

Connecticut Electric Bills are Getting a Makeover

EVERSOURCE

We know that electric bills can be confusing so we're introducing some changes to make it easier for customers to read and understand exactly what they're paying for each month. Starting in late October 2023, residential customers with single service accounts will receive a redesigned electric bill.

Why is the bill changing?

The Connecticut electric distribution companies, including Eversource, worked with the Public Utilities Regulatory Authority (PURA) and other stakeholders to assess the current bill design through the lens of the customer. Through this process, a standardized, statewide format was developed, with a focus on helping customers understand the delivery portion of their bills.

How are we getting the word out?

Customers are being notified about the updates to their electric bill by:

- Email
- Bill insert
- New information and a video on Eversource.com
- Social media

What's changing?

EVERSOURCE
Account Number: 0000 000 0000
Service Reference No.: 000 000 0000
Statement Date: 01/15/23

Amount now due by 9/12/23 **\$170.12**

Current Charges for Electricity

Supply	Transmission	Local Delivery	Public Benefits
\$70.13	\$29.50	\$66.40	\$10.09

Usage History - Total Monthly kWh

How Your Use Changed

This month you used 728 kWh. This month you used 14.1% less than at the same time last year.

Your Supplier Contact

Standard Service Rate: 13.822¢/kWh Fixed Term: 6 months Fixed Expires: Dec 31, 2023

QR Code: Scan QR code for more information on our website about your bill.

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Account Number: 0000 000 0000
Service Reference No.: 000 000 0000
Statement Date: 01/15/23

Amount now due by 9/12/23 **\$170.12**

Total Charges for Electricity

Supply	728.00 kWh x \$0.0960	\$70.13
Transmission	728.00 kWh x \$0.0405	\$29.50
Local Delivery	728.00 kWh x \$0.0910	\$66.40
Public Benefits	728.00 kWh x \$0.0139	\$10.09
Total Current Charges		\$170.12

Monthly kWh Usage

Contact Information

Emergency: 800-298-2000
Pay by Phone: 800-785-6618
Customer Service: 800-298-2000

QR Code: Scan QR code for more information on our website about your bill.

1. Important information about the account, such as the Service Reference Number, Service Address, Next Meter Read Date, and the Meter Reading Cycle, can be found on page one.
2. A customer can compare how their energy use changes by month in this graph. The charges on their bill are calculated by how much energy they use each month.
3. The current charges are broken into four categories – Supply, Transmission, Local Delivery and Public Benefits – with clear definitions of each.
4. This chart shows both the dollar amount and percentage of their current monthly charges.
5. If they have chosen another electric supplier, important information is listed here, including a comparison of their current supply costs to what they would have paid on Standard Service.

6. They can scan this QR code to learn more about their bill, including definitions of each charge in the Total Charges for Electricity section of their bill.
7. The line items under Total Charges for Electricity correspond with the colors and categories shown in the chart on page one.