



One NSTAR Way  
Westwood, Massachusetts 02090

## Arrearage Forgiveness Program

NSTAR is pleased to offer a new Arrearage Forgiveness Program for qualified customers. This program is designed to assist customers with past due electric and/or gas bills. NSTAR will forgive past due balances over a period of time if the customer pays the agreed monthly budgeted bill on time.

### HOW THE ARREARAGE FORGIVENESS PROGRAM WORKS:

- Applicant must have an active utility account.
- Applicant must be the customer of record.
- Applicant must be on NSTAR’s Discount Rate\*.
- Customer account must have an outstanding NSTAR arrears with a minimum of \$300 and be sixty (60) days past due.
- The monthly payment amount will be based upon past usage and previous bills.
- In the event a customer applies, qualifies and receives fuel assistance, NSTAR will reduce the monthly budget based on benefits received.
- Every month NSTAR receives a customer payment by the due date, NSTAR will forgive a portion of their past due balance. NSTAR will continue to do this until the arrears are paid.

### FOR EXAMPLE:

|                                     |        |
|-------------------------------------|--------|
| Customer has outstanding balance of | \$1000 |
| Average monthly bill is:            | \$50   |
| Customer pays monthly payment of:   | \$50   |
| Arrearage Forgiveness Program Pays: | \$100  |

### HOW TO ENROLL?

A customer is advised to call 1-866-315-2496 and be connected to a highly trained NSTAR Call Center Representative. Our representatives will explain the program in detail making sure customers fully understand before enrolling.

\*If you are currently eligible for fuel assistance, or are receiving one of the following benefits, you may also be eligible for NSTAR’s Discount Rate: Supplemental Social Security Income, Transitional Aid to Families with Dependent Children, Emergency Aid to Elderly, Disabled and Children (EAEDC), Food Stamps, MassHealth Basic, Standard, Essential, Prenatal Limited, Senior Buy-in or Buy-in, Low Income Home Energy Assistance (LIHEAP)\*\*, Head Start\*\*, Free/Reduced School Lunch or Breakfast Program\*\*, Mass Veterans Benefits\*\*, Dependency and Indemnity Compensation for Surviving Spouse or Parents of Veterans\*\*, Improved Veterans Disability Pension\*\*.

\*\*Eligibility letter required.

For more information please visit [//www.nstaronline.com/residential/customer\\_information/financial\\_assistance/](http://www.nstaronline.com/residential/customer_information/financial_assistance/)