



*Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance*


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**Online Guide Transmittal 2017-92
October 27, 2017**

To: Department of Transitional Assistance Staff
From:  Paul Sutliff, Assistant Commissioner for Field Operations
Re: TAFDC and EAEDC: Vendor Payment Address Changes for Clients with Eversource Utilities

Overview

Some TAFDC and EAEDC clients utilize vendor payments to meet their monthly utility payments by having money deducted from their grant and paid directly to the vendor. It is important that case managers select the correct vendor in SSPS to ensure payments are made to the appropriate vendor.

DTA recently learned that Eversource has two payment addresses for the eastern and western regions of Massachusetts.

Purpose

The purpose of this transmittal is to advise staff that Eversource now accepts payments for electric services at two different addresses, based on the client's address. Eversource has split the state into two regions, Eastern and Western, for payment purposes. All payments for gas services go to the Eastern Region office.

Effective immediately, DTA staff must use the appropriate Eversource address for all SSPS invoices.

**Eversource
Vendor
Addresses**

Eversource address for the Eastern Region, electric and all gas utilities:

Eversource - E
247 Station Drive NW200
Westwood, MA 02090
Attn: Elaine Ferrari Picco
Vendor ID: 32109

This vendor is listed in SSPS as EVERSOURCE – E.

Eversource address for the Western Region, electric utility only:

Eversource Customer Service Center – W
1985 Blue Hills Avenue Ext.
Windsor, CT 06095-1504
Vendor ID: 1000079

This vendor is listed in SSPS as Eversource Customer Service Center – W.

See the Online Guide page [Eversource Regional Vendor Payment Addresses](#) for the appropriate region for clients making vendor payments to Eversource.

**Current
SSPS
Invoices**

Case managers and TAO managers will be notified by email if the vendor payment check went to an incorrect Eversource address. To update the vendor payment information, follow the procedures described in [Voiding an Approved Invoice – Protective Payments](#) and [Requesting a New SSPS Invoice](#).

When updating, first, void the current invoice. When voiding the invoice, select Other as the reason for voiding the invoice, and enter “Incorrect Address” in the Comments field. Second, create a new invoice with the correct address and with all months not yet paid, including any retroactive months that may not have been paid due to the use of the incorrect address.

**New
BEACON
Online Guide
Pages**

Topic: Cross Programs
Book: SSPS Payments
Chapter: SSPS Benefits Procedures
Sub-Chapter: Vendor Payments – Cash
Page: Eversource Vendor Payment Procedures

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Book: SSPS Payments
Chapter: SSPS Benefits Procedures
Sub-Chapter: Vendor Payments – Cash
Page: Eversource Regional Vendor Payment Addresses

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email the DTA Mailbox.

Systems issues should be directed to the Systems Support Help Desk.
