

Customer Update

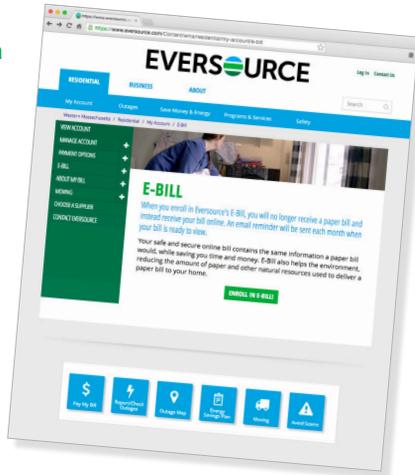
EVERSOURCE

Do Business with Us Anytime on Eversource.com

Some convenient services offered on Eversource.com include:

- Go green with our paperless E-Bill option and receive email reminders each month instead of receiving a paper bill.
- Make a one-time payment, set up automatic recurring payments or pay with a credit card (for a transaction fee). Also available online is a list of locations to pay in person.
- Log in to your Eversource account to view an electronic version of your most recent bill, examine your usage and see your account's history.
- Interact with the Energy Savings Plan, which provides energy-saving recommendations tailored to your home.
- Tell us you're moving. You can start, stop or transfer service online.
- Report a power outage and view our Outage Map.
- Enroll to receive outage alerts via email, text and phone.

Eversource.com is also a great resource for energy-saving tips, storm preparation and important safety information. Visit today!



Keep Comfortable This Summer and Save

Here are some easy energy-saving tips that can help you keep your home cool and comfortable all summer long while managing your energy costs.

- If you're thinking of buying a new or replacement room air conditioner, look for an ENERGY STAR[®]-qualified model that can reduce your cooling costs by as much as 20 percent.
- Use an exhaust fan to remove hot air from your kitchen while you're cooking. The savings on your cooling costs will far outweigh the electricity used by the fan.
- Close blinds, drapes, and shades during the hottest part of the day to keep sunlight from heating your home.
- Keep your home cooler by waiting until evening to do laundry or run your dishwasher, and take advantage of warm, sunny days by drying your laundry outside.

For more energy-saving tips and programs, visit Eversource.com and click on 'Save Money & Energy.'

Eversource Community Pride

Our employees take great pride in our long-standing dedication to serving in the communities we live and work.

Eversource supports many organizations in a variety of ways, but our employee volunteer program focuses on finding opportunities that make an impact from cleaning up a neighborhood park to assembling braille books for blind children.

Recently, in Dorchester, Eversource employee volunteers prepared and packed food for the Daily Table – a Dorchester not-for-profit retail store offering the community a variety of affordable healthy food. The Daily Table works with a large network of growers, supermarkets and other suppliers who donate excess food or provide special buying opportunities.

Eversource employees also helped the Boston Salvation Army and its 'Coats for Kids' initiative. With the help of our employees, the Salvation Army was able to sort and distribute hundreds of much needed coats to deserving families.



Important Safety Reminders

Please keep in mind the following important safety tips:

- State law requires that you or your contractor contact Dig Safe at **8-1-1** at least 72 business hours before doing any digging.
- Stay away from downed power lines and anything near them. Report a downed line to Eversource at **800-592-2000**.
- If a power line falls on your car, stay put until rescue or utility workers arrive. It is safe to use a cell phone.
- If you smell natural gas make sure to leave the building immediately and call your local gas utility. If Eversource is your gas utility, please call **800-592-2000**.
- All Eversource employees carry a photo ID at all times, and most of our field employees drive a company vehicle. If you believe somebody is falsely claiming to be an Eversource employee, report the incident immediately to your local police.

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