

Eversource Launches New Mobile App
Customers have ability to manage Eversource account while on the go

BERLIN, Conn. (May 13, 2019) – Just as Eversource works to improve and modernize the electric system to strengthen reliability, the company also continues to make enhancements to its communications tools to better serve customers. Now, the energy company is launching a mobile app for Apple and Android users to give customers the ability to easily manage their accounts from their smart phones.

“We routinely engage with our customers to see how we can improve the way they connect with us, and this new app is in direct response to their requests to make their experience with us even better,” said Eversource Senior Vice President and Chief Customer Officer Penni Conner. “This app gives our customers the flexibility to make payments, report an outage, view the outage map and more, while on the go.”

The Eversource app allows customers to:

View and pay bill (by bank account)

- View up to 12 months of past bills and payments
- View up to two months of scheduled payments
- Link and manage multiple billing accounts
- Enroll or unenroll in paperless billing
- Report or check the status of an outage
- View the outage map
- Contact customer service

The mobile app is the latest tool providing customers with additional options to connect with Eversource, following the energy company’s upgraded outage map and the enhanced customer notification system that provides customers with information and updates in their preferred method – text message, email, or phone.

Customers can download the Eversource app for their [iPhone](#) or [Android](#).

The company also points out that this mobile app is not connected to a recent scam involving phone calls from a company claiming to be Eversource asking customers to download an app and use it to wire money in order to avoid their power being disconnected. If a customer receives a call like that they should immediately call their police department. Eversource also urges anyone who has doubts about the legitimacy of a call to contact the energy company directly at 1-800-286-2000.