

Customer Update

EVERSOURCE

Best Reliability. Ever.

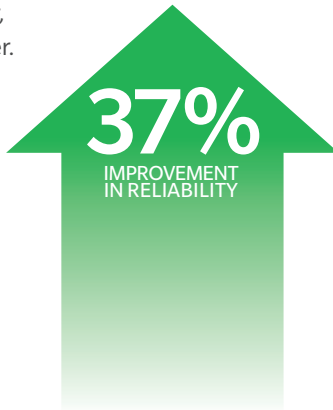
For years we were six companies with different names, working together as one. To demonstrate our unified commitment to deliver reliable energy and superior customer service, we came together as Eversource just about a year ago.

We're proud that, in our first year, we delivered our best service ever. You, our customers, were able to count on reliable power 99.98%* of the time, even during one of the worst winters on record. In fact, we have improved overall reliability system-wide by more than 37%** over the last five years.

And we're hard at work in 2016. Investing in infrastructure. Trimming trees. Strengthening our delivery and transmission systems. And later this year, we're introducing a simplified bill that will help you better understand your energy.

One year ago, we introduced you to Eversource. We came together as one to serve New England. And that's exactly what we do every day.

Ever New England. Eversource.



*Based on Average Service Availability Index

**Based on average months between service interruptions

Dig, Plant & Work Safely

Whether you're rototilling a new area for a garden, planting a tree or shrub, or building a fence this spring, remember that state law requires that you call 8-1-1 before you dig. It's a free service that can protect you from unintentionally hitting underground utility lines, which can cause harm to you and those around you. Also:



- Plan before you plant! Trees that interfere with power lines pose an outage risk during storms, so avoid planting tall-growing trees and shrubs under power lines.
- Avoid planting anything around ground-mounted utility equipment; crews may need to access this equipment during outages.
- Keep ladders, tools, and materials at least 10 feet away from overhead power lines.

For more important safety information, visit Eversource.com.

Across New England

Eversource takes great pride in supporting the communities in which we live and serve. Each year we partner with organizations in events across New England that help provide a better quality of life for all of our customers.

Eversource Walk With Me and 5K Run for Easter Seals:



EVERSOURCE
WALK^{WITH}ME & 5K RUN

Eversource has teamed up with Easter Seals in New Hampshire

for the Eversource Walk With Me and 5K Run for Easter Seals. This event supports Easter Seals' innovative programs and services, which help individuals with disabilities live, learn, work and play. Join us on June 2 at Veterans Park in Manchester, New Hampshire. Visit WalkWithMe.org/Manchester for more information.

Eversource Walk for Boston Children's Hospital: On June 12, hundreds of Eversource employees will walk alongside thousands of other walkers to raise funds for Boston Children's Hospital patient care. You can register online at bostonchildrens.org/walk.

Eversource Hartford Marathon: On October 8, runners will lace up their sneakers for the Eversource Hartford Marathon, Half Marathon, 5K and FitKids race. The Marathon supports fundraising for many local non-profit organizations across Connecticut.

Special Olympics Connecticut Winter Games: For over 30 years Eversource has been a proud sponsor of the Special Olympics Connecticut Winter Games, with events held at our facilities and hundreds of our employees volunteering.

HOW TO PAY YOUR BILL IN PERSON

Did you know that Eversource has more than 80 New Hampshire locations where you can save a stamp and pay your bill in person? To find a convenient location near you, visit eversource.com and then click on **Residential/My Account/Payment Options/Pay in Person**. Remember, no matter where you pay your bill, be sure to document your transaction by keeping your receipt.

Stay Cool and Save This Summer

Now is a great time to make a checklist of ways to stay cool in your home while managing your energy costs. For example, if you're thinking of buying an air conditioner, look for an ENERGY STAR[®]-qualified model to help reduce your cooling costs. Eversource is proud to be a 2016 ENERGY STAR[®] award-winning partner, recognized for serving our customers with outstanding energy efficiency solutions. Also:

- Consider installing a ceiling fan to create a cool breeze and keep the air circulating in your home on hot days.
- Use an exhaust fan to draw out hot air from your kitchen while you're cooking.
- If you have a pool, turn off the filter overnight when the pool is not in use.

For more energy-saving tips and programs, visit Eversource.com and click on Save Money & Energy.

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