

EVERSOURCE 2017 SUSTAINABILITY REPORT

GLOBAL REPORTING INITIATIVE INDEX

Eversource utilizes the Global Reporting Initiative (GRI) Guidelines in our sustainability reporting. This index provides a brief narrative for aspects where feasible, and also includes links to sources of additional information. Our sustainability report is in alignment with GRI version 4.1 in accordance with the Core option for our material aspects. In some instances, we also include non-material information that may be of interest to our stakeholders. Electric Utility Sector Supplement aspects are prefaced with “EU”.

G4 General Standard Disclosures

G4 Indicator	Description	Response - Links to Information
Strategy and Analysis		
G4-1	CEO message	CEO Message Also see our Shareholder Letter on pages 2-4 of our Annual Report
G4-2	Key impacts, risks and opportunities	Ethics and Risk Management Also see pages 17-20 of our Form 10-K within our Annual Report
Organizational Profile		
G4-3	Name of organization	Eversource Energy
G4-4	Primary brands, products, services	Eversource is primarily engaged in the energy delivery business, serving residential, business and industrial customers through our regulated electric and natural gas utilities in Connecticut and Massachusetts. Additionally, in New Hampshire, we operate a regulated electric utility and own generation assets to serve customers. Also see page 2 of our Form 10-K within our Annual Report
G4-5	Location of organization's headquarters	Eversource is headquartered in Harford, Connecticut and Boston, Massachusetts with significant offices in Berlin, Connecticut, Westwood, Massachusetts and Manchester, New Hampshire
G4-6	Number of countries	All operations are in the United States
G4-7	Ownership and legal form	Eversource Energy is an investor-owned corporation operating on the New York Stock Exchange under the trading symbol ES
G4-8	Markets served	About Our Company Service Territory Communities We Serve
G4-9	Scale of organization, including # of employees, # of operations, sales/revenues, capitalization, quantity of products/services	About Our Company Financial Performance Also see our Annual Report
G4-10	Employees by contract, gender, region	At the end of 2016, Eversource had 7,762 employees, excluding temporary employees, of which 26.1% were female and 15.3% were minority Also see page 16 of our Form 10-K within our Annual Report
G4-11	% of employees covered by collective bargaining agreements	As of the end of 2016, approximately 50% of our employees are members of the International Brotherhood of Electrical Workers, the Utility Workers Union of America or The United Steelworkers, and are covered by 11 collective bargaining agreements
G4-12	Describe organization's supply chain	Sustainable Supply Chain Doing Business With Us
G4-13	Significant changes in reporting period	No significant changes in current reporting period.
G4-14	Precautionary approach addressed by the organization	Ethics and Risk Management Also see pages 18-19 of our Proxy Statement
G4-15	Externally developed charters and principles subscribed/ endorsed	See G4-16 below 2017 CDP Climate Change Response (CC2.3)

