

Customer Update

EVERSOURCE

Locate and Mark Your Gas Meter and Vents Now

Warm weather is the perfect time to locate and mark the natural gas meter and heating system vents on your property. This will help you find them and make sure they're not blocked by snow and ice during the winter. Blocked outside vents can cause carbon monoxide poisoning inside your home.



To locate your vents, start at your boiler or furnace system. If the boiler or furnace has an aluminum pipe coming from the back, then most likely it vents out of your chimney. However, if you have two plastic PVC pipes coming off the top of your equipment, follow them to see where they exit the building. Once you locate the outside vents and meter, mark their location.

Year-round safety tips:

- Check house gutters for drips and leaks that could result in dangerous icicles during the winter. If heavy icicles fall, they can damage your natural gas meter or vent pipe.
- Take care while raking or shoveling around your meter, to avoid damaging it.
- Keep meters and vents free from leaves, mulch and snow. Gently brush them away with a broom or by hand.
- Always maintain a clear path to the meter so Eversource employees and first responders can access it in an emergency.

Committed to Environmental Sustainability

We're proud to be recognized as one of the greenest energy companies in the nation.

Our commitment to environmental sustainability is an important component of our vision for conducting business now and for future generations.

We are focusing on four key areas:

- **Climate Leadership** and the meaningful strategies we have developed to reduce our carbon footprint;
- **Clean Energy** and our commitment to bring more clean, affordable and sustainable energy to the region;
- **Accountability** for all environmental laws and regulatory commitments and requirements;
- **Stewardship** and the way we take great care to promote conservation and manage natural and cultural resources.

For more information about Eversource's environmental sustainability commitment, visit the "About" section of Eversource.com.

Do Business with Us Anytime on Eversource.com

Some convenient services offered on [Eversource.com](https://www.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.

[Eversource.com](https://www.eversource.com) is also a great resource for energy-saving tips, and important safety information. Visit today!



Important Natural Gas Safety Reminders

- If you smell gas, leave the building immediately and call Eversource at **800-592-2000** or **911**.
- State law requires that you or your contractor contact Dig Safe at **811** at least three business days before digging begins.
- Avoid planting around ground-mounted utility equipment, such as gas meters and gas vents; Eversource and emergency responders may need to access this equipment.
- Before you start cooking on a natural gas grill, check hoses for cracks and holes. While grilling, keep flammable materials like paper products, linens and clothing away from burners. Don't light cigarettes or matches, or have open flames near a leaking grill.
- All Eversource employees carry identification at all times, and most drive a company vehicle. If you believe somebody is falsely claiming to be from Eversource, report the incident immediately to your local police.



Eversource is the . . .

#1 Energy Efficiency Provider in the nation*

*According to Ceres, 2016 Benchmarking Utility Clean Energy report

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