

## NOTICE TO RESIDENTIAL CUSTOMERS

### Special protections against termination of service

Your electric service will not be disconnected for financial hardship and your circumstances fall under one of the following categories:

1. **Serious illness**  
You certify you have a financial hardship as defined below and your physician certifies to us by telephone that you or a member of your household has a serious illness. Your physician must then provide us with a written statement confirming the name and address of the patient and the fact that there is a serious illness in the home. The letter must be submitted within 7 days of your claim of illness and it must be renewed monthly. If the letter states that the illness is chronic, the letter must be renewed every 3 months.
2. **Infant**  
You certify you have a financial hardship as defined below and a child under 12 months of age resides in your household. You must provide a copy of the baby's birth certificate within 7 days of your claim of protection.
3. **Elderly**  
If you verify that all members of your household are 65 years of age or older, we will not disconnect your service without the written consent of the Department of Public Utilities.
4. **Winter**  
If you certify you have a financial hardship as defined below and your electric service directly or indirectly supplies heat to your house we will not disconnect your service between November 15 and March 15.
5. **Tenants**  
If your landlord is responsible for paying for your electric service and fails to pay the bill, we will not disconnect service until the steps below have been followed:
  - a. We will notify all tenants in the building that service will be shut off.
  - b. We will provide a projected bill (our estimate of the cost of providing service to your building for the upcoming month).
  - c. We will give the tenants the opportunity to pay the projected bill within 30 days.
  - d. We will provide notification to the tenants that Massachusetts law permits them to deduct the amount that they paid to us from their next rental payment.
  - e. We will provide the tenants with a customer service telephone number to call for further information.

Financial hardship is defined as income up to 200% of the federal poverty level, which varies according to the number of people in the household. Call us at 978 827-4423 if you need to get a financial hardship form.