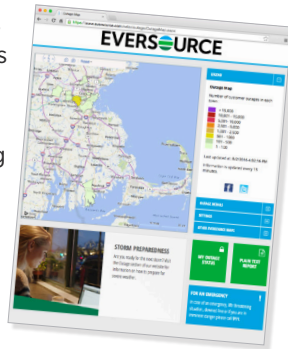


Customer Update

EVERSOURCE

Standing With You, Ready for the Storms

When stormy weather hits New England, we're ready to head out into the elements when others head home. In fact, Eversource prepares year-round for severe weather. Whether we're upgrading technology, managing vegetation, or improving how we communicate with you, Eversource is ready every day for whatever Mother Nature brings. We want you to be ready, too:



- If severe weather is heading our way, make sure to visit the Outages section of Eversource.com for steps to be prepared and to stay safe before, during, and after a major storm.
- Sign up to receive outage and restoration updates for your electric service through your choice of text, email and phone. Now you can even report an outage by text and receive on-demand text status updates on your power restoration. Visit Eversource.com to update your alert preferences and enroll in text reporting today.
- While you're online, please take a moment to check that your contact information is up-to-date so we can reach you in the event of a major storm or emergency. It's easy to update your telephone number in the My Account section of Eversource.com after logging in.

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

We Can Help Manage Your Energy Costs

With the heating season fast approaching, now is a great time to take advantage of the programs Eversource provides to help you manage your energy costs.

- Ideal for heating customers, **Budget Billing** allows you to spread your energy costs over a period of time and pay a more consistent amount month-to-month.
- **Payment Plans** let customers to spread out the overdue portions of their bill.
- The **Discount Rate** and Fuel Assistance are available for customers who receive certain government means-tested benefits.
- The **New Start** program forgives portions of an overdue balance.
- Additional assistance may also be available through **The Good Neighbor Energy Fund**, local funds, city or town halls, churches and other charitable organizations.

Visit 'Programs and Services' on Eversource.com for more information.

We're In Your Communities

Throughout the year, Eversource employees take great pride in supporting community volunteer events throughout Massachusetts that help provide a better quality of life for many citizens. Recently, employee volunteers sorted through 1,848 pounds of food at the Worcester County Food Bank in Shrewsbury.



To learn more about our community involvement, visit [Eversource.com](https://www.eversource.com), click on the About tab, and then Community.



Generator Safety

Thinking of purchasing a generator? Make sure it is installed by a licensed electrician. To prevent carbon monoxide poisoning, always run generators outdoors and away from doors, windows, and air vents. Please visit the Safety section of [Eversource.com](https://www.eversource.com) for more generator and carbon monoxide safety information.



Eversource is the . . .

#1 Energy Efficiency
Provider in the nation[®]

[®]According to Ceres, 2016 Benchmarking Utility Clean Energy report

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