G4 Indicator	Description	Response - Links to Information
G4-16	Membership in associations	Trade Association Participation Eversource proudly participates in a wide variety of associations including: <ul style="list-style-type: none"> • American Gas Association • Associated Industries of Massachusetts • Business and Industry Association of New Hampshire • Call Before You Dig Inc. (CBYD) • Connecticut Business and Industry Association • Connecticut Council of Philanthropy • Dig Safe System Inc. • Edison Electric Institute (EEI) • Electric Power Research Institute (EPRI) • Electric Utility Industry Sustainable Supply Chain Alliance • Environmental Business Council of New England • Equal Employment Advisory Council • Greater New England Minority Supplier Development Council • New England Clean Energy Council • New England Council • New Hampshire Economic Development Association • New Hampshire Manufacturing Extension Partnership • New Hampshire Small Business Development Center • Northeast Energy Efficiency Partnership • Northeast Gas Association • Regional Electric Vehicle Initiative (REVI) • Stay-Work-Play New Hampshire • Utility Solid Waste Activities Group • Utility Water Act Group
EU1	Installed capacity, broken down by primary energy source and by regulatory regime	About Our Company Also see page 21 of our Form 10-K within our Annual Report
EU2	Net energy output broken down by primary energy source and by regulatory regime	Energy Labels are provided for our customers in Massachusetts and New Hampshire and are available in Customer Communications
EU3	Number of residential, industrial and institutional and commercial accounts	About Our Company Also see pages 2-10 of our Form 10-K within our Annual Report
EU4	Length of above and underground transmission and distribution lines by regulatory regime	About Our Company Also see page 21 of our Form 10-K within our Annual Report
EU5	Allocation of CO ₂ e emissions allowance or equivalent, broken down by carbon trading framework	Clean Energy
Identified Material Aspects and Boundaries		
G4-17	Operational structure	See page 2 of our Form 10-K within our Annual Report
G4-18	Process for defining report content	Material Issues Our sustainability report also includes information that may be of interest to stakeholders that Eversource does not consider to be material.
G4-19	List all material aspects	Material Issues
G4-20	Report the aspect boundary within the organization for each material aspect	Material Issues
G4-21	Report the aspect boundary outside the organization for each material aspect	Material Issues
G4-22	Explanation of any restatements	In 2013, we improved our methodology for tracking energy usage at unmanned Eversource facilities and we also applied that methodology to 2012 (the year of our merger) to afford better trending of data. The data indicated a reduction in calculated emissions for 2015 energy use.
G4-23	Significant changes in scope and aspect boundaries	None

G4 Indicator	Description	Response - Links to Information
Stakeholder Engagement		
G4-24	List of stakeholder groups engaged by organization	Material Issues Eversource engages with a variety of stakeholder groups, including customers, community groups, shareholders, potential investors, regulators, employees, retirees, labor unions, contractors and others in our supply chain, as well as various professionals in academia, industry and government. Details on our engagement related to climate change is also available on our CDP response
G4-25	Basis for identification and selection of stakeholders	Material Issues Most Eversource stakeholder groups are the result of longstanding relationships. New relationships are built on mutual interests and common goals.
G4-26	Approaches to stakeholder engagement, including frequency by type and group	Approaches to engage with different stakeholder groups are addressed in our sustainability report at the links below. We also offer extensive resources on our website, as well as contact options for our sustainability report, investor relations, customer feedback, operating companies and key departments. Monthly customer communications are offered to customers in bill inserts and on our website and each operating company has a community relations team that manages local stakeholder relationships. Details on our engagement related to climate change is also available on our 2017 CDP response Customer Experience Emergency Preparedness Material Issues Workforce Investment Safety In the Community Energy Efficiency Programs Monthly Customer Communications Page 23-25 of our Proxy Statement Contact Us
G4-27	Key topics raised through engagement (by group), and how the organization responded	Material Issues Customer Experience Leadership in Transmission Eversource Energy Rates Also see our Shareholder Letter on pages 2-4 of our Annual Report Details on our engagement related to climate change is also available on our 2017 CDP response
Report Profile		
G4-28	Reporting period	Calendar year 2016
G4-29	Date of previous report	September 2016, focused on calendar year 2015
G4-30	Reporting cycle	Annual
G4-31	Contact point for questions	Contact Us
G4-32	GRI index	GRI Index in accordance with GRI G4 Core option
G4-33	Current practice for external assurance	Eversource has not sought external assurance for our sustainability report. Please see Assurance Statement on the review of our current report by our Internal Audit team.
Governance		
G4-34	Governance structure of organization, including committees of highest governance body	Corporate Governance Corporate Governance Guidelines Eversource Proxy Statement
G4-37	Processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics	Pages 23-25 and Page 31 of our Proxy Statement
G4-38	Composition of the highest governance body	Board of Trustee Information

