

# Customer Update

**EVERSOURCE**

## Understanding Energy Costs

Eversource is leading the way in finding solutions that will lower your energy costs. We're working with partners across the region to get more energy into New England by trying to increase the natural gas

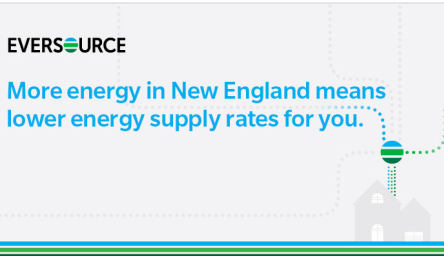
supply that's needed to produce affordable electricity, and bring new, clean, energy solutions like hydropower from Canada. And more energy means lower energy supply rates for you.

While Eversource works to reduce your energy supply rates, we also know you're looking for ways to save energy and manage your energy usage. We want you to have as much control over those energy choices as possible.

In fact, we've added some helpful new pages to [eversource.com](http://eversource.com) that can...

- Explain your electric bill and costs
- Offer you information and a calculator that can assist you with choosing an electric supplier
- Link to our energy efficiency programs
- Link to our online Energy Savings Plan that will provide energy information and resources specifically customized for you and your home.

Visit [eversource.com](http://eversource.com) today!



### DID YOU KNOW?

In 2015, Eversource customers were able to rely on their Eversource electric service 99.98%\* of the time, day and night, even in stormy weather.

\*Based on Average Service Availability Index

## A Home Without Heat Isn't a Home.

Visit [eversource.com](http://eversource.com) or call 2-1-1 to get help and stay warm.

At Eversource, we offer financial assistance for qualified customers to help you stay warm when the temperature dips. Our Winter Protection Plan, New Start Program, Matching Payment Program and Budget Billing are there to help you. Get the help you need, because a home without heat isn't a home.

VISIT

**[eversource.com](http://eversource.com)**  
or call **2-1-1**

**to learn more about the Stay Warm Initiatives**

# Sign Up for E-Bill or Auto Pay

Sign up for one of our easy, quick and secure payment options: E-Bill or Auto Pay. Everyone benefits, because timely payments of your electric bill help keep costs down for all customers.

## E-Bill

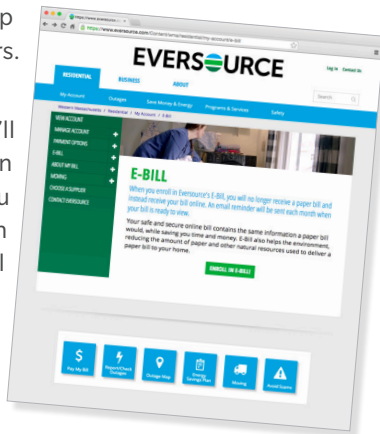
When you enroll in E-Bill, we'll send you an email alert when your next bill is ready to view. You can access the same information you receive on your paper bill and then pay with just a few quick clicks.

## Auto Pay

When you enroll in Auto Pay, we will take care of everything for you.

What's more, this hassle-free payment option ensures that your payment is prompt so that you don't incur any late payment fees. Your bill amount will be automatically deducted from your checking or savings account after the billing date.

Sign up for E-Bill or Auto Pay by visiting [eversource.com](http://eversource.com).



## Eversource Employees Make a Difference

Employees in Norwalk built two Little Free Library boxes to promote literacy in several Norwalk communities, in partnership with the United Way of Coastal Fairfield and Lowe's home improvement store in Norwalk. For more information, visit the "Community" section of [eversource.com](http://eversource.com).



## Generator Safety

If you currently have a generator, or are thinking of purchasing one as a backup should your power go out, please keep the following important safety tips in mind:



- Make sure the generator you purchase is the right size for your needs and is only used to power essential appliances and equipment.
- Have your generator installed by a licensed electrician to ensure it is properly connected to your home's wiring through a special transfer switch.
- Turn off the main power switch in your home before operating the generator.
- Always run the generator outdoors, as far from the house as possible, and away from doors, windows and air vents to avoid carbon monoxide poisoning.

Please visit the "Safety" section of [eversource.com](http://eversource.com) for more generator and carbon monoxide safety information.

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