

# Customer Update

**EVERSOURCE**

## Get your home ready for winter



Call 877-WISE-USE (877-947-3873) or visit [EnergizeCT.com/HES](http://EnergizeCT.com/HES) to schedule your appointment and prepare your home for the winter ahead.

*\* \$99 copay for an average of \$1,000 worth of services. Fee may be waived for eligible customers.*

Beat the high cost of winter by winterizing your home with Energize Connecticut<sup>SM</sup> solutions brought to you by Eversource. Home improvements such as air sealing and insulation ensure the warm air stays in, the cold air stays out, and the ice dams stay away.

Start with a Home Energy Solutions<sup>TM</sup> visit.\* Authorized contractors will inspect your home and make on-the-spot improvements. Plus, you'll gain access to rebates and incentives for additional upgrades, including insulation, and a report detailing your home's performance.



Energize Connecticut programs funded by a charge on customer energy bills.



## Eversource Employees Give Back

Giving back to our communities through employee volunteer projects is another important way Eversource serves its customers.

Recently, a group of employees spent the day at Beat the Street Community Center in Meriden, making safety improvements to the weight training room. The center's mission is to make a positive difference in the lives of teenagers by providing after-school programs.

To learn more about our community involvement efforts, visit the "Community" section of [eversource.com](http://eversource.com), available on the site's "About" home page.

## STAY WARM

A home without heat isn't a home

Visit [www.211ct.org](http://www.211ct.org) or dial 2-1-1 to find your local community action agency and get help.

At Eversource, we offer programs, services and partnerships to help you stay warm when the temperature dips:

- Winter Protection Plan
- Matching Payment Program
- Budget Billing
- New Start
- Home Energy Solutions, an Energize Connecticut program

If you are having difficulty paying your bill, we may be able to assist you with special payment arrangements. Please call 800-286-2828 to find out more.

# Eversource Can Help You Maintain Service During a Serious Illness

We know that some of our customers face special medical challenges. We want to make sure that customers with a serious medical condition are protected from shut-off of electrical service for non-payment of utility bills. To receive these benefits of medical protection on your account, your doctor or an authorized agency must certify that you or a member of your immediate household is seriously ill.

This protection service, called Medical Certification, allows medical professionals to use an online form to provide specific information needed for continuation of electric service when customers are not able to pay their bills due to illness.

## Re-certify Every Year

It's important to note that your physician must re-certify your medical status every year, even if you have a lifelong medical condition. If re-certification is necessary, the doctor or office staff can use the same online form on our secure website, [eversource.com/MDform](https://eversource.com/MDform).



For more information, call Eversource Special Assistance at 1-800-286-5844.



## Help Us Receive an Accurate Meter Reading

Providing you with an accurate energy bill is an essential part of our service to you. Did you know that virtually all of Eversource's electric meters are now automated? That means we can get fast, accurate readings from your meter just by driving our specially equipped vehicles down the street in proximity to your property.

But if your home or business has a very long driveway, we need your help. You can make sure that your utility bill is most accurate each month by allowing our meter-reading vehicles on your property to take an automated meter reading. All of Eversource's mobile meter-reading vehicles are white mini-SUVs, with company identification on the side. Thank you for helping us serve you best!

## Announcing new Eversource Energy Center

At a groundbreaking event at the University of Connecticut last month, we announced our Eversource Energy Center, an innovative energy company and university partnership to develop state-of-the-art approaches for delivering reliable power and responding to extreme weather events.

The Center expands on our current work with UConn to use science and research for storm modeling and damage forecasting. This will help Eversource prevent outages, shorten restoration times, and reduce the risks of extreme weather. Please visit [innovation.uconn.edu/industry-centers](https://innovation.uconn.edu/industry-centers) for more information.

**UConn**

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