G4 Indicator	Description	Response - Links to Information
G4-39	Whether the Chair of the highest governance body is also an executive officer	Eversource's Board of Trustees consists of 12 Trustees, only one of whom, James J. Judge, our Chairman, President and Chief Executive Officer, is a member of management.
G4-40	Nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members	Corporate Governance Guidelines
G4-41	Processes for the highest governance body to ensure conflicts of interest are avoided and managed.	Code of Business Conduct Corporate Governance Guidelines
G4-42	Highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	Corporate Governance Pages 18-25 of our Proxy Statement
G4-46	Highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	Ethics and Risk Management Pages 18-19 of our Proxy Statement
G4-48	Highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material aspects are covered.	Our entire report is reviewed by our Senior Vice President Regulatory Affairs & Chief Communications Officer, our Vice President, Supply Chain, Environmental Affairs & Property Management, and our Vice President, Investor Relations. Additional senior level executives review and approve sustainability report sections as appropriate.
G4-49	Process for communicating critical concerns to the highest governance body.	Pages 31 of our Proxy Statement
G4-51	Remuneration policies for the highest governance body and senior executives.	Pages 28-29 of our Proxy Statement Compensation Committee
G4-52	Process for determining remuneration.	Pages 28-29 and 35-51 of our Proxy Statement



G4 Indicator	Description	Response - Links to Information
Ethics and Integrity		
G4-56	Values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	<p>CEO Message Corporate Governance Ethics and Risk Management Code of Business Conduct</p> <p>In addition to the Code of Business Conduct, our corporate policies outline the workplace behaviors that all employees are expected to follow. Throughout employees' careers, training is provided to ensure ongoing awareness and understanding of our company's policies and procedures. Employees are encouraged to speak with their managers if they have any questions. Corporate Policies cover the following topics:</p> <ul style="list-style-type: none"> • Compensation • Conflict of Interest • Critical Infrastructure Protection • Delegation of Authority • Environmental • Fitness for Work • Fleet Use • Fraud Prevention and Detection • Hiring • Intellectual Property • Internal Controls and the Safeguard of Company Assets • Major Emergency Event • Procurement • Reimbursable Expenses • Record and Information Management • Safety • Prevention of Discriminatory Harassment • Termination of Employment • Workplace Behavior
G4-57	Internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.	<p>Code of Business Conduct</p>
G4-58	Internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	<p>Eversource's Corporate Compliance Hotline is operated and administered by an outside vendor and available 24 hours a day, seven days a week to report known or suspected compliance and/or ethics violations on an anonymous or identified basis. The hotline, which can be accessed by phone or via www.eversource.ethicspoint.com</p>

G4 Specific Standard Disclosures

Aspect	G4 Indicator	Description	Response - Links to Information
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Economic Standard Disclosures

Economic Performance	G4-DMA	DMA Economic Performance	Workforce Investment In the Community Financial Performance
	G4-EC1	Direct economic value generated and distributed	Annual Report - Shareholder Letter and Form 10-K beginning on page 26
	G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	CDP 2017 Climate Change Response Section CC2.1
	G4-EC3	Coverage of the organization's defined benefit plan obligations.	See pages 68 and 81-91 of our Form 10-K within our Annual Report
Indirect Economic Impacts	G4-DMA	DMA Indirect Economic Impacts	In the Community Customer Assistance Programs Emergency Preparedness Reliability & Resiliency Initiatives Major Projects & Infrastructure Northern Pass New Hampshire Energy Jobs Partnership
	G4-EC7	Development and impact of infrastructure investments and services supported.	
	G4-EC8	Significant indirect economic impacts, including the extent of impacts.	
Procurement Practices	G4-DMA	DMA Procurement Practices	Sustainable Supply Chain About Procurement Services
	G4-EC9	Proportion of spending on local suppliers at significant locations of operation.	Eversource does not report spending on local suppliers.
Availability and Reliability	G4-DMA	DMA Availability and Reliability	Reliability & Resiliency Initiatives Distributed Generation Clean Energy Major Projects & Infrastructure Leadership in Transmission
	EU10	Planned capacity against projected electricity demand over the long term, broken down by energy source and regulatory regime	Clean Energy Annual Report - Shareholder Letter and Form 10-K
Demand-Side Management	G4-DMA	DMA Demand-Side Management	Energy Efficiency Programs
Research and Development	G4-DMA	DMA Research and Development	Reliability & Resiliency Initiatives Electric Vehicles
System Efficiency	EU11	Average generation efficiency of thermal plants by energy source and by regulatory regime	Our Footprint
	EU12	Transmission and distribution losses as a percentage of total energy	As reported in FERC Form 1, transmission and distribution losses equal 3.9% of total energy

