

Customer Update

Understanding Energy Costs

At Eversource, we don't like it when energy supply rates go up any more than you do. It doesn't mean more money for us — it means the market price of the energy we buy and deliver directly to you has gone up.

What's making my rates go up?

Regional pipeline limitations and a growing need for natural gas to produce electricity have impacted the amount of energy available in the region during the winter months. That means there is less energy available and it costs more to purchase for customers.

What is Eversource doing?

We're working with partners across the region, to get more energy into New England, by increasing our natural gas supply and bringing in affordable, clean hydropower from Canada. We're leading the way toward the solution. Because more energy means lower energy supply rates for you.

While we work to reduce your energy supply rates, we know you're looking to save energy and manage your energy usage. We want you to have as much control over your energy as possible.

You may also consider choosing a competitive supplier or learn more about our energy efficiency solutions. And our Energy Savings Plan on eversource.com is available to provide energy information and resources specifically customized for you and your home.

For more information, please visit eversource.com.

2016 Special Olympics Winter Games



Special Olympics Connecticut



Eversource is proud to be a year-round Partner Sponsor of Special Olympics Connecticut and a Presenting Sponsor of its Winter Games.

In 2016, competition for cross-country skiing and snowshoeing will have a new home—the Eversource

Windsor facility! Special Olympics Connecticut offers everyone an opportunity to be involved—as an athlete, Unified Sports® partner, coach, volunteer, supporter or fan—for a meaningful and rewarding experience.

Special Olympics Connecticut transforms lives by inspiring inclusion, understanding and respect for people of all abilities, both on and off the playing field, in communities throughout the state.

Winter Games will take place Saturday, February 27, and Sunday, February 28, 2016. Events will include alpine skiing, snowboarding, cross-country skiing, snowshoeing, unified and traditional floor hockey, figure and speed skating, and gymnastics. For more information, visit www.soct.org.

EVERSOURCE

How You Can Manage Your Energy Costs

Know Your Supplier and Take Control

EVERSOURCE

Contact Information
 Emergency: 1-800-296-2000 (anytime)
 Web Site: www.eversource.com
 Customer Service: www.eversource.com
 Pay by Phone 1-888-785-6818

Residential customers:
 Customer Service: 1-800-296-2000
 860-947-2000 Hartford/Meriden
 (M-F 7:30 am - 7:30 pm)

Your electric supplier is
ANY ENERGY COMPANY
 ANY STREET
 ANYTOWN ANYSTATE 00000
 1-100-000-0000

Residential Generation Information
 Supplier Rate: \$ 0.8500 /KWH Fixed
 Term: 6 cycles
 Expiration: Apr 2016 meter read
 Next Cycle Rate: \$ 0.8500 /KWH
 Cancellation Fee: \$50
 Standard Service Rate: \$ 2.225 /KWH
 Term/Expiration: 6 mos until Dec 31, 2015
 Your Supplier Charge: \$2.67
 Standard Service Comparison: \$28.67
 To return to Standard Service, visit the Rate Board at www.EnergizeCT.com, Eversource.com or call 1-800-296-2000

Due Date	Total Amount Due
Payment Oct 19	\$78.45

Electric Account Summary
 Amount due on Sep 25
 Balance Forward
 New Charges/Credits
 Electricity Supply Services
 Delivery Services
 Total new charges

Total amount due
 123
 \$ 0.000000000
 24 - Oct 13 (19 days)
 Estimated due Oct 13, 2015
 Actual reading due Oct 14, 2015

Billed usage
 Generation Detail
 Generation Svc Chrg**
 Subtotal

Remit Payment To: Eversource, P.O.Box 650032, Dallas, TX 75285-0032

Make your check payable to Eversource. Please consider adding \$1 for Operation Fuel. To add more

EVERSOURCE
 Account Number 61100000001
 Statement date Oct 29, 2015
 Total amount due \$78.45

JOHN J CUSTOMER
 123 ANY ST
 ANY TOWN ANY STATE 00000

Eversource
 PO Box 650032
 Dallas, TX 75285-0032

(new bill format)

To help you better understand your supplier, and compare pricing policies and supplier charges, we've added even more features to your January electric bill. New items include the term and expiration date of your supplier rate, whether the rate is fixed or monthly, changes to your rate that are effective during the next billing cycle, and a cancellation rate, if applicable.

Customers can choose from a variety of electric supplier plans by visiting EnergizeCT.com. If you choose an electric supplier other than Eversource, remember to contact them for information about any changes in their rates.

A home without heat isn't a home.

Visit eversource.com or call 2-1-1 to get help and stay warm.

At Eversource, we offer financial assistance for qualified customers to help you stay warm when the temperature dips. Our Winter Protection Plan, New Start Program, Matching Payment Program and Budget Billing are there to help you. 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 the Stay Warm initiatives.

Tips to Keep You Comfortable and Safe During a Storm

With the winter storm season upon us, it is important to review and use these tips to help you prepare for the next big storm.

- Stay away from downed power lines. Keep your distance from any downed power line and call 9-1-1 to report it as soon as possible. Don't drive over downed lines, and if a downed line is in or near water, keep your distance from the water, even a little puddle. And whether a power line is down or not, don't touch anything that might be in contact with it—like a tree limb, for example.
- Prepare a "lights out" kit. Keep a flashlight and battery-powered radio handy. Set aside water, and stock up on batteries and easy-to-prepare food.



- Set your refrigerator and freezer to their coldest setting, and make extra ice.
- Be prepared to cook outside.
- Fully charge your cell phone, and consider purchasing a battery-powered backup charger. If you have a car charger, use that to recharge your phone.
- Find out the location of the nearest emergency shelter by calling your local fire or police department or local American Red Cross chapter.
- Unplug sensitive electronic equipment, such as computers.
- Fill your car's gas tank.
- Get extra cash in case ATMs do not work.
- Prepare alternative sources of heat. If you have a fireplace or wood stove (and you've had your chimney inspected), be sure you have enough wood. A portable electric generator can be used to operate your furnace and appliances — as long as it is installed by a licensed electrician — and has a transfer switch to avoid backfeeding power into the system. Remember to always run generators outdoors and away from windows to prevent carbon monoxide poisoning.
- Check local news and weather channels for critical information. Stay informed about the storm's progress, as well as safety tips and clean-up operations.
- Follow us on Twitter and Facebook for storm and outage updates.



Reminder: If your power does go out, you can report your outage by going to [eversource.com](https://www.eversource.com), or by calling our Customer Care Center at 1-800-286-2000. Also, if you can see that power has been restored to your neighbors' homes, but you are still without power, please be sure to call us again.

Know the True Cost of Appliances and Electronics



Nearly 90% of a typical residential electric bill is based on the number of kilowatt-hours used. You can manage your electric bill by reducing usage in the following way:

Before you purchase a new appliance, find out the true cost of your investment. That new clothes washer costs you energy in addition to the initial purchase price. The Energize Connecticut Efficient Product Finder calculates an Efficiency Score for more than 50,000 models of home appliances, electronics, and equipment, so you can make the smart energy choice. The higher the Efficiency Score, the less energy that model uses, compared to other, similar models.

Some categories of the Efficient Product Finder include rebates for models with high Efficiency Scores that you can redeem online. Other equipment, such as natural gas water heaters, have an instant discount applied. Additional features include pricing trends, online outlets that carry the model and links to purchase appliances.



Empowering you to make smart energy choices

Scan the code below with your smart phone's scanner application or visit [EnergizeCT.enervee.com](https://www.EnergizeCT.enervee.com) to start researching your next purchase.



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