Customer Update

EVERS URCE

Heart. Determination. Energy.



Eversource is proud to be the title sponsor of the Hartford Marathon. The marathon has a 21-year history of promoting health, wellness and sustainability, as well as providing charitable support to organizations across Connecticut.

With 20 official charities, the Eversource Hartford Marathon powers community initiatives across our region. Last year, runners raised \$325,000 for the marathon's charities. The marathon also helps our state thrive by bringing an economic value of more than \$13 million annually to the region.

The Eversource Hartford Marathon starts at 8 a.m. on Saturday, October 10, in Bushnell Park, with tons of activities throughout the day for you and your family. Join us to run the marathon (26.2 miles), half marathon (13.1 miles) or 5K road race (3.1 miles) — or to cheer for all the runners! For more information, visit www.hartfordmarathon.com.

Try Our Self-Service Options

It's time to experience the ease, convenience and security of Eversource online services. Sign up today to view and pay your bill at **www.eversource.com**. We make it easy for you to pay from your checking or savings account, or with a credit card. You can also log on to check your usage or account history, change a phone number — even start, stop or transfer service, all with a click of a button. You can also use our telephone system seven days a week to pay your bill, obtain billing information, and more. Try our online self-service options today!



Locate Your Gas Vents and Meters Now

Last winter's extreme cold temperatures and heavy snowfall created some serious challenges to homeowners who needed to make sure that their gas vents and meters were not blocked by snow and ice. Now is the time to take action and be prepared for the upcoming winter season. Eversource encourages customers and homeowners to take the time now to locate the gas meters and gas vents on their property while the weather is warm.

Walk the perimeter of your building to identify the location of your natural gas equipment so you know what areas to keep clear next winter.

- Check gutters for drips onto the meter or vent pipe, which in the winter can lead to dangerous icicles that can damage your natural gas equipment.
- Avoid hitting your meter with a rake or shovel, which could damage the meter, when doing yard work.
- Avoid covering the gas meter or pipe with mulch or when shoveling dirt.

Carbon Monoxide What you need to know

Carbon monoxide (CO) is odorless, colorless and tasteless, but still very toxic. Whether you heat your home with natural gas, heating oil or propane, your heating system can produce CO if it's not working properly or is inadequately vented. Carbon monoxide is also produced from internal combustion devices (e.g., cars, small gasoline engines).

What are the symptoms of carbon monoxide poisoning?

The symptoms of carbon monoxide poisoning are often confused with those of influenza. The highest incidence of poisoning occurs during the flu season. Carbon monoxide poisoning symptoms include:

- headaches
- unclear thinking
- nausea
- vision problems

- dizziness weakness
- shortness of breathloss of muscle control
- High concentrations of carbon monoxide can lead to unconsciousness, brain damage or death. However, a victim may not experience ANY of these symptoms, or only one or a few of the symptoms. You should suspect the presence of carbon monoxide if symptoms tend to disappear when you leave home.



If you suspect the presence of CO:

- If you smell gas, alert your family or co-workers and exit the area immediately.
- Open the windows and doors on your way out if you are able to do so.
- If carbon monoxide is detected by your alarm, exit the area immediately, and call 9-1-1 to notify your local fire department.
- Have your heating equipment inspected by your fuel supplier or a licensed heating contractor to ensure that it is in good working order.

Dial 8-1-1— Call Before You Dig

The weather is warm and outdoor DIY projects keep us busy. The greatest risk to underground natural gas pipelines is accidental damage during excavation. Smart digging means calling 8-1-1 — Call Before You Dig (CBYD) — before each job. Whether you are a homeowner or a professional excavator, one call to 8-1-1 gets your underground utility lines marked for FREE.

The law requires you to call at least two full working days before digging begins. Eversource and other utilities will be notified so that they can locate and mark underground equipment in the area.

Anyone excavating is required to take special precautions when working near underground facilities. A scrape, dent or crease to the pipe may cause a future leak or failure.

Upgrade and Save

Don't wait until winter to do something about your heating costs. Install high-efficiency natural gas space and water heating equipment this summer, and ease into next winter knowing you'll be comfortable while you save.

Energize Connecticut offers instant discounts ranging from \$100 to \$750 for qualifying natural gas furnaces, boilers, tankless water heaters, and efficient stand-alone storage tank water heaters. The discounts are applied at the distributor level so there's no paperwork for you to complete and mail.

To help make the switch to energy-saving equipment even easier on your wallet, we offer zero-to low-interest financing options. The Energize CT Heating Loan Program offers 0% interest financing now through October 31, 2015. Qualified homeowners can borrow up to \$15,000 for eligible energy-saving heating equipment. For your convenience, the monthly installment for your new, high-efficiency equipment will appear on your electric bill; you submit just one payment.



smart energy choices

Stay Connected to Eversource on

Visit EnergizeCT.com or call 1-877-WISE-USE for details on incentives and financing.

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