Environmental Standard Disclosures

Energy	G4-DMA	DMA Energy	Our Footprint Electric Vehicles Operations Optimization CDP 2017 Climate Change Response Section CC11 Energy Efficiency Programs Clean Energy Distributed Generation
	G4-EN3	Energy consumption within the organization.	
	G4-EN4	Energy consumption outside of the organization.	
	G4-EN6	Reduction of energy consumption.	
	G4-EN7	Reductions in energy requirements of products and services.	

Aspect	G4 Indicator	Description	Response - Links to Information
Water	G4-DMA	DMA Water	Water Resources Eversource conducts an annual review of the WRI Water Risk Atlas (Aqueduct Atlas). While drought is not a significant risk in New England, flooding and physical risks to water quality have been identified as high risks in our service territory. Where flooding is a concern, we employ industry best practices to ensure system resiliency, such as installation of flood walls at facilities with critical infrastructure.
	G4-EN8	Total water withdrawal by source.	Water Resources
	G4-EN10	Percentage of water recycled and reused.	Circulating water used for cooling water in our generation plants is returned to the source water body and is not consumed.
Biodiversity	G4-DMA	DMA Biodiversity	Land Management Biodiversity Why Eversource Trims Trees Eversource Rights Of Way Guidelines
	G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	
	G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	
	G4-EN13	Habitats protected or restored.	
Emissions	G4-DMA	DMA Emissions	Our Footprint Clean Energy CDP 2017 Climate Change Response Sections CC7 - CC10, CC12 - CC14
	G4-EN15	Direct GHG emissions (Scope 1)	CDP 2017 Climate Change Response Sections CC7 - CC10, CC12 - CC14
	G4-EN16	Energy indirect GHG emissions (Scope 2)	
	G4-EN17	Other indirect GHG emissions (Scope 3)	
	G4-EN18	GHG emissions intensity	
G4-EN19	Reduction of GHG emissions		
Effluents and Waste	G4-DMA	DMA Effluents and Waste	Waste Management and Pollution Prevention
	G4-EN23	Total weight of waste by type and disposal method.	
	G4-EN24	Total number and volume of significant spills.	
Products and Services	G4-EN27	Extent of impact mitigation of environmental impacts of products and services	Our Footprint Waste Management and Pollution Prevention CDP 2017 Climate Change Response Section CC5 Eversource Rights Of Way Guidelines

Aspect	G4 Indicator	Description	Response - Links to Information
Compliance	G4-DMA	DMA Compliance	<p>Eversource's Environmental Management System (based on ISO-14001) is dedicated to ensuring we meet our commitment to preserve and respect the environment and communities in which we conduct business every day through compliance with environmental laws, continual evaluation of work practices that improve environmental performance and implementation of environmentally beneficial strategies whenever practicable. We utilize a robust cloud-based environmental data management system and standards library for document control and records retention, and have formalized procedures in place to minimize risks. Communication of environmental performance, goals, and completion of objectives and targets is conducted at monthly and quarterly organizational work plan meetings. Progress toward completion of environmental goals is tracked by Eversource's Corporate Performance Management team on a monthly basis and reported to management. Key environmental performance indicators are also communicated monthly to all employees.</p> <p>We perform formal project assessments to determine air, water, waste, chemical and natural resource management options, ensuring environmental compliance and best practices. Our project management and community relations teams pro-actively meet with local and other stakeholders to review planned work and communicate our commitment to environmental stewardship.</p> <p>Our Enterprise Risk Management program has effectively identified potential risks, which we mitigate with operational controls. We further ensure environmental best practices by rigorously auditing our facilities and corporate processes (e.g., inspections, chemical management). Internal environmental auditors certified to audit both environmental compliance and ISO 14001 conformance regularly audit Eversource-owned facilities, vendors and processes. Corrective actions are tracked to ensure continual improvement.</p>
(Environmental)	G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Environmental Compliance
Supplier Environmental Assessment	G4-DMA	DMA Supplier Environmental Assessment	Sustainable Supply Chain
	G4-EN32	Percentage of new suppliers that were screened using environmental criteria.	All Requests for Proposals require potential Suppliers to provide information regarding the environmental impact of their products or services. We expect all of our Suppliers to be familiar with and to adhere to Eversource Energy's Environmental Policy, to comply with all applicable environmental laws and regulations, and to conduct operations in an environmentally responsible manner that respects both the natural and human environment.

