

## How to find the customer name key on your Eversource bill:

Go to the second page of your bill and look for four capital letters in the top left corner, below your account number. The customer name key is usually the first four letters of the last name on the bill, but not always.



Account Number: 0000 000 0000  
 Customer name key: CUST  
 JOHN J CUSTOMER  
 ANY STREET  
 ANY TOWN MA 00000-0000

Svc Addr: ANY STREET  
 APT#  
 ANY TOWN, MA 00000  
 Serv Ref: 00000000 Bill Cycle: 18  
 Service from 01/27/21 - 02/25/21 29 Days  
 Next read date on or about: Mar 26, 2021

Meter Number	Current Read	Previous Read	Current Usage	Reading Type
000000000	2245	1734	511	Actual

### Monthly kWh Use

Feb	Mar	Apr	May	Jun	Jul	Aug
559	409	449	284	213	330	282
Sep	Oct	Nov	Dec	Jan	Feb	
230	367	529	571	562	511	

### Contact Information

Emergency: 877-659-6326  
 www.eversource.com  
 CustomerServiceWMass@eversource.com  
 Pay by Phone: 888-783-6618  
 Customer Service: 877-659-6326

**Total Amount Due**  
 by 03/22/21 **\$133.45**

### Electric Account Summary

Amount Due On 02/21/21	\$268.77
Last Payment Received On 02/01/21	-\$268.77
Balance Forward	\$0.00
Current Charges/Credits	
Electric Supply Services	\$65.92
Delivery Services	\$67.53
Total Current Charges	\$133.45
<b>Total Amount Due</b>	<b>\$133.45</b>

### Total Charges for Electricity

#### Supplier

Generation Srvc Chrg	511.00kWh X \$0.12900	\$65.92
Subtotal Supplier Services		\$65.92

#### Delivery

(R1 RESIDENTIAL)		
Service Reference: 000000000		
Customer Chrg		\$7.00
Distribution Energy Charge	511.00kWh X \$0.04944	\$25.26
Transition Chrg	511.00kWh X \$-0.00117	-\$0.60
Transmission Chrg	511.00kWh X \$0.02730	\$13.95
Res Assist Adj Clause	511.00kWh X \$0.00478	\$2.44
Pension/PBOP Adj Mechn PPAM	511.00kWh X \$0.00133	\$0.68
Basic Srvc Cost Adj	511.00kWh X \$0.00090	\$0.46
Net metering recovery surcharge	511.00kWh X \$0.00763	\$3.90
Solar Program Cost Adjustment	511.00kWh X \$0.00001	\$0.01
Renewable Enrgy Chrg	511.00kWh X \$0.00050	\$0.26
Energy Efficiency	511.00kWh X \$0.02154	\$11.01
Atty Genl consultant exp adj	511.00kWh X \$0.00003	\$0.02
Storm recovery adjustment	511.00kWh X \$0.00126	\$0.64

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Eversource is required to comply with Department of Public Utilities' billing and termination regulations. If you have a dispute please see the bill insert for more information. Visit the "Monthly Customer Communications" page under "My Account" then "Billing & Payment" on Eversource.com for an electronic version of this insert. Eversource offers Payment Plans for customers with overdue bills. Budget Billing is also available to pay a more consistent bill each month.