

**ELDERLY PROTECTION:**

**PART A— ELDERLY STATUS**

I am 65 years of age or older and all the other residents of my home are 65 or older.

CUSTOMER NAME : \_\_\_\_\_

SERVICE ADDRESS : \_\_\_\_\_

DATE OF BIRTH : \_\_\_\_\_

ACCOUNT NUMBER : \_\_\_\_\_

YOUR SIGNATURE: \_\_\_\_\_

DATE : \_\_\_\_\_

**PART B - THIRD PARTY NOTIFICATION**

You, as a customer being 65 years of age or older, may appoint a third person to represent you concerning your account with NAED. If you so desire, NAED will send this third person your past due bills, notices of termination of service, and notices of your right to appeal.

I wish to establish the following person as the third party designate for the above account.

THIRD PARTY : \_\_\_\_\_

STREET ADDRESS : \_\_\_\_\_

CITY/TOWN : \_\_\_\_\_

STATE : \_\_\_\_\_ ZIP: \_\_\_\_\_

PHONE : \_\_\_\_\_

YOUR SIGNATURE: \_\_\_\_\_

Please return the FINANCIAL HARDSHIP FORM OR THE ELDERLY PROTECTION FORM to:

North Attleborough Electric Department  
Customer Collections Representative  
275 Landry Avenue  
North Attleborough, MA 02760-3501  
Fax: (508) 699-0657

You may seek assistance by calling  
NAED at 508-643-6376

or by writing to:

Mass. Department of Public Utilities  
Consumer Division  
1 South Station  
Boston, MA 02110

1-617-737-2836 or 1-877-886-5066



**A Customer Owned Utility**  
*Serving Our Community Since 1894*

**Important Residential  
Customer Information**

**2023/2024**



**A Customer Owned Utility**  
*Serving Our Community Since 1894*

**275 Landry Avenue**  
**North Attleborough, MA 02760-3501**  
**Telephone: 508.643.6300**  
**Fax: 508.699.5603**  
**www.naelectric.com**



**Tel: 508-643-6300**



## IMPORTANT RESIDENTIAL CUSTOMER INFORMATION

# CUSTOMER FINANCIAL HARDSHIP FORM

Dear NAED Customer,

In an effort to update our records and keep customers informed of the most recent electric service termination regulations set by the Massachusetts Department of Public Utilities (DPU), please read the following information carefully. If any of the following conditions apply to you, please fill out the appropriate form and return all documentation to North Attleborough Electric Department (NAED). Please note that a "protected" customer has a responsibility to NAED for all charges incurred during "protection".

### YOU HAVE A RIGHT TO UTILITY SERVICE:

#### 1. IF YOU ARE SERIOUSLY ILL.

You have the right to service anytime during the year if you or a member of your family has a serious illness **and** you cannot afford to pay overdue utility bills because you have a financial hardship. Have your physician notify NAED immediately at 508-643-6376. Within seven (7) days of the phone call, your physician must certify in writing to NAED that a serious illness exists. The certification must be renewed monthly or quarterly if the illness has been certified as chronic. Your failure to renew such certification of serious illness as explained may result in your service being terminated. A FINANCIAL HARDSHIP FORM AND PROOF OF INCOME IS ALSO REQUIRED.

#### 2. IF YOU HAVE AN INFANT.

You have the right to service anytime during the year if there is a child less than 12 months of age in your household **and** you cannot afford to pay overdue utility bills because you have a financial hardship. You must provide a copy of the birth certificate of the child under the age of 12 months who is living in the household. A FINANCIAL HARDSHIP FORM AND PROOF OF INCOME IS ALSO REQUIRED.

#### 3. ELDERLY PROTECTION.

If you **and all members** of your household are 65 years of age or older, your utility company cannot discontinue your service for failure to pay a past due bill, unless it has the express approval of the Department of Public Utilities (DPU). PLEASE FILL OUT PART A - ELDERLY STATUS ON THE BACK PAGE.

#### 4. WINTER PROTECTION (SEASONAL)

Between November 15 and March 15, if you certify that you have a financial hardship, your electric service cannot be shut off if it directly or indirectly supplies heat to your home. A FINANCIAL HARDSHIP FORM AND PROOF OF INCOME IS REQUIRED.

A "Financial Hardship" exists when a customer is unable to pay an overdue bill and such customer meets certain income eligibility requirements.

If a financial hardship does exist, the Financial Hardship form must be renewed every 90 days. Your failure to submit a Financial Hardship form or renew the Financial Hardship form as required will result in termination of your service. Proof of Income is also required every time a Financial Hardship form is submitted.

**PLEASE COMPLETE THE APPROPRIATE SIDE OF  
THE FORM AND RETURN ALL DOCUMENTATION  
TO:**

**North Attleborough Electric Department  
Attn: Customer Collections Representative  
275 Landry Avenue  
North Attleborough, MA 02760-3501  
Fax: (508) 699-0657**

If you are claiming a "Financial Hardship" under Massachusetts General Laws, Chapter 164, section 124A or 12F, please provide the following information and return the form to NAED within seven (7) days. A customer must meet income eligibility requirements to qualify for a "Financial Hardship". Please note that a "protected" customer has a responsibility to NAED for all charges incurred during "protection".

Please check which condition applies to you:

Winter Protection     Serious Illness     Infant

CUSTOMER

NAME : \_\_\_\_\_

SERVICE

ADDRESS : \_\_\_\_\_

ACCOUNT NUMBER: \_\_\_\_\_

PHONE NUMBER : \_\_\_\_\_

EMAIL : \_\_\_\_\_

SOCIAL SECURITY  
NUMBER

: \_\_\_\_\_

NUMBER OF  
PEOPLE IN

HOUSEHOLD: \_\_\_\_\_

ANNUAL  
INCOME

: \$ \_\_\_\_\_

(from all sources and before taxes)

### PROOF OF INCOME IS REQUIRED

I, the undersigned, do hereby certify that the information provided is complete and true, to the best of my knowledge.

SIGNATURE : \_\_\_\_\_

DATE: \_\_\_\_\_