Social Standard Disclosures
Labor Practices and Decent Work

Aspect	G4 Indicator	Description	Response - Links to Information
Employment	G4-DMA	DMA Employment	Workforce Investment Eversource Careers
	G4-LA1	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	At the end of 2016, Eversource had 7,762 employees, excluding temporary employees; 26.1% female; 15.3% minority, 50% represented by trade unions. Eversource has a very stable workforce; staff turnover for most areas of the company was 5.4% in 2016 (not including Call Center turnover).
	G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operations.	Eversource Total Rewards
Employment	EU15	Percentage of employees eligible to retire in the next 5 and 10 years broken down by job category and by region	Eversource does not publicly report these statistics. We have developed strategic workforce plans to identify key functions and proactively implement plans to assure a ready and qualified workforce, utilizing trainee programs in electric and gas operations as well as engineering. Cohorts who successfully complete the program are placed in supervisory job roles in operations where the company is losing qualified supervisors due to workforce retirements, skill shortages and lack of qualified candidates in the market.
	EU17	Days worked by contractor and subcontractor employees involved in construction, operation & maintenance activities	Eversource does not publicly report these statistics
Occupational Health and Safety	G4-DMA	DMA Occupational Health and Safety	Safety Also see the Safety section of our website.
Occupational Health and Safety	G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender.	Safety As specified in our Supplier Code of Conduct , all suppliers must adhere to Eversource's Safety Policy and procedures, safety laws and maintain industry-appropriate safety and occupational health standards and practices in the performance of their work.
	EU18	Percentage of contractor and subcontractor employees that have undergone relevant health and safety training	Specific safety information for builders and contractors doing business with Eversource is available on our website . To ensure the safety of businesses and contractors in our community that may work on or around our electric and gas distribution systems, we conduct comprehensive outreach and provide safety communications directing contractors to Eversource resources and information including direct mail, social media, and web-based videos.

Aspect	G4 Indicator	Description	Response - Links to Information
Training and Education	G4-DMA	DMA Training and Education	Workforce Investment The company offers training opportunities for all of its employees with programs tailored to the individual's responsibilities, organizational and personal development needs. There is an emphasis on training for new supervisors throughout the initial first two years in their positions. For other members of our leadership team, including supervisors, managers and above, we offer approximately 3-5 days of annual training. Supervisor and Manager Forums are offered quarterly to all supervisors and managers with business updates from senior leadership and discussions of company business, community and customer priorities. Training is provided to all employees through e-learning, face-to-face, job-aids, and videos. We ensure all employees receive environmental training in accordance with all federal and state environmental regulatory requirements.
	G4-LA9	Average hours of training per year per employee by gender, and by employee category.	
Training and Education	G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Workforce Investment Student Programs Learning opportunities are provided to key talent each quarter based upon individual development plans prepared as part of the performance assessment process, with other focused opportunities for individuals offered throughout the year. Our company has a strong commitment to continue to develop our talent, including planning for broader or promotional opportunities as part of succession planning. Talent development is documented via corporate metrics and presented to the senior team each month as part of the company's "scorecard review."
Diversity and Equal Opportunity	G4-DMA	DMA Diversity and Equal Opportunity	Board of Trustee Information Diversity & Inclusion The current Board consists of 12 Trustees, with two women and two African-American Trustees. At the end of 2016, Eversource had 7,762 employees, excluding temporary employees; 26.1% female; 15.3% minority, 50.9% represented by trade unions, 7.15% under age 30, 42.4% age 30-50, and 50.5% over the age of 50.
	G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	
Supplier Assessment for Labor Practices	G4-DMA	DMA Supplier Assessment for Labor Practices	Sustainable Supply Chain Eversource's Supplier Code of Conduct requires that all suppliers adhere to all applicable labor and human rights laws including, but not limited to, those associated with Equal Opportunity and Non-Discrimination, Child Labor, Forced or Compulsory Labor, Working Hours, Wages and Benefits, Freedom of Association, Health & Safety, and Harassment-Free Work Environment. Supplier Code of Conduct
	G4-LA15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken.	

