

Customer Update

EVERSOURCE

Investments Are Vital to Safe, Reliable Electric Service

Delivering safe, reliable energy to you is our most important job. We've been working hard strengthening the electric lines and equipment across Connecticut and are proud to share that our efforts have resulted in five years of improving reliability for customers. Those living or operating businesses in areas where we've made reliability investments are experiencing fewer power outages, while outages that may occur are restored more quickly and safely. Our work has included:



- Tree trimming and removal – resulting in fewer tree-caused power interruptions;
- Installation of thicker, stronger poles and wire that better withstand storm impacts – reducing the number of outage events; and
- Installation of smart switches that detect power interruptions and quickly reroute the flow of electricity. Smart switches have proven to shorten power outages for thousands of customers, while better isolating the trouble area for faster repair.

To learn more about our resiliency projects, visit Eversource.com.

Sign up Today for Outage Updates

Eversource offers a variety of ways to receive outage updates for your



electric service and the status of your restoration, all available 24/7:

Outage Alerts: Receive on-the-go updates in the channel you choose - text, email or phone call. Updates include estimated times of restoration, the cause of the outage, number of customers restored and final restoration time. Visit Eversource.com and log in to your account to update your notification preferences today. If you already receive Outage Alerts, no further action is required.

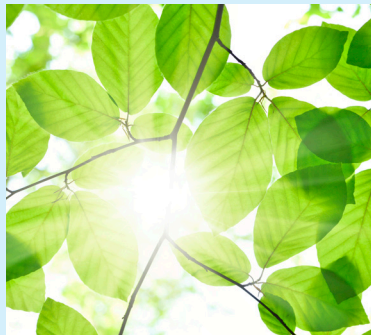
- **Online:** Visit Eversource.com to report your outage or check our outage map.
- **Phone:** Call us at **800-286-2000** to report your outage anytime, day or night.

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.

Heart. Determination. Community. Energy.

We're proud to be the title sponsor of the



Eversource Hartford Marathon – where runners, families, and volunteers come together to display their community spirit.

With a 23-year history of promoting health, wellness and sustainability, the marathon brings more than \$13 million in economic support to the region each year. Last year's marathon and its runners raised more than \$360,000 for charitable organizations that help people across Connecticut.

This year's marathon starts at 8 a.m. on Saturday, October 14, in Bushnell Park in Hartford, and the day will be packed with activities for you and your family. Run the marathon, half marathon, 5K road race, or team relay. Volunteer or cheer on the dedicated athletes who come from across New England. Visit HartfordMarathon.com.



Eversource is the . . .

#1 Energy Efficiency Provider in the nation*

*According to Ceres, 2016 Benchmarking Utility Clean Energy report

EVERSOURCE

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