

Customer Update

EVERSOURCE

Winter Electric Supply Costs

Beginning on January 1, the residential Standard Service rate will increase from 8.228 cents per kilowatt-hour (kWh) to 9.555 cents per kWh. This is about 24% lower than last winter – providing welcome relief from the historic high prices paid by all New England customers in the first part of 2015. For other Standard Service rates, please see the chart below.

Eversource Standard Service Generation Rates

Effective January 1 – June 30, 2016

Rate 1	Residential	9.555¢/kWh
Rate 5	Residential Electric Heat	9.555¢/kWh
Rate 7 (On-peak)	Residential Time of Day	12.179¢/kWh
Rate 7 (Off-peak)	Residential Time of Day	8.679¢/kWh
Rate 30	Small General Service	9.371¢/kWh
Rate 35	Intermediate General Service	9.371¢/kWh

New England still faces significant constraints on natural gas supplies, which are increasing winter electric prices. As an energy delivery company, we purchase electricity from power plant owners, and pass the cost, with no profit added, directly to customers who are on our Standard Service supply option. While we are passing on savings as compared to last winter, you can learn even more in this newsletter about other ways to save. You'll also read about what we're doing on your behalf to improve the region's energy infrastructure to provide more stable pricing.

Standard Service is the price of power that is passed through to all residential and small business customers who do not receive service through an alternate electric supplier. The Standard Service price for these customers changes twice a year, on January 1 and July 1. We encourage our customers to compare these rates to competitive supplier options. To learn more about competitive suppliers, please visit EnergizeCT.com.

How You Can Manage Your Energy Costs

1. Check Supplier Information on our Updated Bill Format for Residential Customers

On your electric bill, the left side of the page lets you quickly check supplier information. It shows your current electric supplier rate. If you're served by a competitive supplier, compare that rate to Eversource's Standard Service to see if you can lower your energy costs. With important supplier information summarized on your bill, you can easily review it each month to help you manage your energy costs.



Customers can choose from a variety of electric supplier plans, and shop for the one that suits them best. Go to EnergizeCT.com to compare rates. If you purchase your electricity through aggregate buyers,

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How You Can Manage Your Energy Costs

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or directly from suppliers, you should contact those companies for information about any changes in their rates.

2. Energy Efficiency and the Energy Savings Plan

Because nearly 90% of a typical residential electric bill is based on the number of kilowatt-hours used, you can effectively manage your electric bill by reducing usage.

Eversource offers resources and solutions to help you manage your energy costs and keep you comfortable all winter long. Learn more about weatherization tips and all the energy efficiency programs available to help you reduce energy costs this winter at EnergizeCT.com.

Register on eversource.com for the new Energy Savings Plan to get a customized energy analysis based on your home. The online tool shows you different ways to save – so you can better manage your energy costs.

3. Budget Billing

Manage your bill by making equal monthly payments throughout the year and avoid seasonal peaks during heating and cooling months. Visit eversource.com for more information about this free service.

4. Programs to Help You Stay Warm

Eversource offers financial assistance for qualified customers. Our Winter Protection Plan, Matching Payment Program and New Start Program can help keep your power on year-round. Get the help you need, because a home without heat isn't a home. Visit eversource.com or call 2-1-1 to learn more about financial assistance programs.

What Eversource is Doing to Solve Energy Challenges

While gas pipeline constraints will continue to affect electric customers in the near-term, we are very serious about our role to advocate for you in the regional energy marketplace. Eversource is an industry leader in developing strategic projects to help stabilize pricing in the region for our customers.

- The proposed Northern Pass Project will bring clean and low-cost energy from Hydro-Quebec's world-class hydroelectric plants to New Hampshire and New England.
- The Access Northeast project, proposed by Eversource, Spectra Energy and National Grid, will expand the region's natural gas capacity using existing pipeline routes.

Both of these projects will bring reliable energy to New England, helping to reduce costs for our customers.

Stay Safe During a Storm

Eversource is prepared for severe weather every day. Make sure you are prepared with an emergency kit with a flashlight and extra batteries. If the power goes out, report the outage at 800-286-2000 or online at eversource.com. Here are some important tips for staying safe:

- Always stay at least 10 feet away from downed wires and trees that might have wires caught in them. Report any downed power lines by calling 800-286-2000 or 9-1-1.



- If you're using a back-up or emergency generator, make sure it is located outside, well away from your home. Use a licensed electrician to connect the generator to your existing home wiring to prevent "backfeed" into the power lines – for the safety of line workers.

Seasonal Safety Reminder:

If you are using holiday lights, please be sure they are recognized by testing laboratories such as Underwriters Laboratories (UL). Check them for loose connections and exposed or frayed wiring. And always turn off indoor holiday lights when leaving the house or going to bed.

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