

Rate Changes on July 1, 2021

Two rate decreases took effect with July electric bills. Here's what customers in Eastern Massachusetts can expect and simple things they can do to manage energy usage and expenses this summer.

- ✓ On **July 1**, customers receiving **Basic Service** from Eversource, saw a decrease in the price for electricity from 11.795 cents per kWh to 10.753 cents per kWh. *The Basic Service rate does not apply to customers on competitive supply or municipal aggregation. Customer bills lists the supplier in the "current charges" box.*
- ✓ On **July 1**, the **Delivery** rate decreased from 12.827 cents per kWh to 12.630 cents per kWh. This rate covers costs associated with building and maintaining a reliable electric system.

With these changes combined, supply and delivery costs will **decrease by approximately \$6.50** a month for the average customer using 550 kWh. For more information on rates or how a bill is calculated, visit [Eversource.com/understand-my-bill](https://www.eversource.com/understand-my-bill).

Managing Summer Electric Usage and Bills

Although rates are decreasing, on average customers use about **40% more electricity during hot summer weather** to keep cool. So, while supply and delivery rates will be lower, **the overall bill will likely increase, simply because more electricity is being used.** Help prevent energy use and bills from spiking this summer:

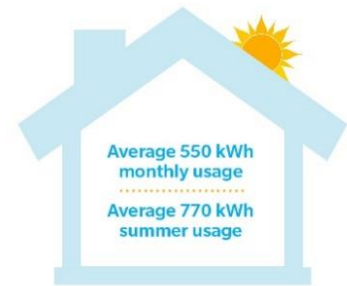
- ✓ Keep air conditioner setting as warm as possible to maintain comfort. For every degree you increase the temperature, the air conditioner will use 1-3% less electricity.
- ✓ Take advantage of our new cooling calculator to see how small adjustments in your thermostat can make a big impact in lowering your electric bill. Visit [Eversource.com/home-savings](https://www.eversource.com/home-savings).

Programs and Flexible Payment Options to Help

Customers who have trouble paying their energy bill are encouraged to call Eversource at **866-861-6225** or visit [Eversource.com/billhelp](https://www.eversource.com/billhelp) to find the right program or option for them, including:

- ✓ **Discount Rate.** Customers may qualify for a 36% (electric) or a 25% (natural gas) discount on monthly bills.
- ✓ **New Start.** This program forgives overdue balances as on-time monthly payments are made.
- ✓ **Good Neighbor Energy Fund.** Additional financial assistance for overdue bills may be available. Visit [MAGoodNeighbor.org](https://www.MAGoodNeighbor.org).
- ✓ **Massachusetts Emergency Rental Assistance Program** Can help residents pay rent, electric or gas utility bills. Apply online at [Mass.gov/CovidHousingHelp](https://www.Mass.gov/CovidHousingHelp) or call 2-1-1 for more information.
- ✓ **Payment Plans.** All customers, regardless of financial status, can enroll in a payment plan to pay a past-due balance over a period of up to 12 months.

Summer 2021 Energy Usage



Did you know that customers use approximately **40% more energy** in the hot summer months?

Visit [Eversource.com/home-savings](https://www.eversource.com/home-savings) for ways to save money and energy