

Customer Update

EVERSOURCE

Eversource in Your Community

Eversource proudly goes beyond delivering great service to its communities through a number of volunteer programs and major charitable events. Throughout the year, thousands of our employees and family members are making a difference in the communities where we live and work.

You might know us as the title sponsor for the Eversource Walk With Me and 5K Run for Easter Seals New Hampshire, the Eversource Walk for Boston Children's Hospital and the Eversource Hartford Marathon. We are also honored to roll up our sleeves and partner with more than 75 nonprofit organizations across New England, supporting camp clean-ups for children, organizing food donations for the holidays, or sorting clothing and supplies so kids are ready to succeed in school.



Eversource volunteers worked the fields at the YMCA Share the Harvest Farm in Dartmouth in late October.

Can I Shop for an Electricity Supplier?

Did you know that you are able to compare rates from other suppliers for the electric supply portion of your bill? The Commonwealth of Massachusetts has a new web site to help: energyswitchma.gov. You can also visit Eversource.com to review a list of important questions to ask suppliers.

What are My Options Regarding Solicitations and Calls?

For some customers, the question regarding competitive suppliers is, "Once I've decided if a supplier is right for me, how do I stop calls and visits to my home?" You can register with the FTC's "Do Not Call List" at donotcall.gov. You can also let us know at Eversource and we will have your name removed from lists that we are required to make available to suppliers.

Remember, Eversource will never go door to door to discuss your Eversource bill or electric supply options. Our employees always carry identification, and you can always call us to see if we have sent someone to your home.

Eversource Identifying Drought-Stressed Trees

As New England continues to suffer extreme drought conditions, Eversource tree crews are working to identify trees that have been weakened by the severe dry weather and pose a threat to the reliability of the electric system. Eversource's tree trimming programs play an important role in identifying and removing drought-stressed trees that are also more susceptible to insect infestation and diseases. Our certified arborists work closely with the communities where work is being done, and notify customers in advance of any tree work on their property.



If you are concerned about the health of a tree on your property that is not located near a power line, for your safety, please be sure to contact a local certified arborist or tree management company to assist you.

To learn more about how our tree trimming program is helping to keep your lights on all year long, click on 'Outages' at [Eversource.com](https://www.eversource.com).



Eversource is the . . .

#1 Energy Efficiency
Provider in the nation*

*According to Ceres, 2016 Benchmarking Utility Clean Energy report

Winter Energy Saving Tips

This winter keep the following helpful tips in mind to help you save energy and money while staying comfortable.

- Cut annual heating bills by up to 10 percent a year by turning your thermostat back 10 to 15 percent for eight hours a day.



- Reducing air leaks could cut another 10 percent from your monthly energy bill. The most common places where air escapes homes are: floors, walls, ceilings, ducts, fireplaces, plumbing penetrations, doors, windows, fans, vents and electrical outlets.
- Keep shades and curtains open during the day on the south side of your home to allow solar heating. Close them at night to retain heat.

For more energy saving tips, head to the 'Save Money & Energy' section of [Eversource.com](https://www.eversource.com).

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