> • 220 CMR 14.03(2A)</td></tr><tr><td colspan="2"><u>Supporting Process Key Search Words:</u> Low income, LIR, government assistance</td></tr></table>			<u>Legal Statutes &amp; Cases:</u> • MA G.L. I: Title XXII Ch. 164 Section 1F	<u>Regulations &amp; Rulings:</u> • 220 CMR 14.03(2A)	<u>Supporting Process Key Search Words:</u> Low income, LIR, government assistance	
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### **Policy:**

The discount utility rate may be retroactively applied on billed charges for customers with a verified financial hardship on a case-by-case basis and at the request of National Consumer Law Center or other organizations and agencies that assist customers with difficulty paying their utility bills.

For seamless continuity over time, these organizations and agencies may email their request to: [MAlowincome@eversource.com](mailto:MAlowincome@eversource.com).

Generally, the retroactive discount rate may be made effective as of the date the customer qualified, up to 12 months prior to the date of the request.