

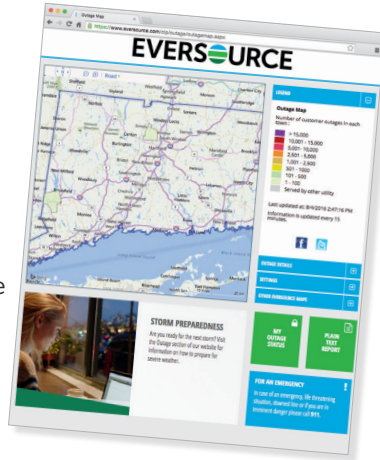
Customer Update

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, if you have lost power, 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.



We Can Help Manage Your Energy Costs

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

- **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 spread out the overdue portions of their bill.
- **Fuel Assistance** is available for customers who receive certain government benefits.
- The **Matching Payment Program** helps you maintain year-round electric service and possibly eliminate back balances, paying an agreed-upon amount on time each month.
- The **New Start** program forgives portions of an overdue balance.
- Additional assistance may also be available through **Operation Fuel**, local funds, city or town halls, churches and other charitable organizations.

We're In Your Communities

Throughout the year, Eversource employees take great pride in supporting community volunteer events in Connecticut that help provide a better quality of life for many citizens. Recently, employee volunteers did interior painting at the Klingberg Family Center in New Britain.



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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