

How to Recognize a Gas Leak

A gas leak is often recognized by smell, sight or sound.

SMELL. Natural gas is colorless and odorless. A distinctive, pungent odor, similar to rotten eggs, is added so you will recognize it quickly.

SIGHT. You may see a white cloud, mist, fog, bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.

SOUND. You may hear unusual noises like roaring, hissing or whistling.

What to do

Gas pipeline leaks are rare, but can happen. Learn to recognize them and what to do in case one occurs in your community. Keep yourself and your neighbors safe. If you suspect a leak, leave the building and call 9-1-1 or Eversource at 877-944-5325.

- **DO NOT** smoke, operate electrical switches or use appliances within 15-20 feet of the area in which you sense the leak. This includes cell phones and land lines.
- **DO NOT** assume someone else will report the condition.
- Provide the exact location.
- Let us know if digging activities are going on in the area.

Eversource Employees Give Back



Giving back to our communities through employee volunteer projects is another important way Eversource serves its customers.

Recently, a group of employees spent the day at Beat the Street Community Center in Meriden, making safety improvements to the weight training room. The center's mission is to make a positive difference in the lives of teenagers by providing after-school programs.

To learn more about our community involvement efforts, visit the "Community" section of eversource.com, available on the site's "About" home page.

Winter Gas Safety Tips



Keep Natural Gas Meters Clear of Snow and Ice

During the winter months, snow and ice can damage your natural gas meter. Follow these tips to stay safe all winter long.

- Gently brush away any snow or ice that accumulates around the meter, regulator vent and any other outdoor piping.
- Clear the snow or ice using a broom or by hand—not with a shovel.
- When plowing, snowblowing or shoveling, do not push or pile snow around your meter or appliance vents.
- Clear a path to your meter so Eversource employees and emergency responders can access it in an emergency.

Heating Season Safety Tips

With the winter heating season upon us, Eversource offers heating safety tips to help our customers and their families stay safe— and warm—all winter long.

- Clean or replace filters in your furnace periodically.
- Keep the area around your furnace or space heater clear of dirt, clutter, flammable materials and obstructions.
- Inspect all gas heating equipment in your home or business yearly—a qualified technician should make this inspection.
- Install carbon monoxide detectors and replace the batteries once a year.

Get your home ready for winter



Beat the high cost of winter by winterizing your home with Energize ConnecticutSM solutions brought to you by Eversource. Home improvements such as air sealing and insulation ensure the warm air stays in, the cold air stays out, and the ice dams stay away.



Start with a Home Energy SolutionsTM visit.* Authorized contractors will inspect your home and make on-the-spot improvements. Plus, you'll gain access to rebates and incentives for additional upgrades, including insulation, and a report detailing your home's performance.

Call 877-WISE-USE (877-947-3873) or visit [EnergizeCT.com/HES](https://www.energizect.com/HES) to schedule your appointment and prepare your home for the winter ahead.

* \$99 copay for an average of \$1,000 worth of services. Fee may be waived for eligible customers.

Energize Connecticut programs funded by a charge on customer energy bills.

Stay Warm

A home without heat isn't a home

Visit www.211ct.org or dial 2-1-1 to find your local community action agency and get help.

At Eversource, we offer programs, services and partnerships to help you stay warm when the temperature dips:

- Winter Protection Plan
- Matching Payment Program
- Budget Billing
- Home Energy Solutions, an Energize Connecticut program



If you are having difficulty paying your bill, we may be able to assist you with special payment arrangements.

Please call 800-438-2278 to find out more.

Announcing new Eversource Energy Center

At a groundbreaking event at the University of Connecticut last month, we announced our Eversource Energy Center, an innovative energy company and university partnership to develop state-of-the-art approaches for delivering reliable power and responding to extreme weather events.

The Center expands on our current work with UConn to use science and research for storm modeling and damage forecasting. This will help Eversource prevent outages, shorten restoration times, and reduce the risks of extreme weather. Please visit innovation.uconn.edu/industry-centers for more information.

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