

# Customer Update

# EVERSOURCE

## Understanding Energy Costs

At Eversource, we don't like it when energy supply rates go up any more than you do. It doesn't mean more money for us – it means the market price of the energy we buy and deliver directly to you has gone up.

### What's making my rates go up?

Regional pipeline limitations and a growing need for natural gas to produce electricity have impacted the amount of energy available in the region during the winter months. That means there is less energy available and it costs more to purchase for customers.

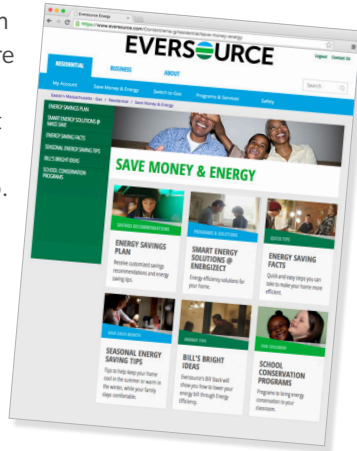
### What is Eversource doing?

We're working with partners across the region, to get more energy into New England, by increasing our natural gas supply and bringing in affordable, clean hydropower from Canada. We're leading the way toward the solution. Because more energy means lower energy supply rates for you.

While we work to reduce your energy supply rates, we know you're looking to save energy and manage your energy usage. We want you to have as much control over your energy as possible.

You may also consider choosing a competitive supplier or learn more about our energy efficiency solutions. And our online Energy Savings Plan is available to provide energy information and resources specifically customized for you and your home.

For more information please visit [Eversource.com](http://Eversource.com).



## Storm Readiness

Eversource is ready to respond quickly and safely all year to storms,



and we want you to be safe and prepared, too, should your power go out. Here are a few essentials to keep in mind:

- **Before...** Build an emergency kit with essential items to meet the unique needs of your family. Check out the Federal Emergency Management Agency's detailed checklist at [fema.gov](http://fema.gov)
- **During...** Be sure to report a power outage. Notify us at [Eversource.com](http://Eversource.com), then click on "Outages" and "Report An Outage." Or, call us at **800-592-2000**.
- **After...** Once your power is back, avoid a power surge and damage to your appliances and home electronics by turning them on one at a time.

For many more storm safety and preparation ideas, visit [Eversource.com](http://Eversource.com).

# Stay Warm And Safe This Winter

Eversource wants you and your family to stay safe this winter season. Whether you heat your home with oil, natural gas, coal or wood, your heating system can produce carbon monoxide if it is not working properly or inadequately vented.

Carbon monoxide is very dangerous because its symptoms can resemble the flu and it is an odorless, colorless and tasteless gas. That is why it is important to make sure every level of your home has a carbon monoxide detector installed.

If you suspect the presence of carbon monoxide open all your windows and doors. If you are an Eversource natural gas customer call **800-592-2000** or call your local fire department. If carbon monoxide is detected, seek immediate medical attention.

Please keep the following tips in mind:

- To reduce the risk of carbon monoxide poisoning, have your heating equipment “tuned up” each year.
- Make sure your home is adequately ventilated.
- Make sure any vents on the outside of your home are completely unobstructed and able to properly ventilate, especially after a snow storm.
- Turn off space heaters when you leave a room or plan to sleep.
- Keep space heaters at least three feet from flammable objects such as a wall, bedding and curtains.
- Never use extension cords with space heaters and make sure the space heater’s cord isn’t damaged or frayed.
- Never leave a fire in a fireplace unattended.
- Always use a fire screen.
- Be sure dampers work properly and flues are regularly cleaned and inspected.

Please visit the “Safety” section of [Eversource.com](http://Eversource.com) for more safety tips.

## Save the Date!



This year the Eversource Walk for Boston Children’s Hospital will be held at the Hatch Shell along Boston’s Esplanade on Sunday, June 12. Funds raised will support Boston Children’s Hospital’s patient care, pediatric research and community health programs.

For more information visit [childrenshospital.org/walk](http://childrenshospital.org/walk)

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