

Customer Update

EVERSOURCE

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 natural gas 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.

Winter Protection Plan Deadline Reminder

If you are enrolled in our Winter Protection Plan, please remember that the program **ends on May 1**, and the deadline for applying for the Matching Payment Program is April 30. If you are having difficulties paying your natural gas bill, please call us at 1-800-438-2278. Our representatives are available to assist you with special payment arrangements tailored to your individual needs.

If you already have a payment arrangement with us, please continue making payments. To learn about other energy assistance programs for which you may qualify, such as Operation Fuel, call 2-1-1 or visit 211ct.org.

Customer Gas Line Maintenance

Eversource and other natural gas utilities are required by federal and state regulations to maintain gas lines up to and including the gas meter. We continually monitor the lines to prevent unsafe conditions from developing. At Eversource, safety is a TOP priority for our workers, customers and communities.

Some Eversource customers have buried gas lines beyond the meter, extending from the meter into their home or business. Maintenance of these gas lines is the responsibility of the gas user or property owner, not Eversource. If this piping is not maintained, it may leak or become weak. Buried gas piping should be periodically:

- Inspected for leaks and corrosion if there is metal piping.
- Repaired if any unsafe condition is discovered.



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.

What are the symptoms of carbon monoxide poisoning?

CO poisoning is often confused with influenza. Symptoms include headaches, unclear thinking, nausea, dizziness, shortness of breath, vision problems, weakness, and loss of muscle control. High concentrations of CO 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:

- Alert everyone nearby and exit the area immediately.
- Open the windows and doors on your way out if you are able.
- If your CO alarm goes off, leave immediately, and call 911.
- Have your heating equipment inspected to ensure that it is in good working order.

Use 811— Call Before You Dig

Planning an outdoor project this spring? Don't forget to "Call Before You Dig." 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. There is no charge for this service. Anyone excavating must take special precautions when working near underground facilities. A scrape, dent or crease to the pipe may cause a future leak or failure.



Working in Your Neighborhood

In the spring, Eversource conducts its annual compliance inspections for public safety and system reliability. We will be surveying the streets in front of your home or business, and walking around to check the services on your property.

If you have an indoor meter, Eversource may contact you by letter, door hanger or in person to request access. These inspections, such as leak surveying on the meter, surrounding piping, and corrosion testing, may require visits by multiple personnel to come on your property.

All Eversource employees and vendors carry company-issued photo identification. Please feel comfortable asking our employees to see their badges. If you have any questions or concerns, please call us at 1-800-989-0900.

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