Human Rights

Aspect	G4 Indicator	Description	Response - Links to Information
Non-discrimination	G4-DMA	DMA Non-discrimination	Eversource is committed to providing equal employment opportunities for all of our employees and to maintaining a workplace that is free from harassment and discrimination. All employees are expected to uphold the legal requirements of our Equal Employment Opportunity Policy and we require our vendors, partners and independent contractors to comply with company policy and the federal law. Equal Opportunity Employer
Freedom of Association and Collective Bargaining	G4-DMA	DMA Freedom of Association and Collective Bargaining	Eversource respects human rights and as a company operating in the United States adheres to all laws and regulations that protect our employees and people in the communities that we serve. Eversource also states in our Supplier Code of Conduct that all suppliers adhere to all applicable labor and human rights laws including, but not limited to, those associated with Equal Opportunity and Non-Discrimination, Child Labor, Forced or Compulsory Labor, Working Hours, Wages and Benefits, Freedom of Association, Health & Safety, and Harassment-Free Work Environment. Corporate Governance Ethics and Risk Management Workforce Investment
Child Labor	G4-DMA	DMA Child Labor	
Forced or Compulsory Labor	G4-DMA	DMA Forced or Compulsory Labor	
Supplier Human Rights Assessment	G4-DMA	DMA Supplier Human Rights Assessment	All of our suppliers are expected to adhere to our Supplier Code of Conduct, which addresses all applicable labor and human rights laws including, but not limited to, those associated with Equal Opportunity and Non-Discrimination, Child Labor, Forced or Compulsory Labor, Working Hours, Wages and Benefits, Freedom of Association, Health & Safety, and Harassment- Free Work Environment. The country of any location where a supplier is performing any work for Eversource Energy must be a member of the International Labour Organization (ILO). Supplier Code of Conduct
	G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken.	

Society

Local Communities	G4-DMA	DMA Local Communities	Eversource Community Major Projects & Infrastructure Diversity & Inclusion Customer Experience In the Community Emergency Preparedness N.H. Energy Jobs Partnership Reliability & Resiliency Initiatives
	G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	
	G4-SO2	Operations with significant actual or potential negative impacts on local communities.	
Anti-corruption	G4-DMA	DMA Anti-corruption	Ethics and Risk Management Corporate Governance Code of Business Conduct Code of Ethics for Senior Financial Officers
	G4-SO4	Communication and training on anti-corruption policies and procedures	
Public Policy	G4-DMA	DMA Public Policy	Political Activity Policy
	G4-SO6	Total value of political contributions by country and recipient/ beneficiary.	

Aspect	G4 Indicator	Description	Response - Links to Information
Anti-competitive Behavior	G4-DMA	DMA Anti-competitive Behavior	Eversource is subject to and in full compliance with all laws and regulations that ensure the non-utility subsidiaries receive no unfair competitive advantage as a result of being affiliated with our electric and gas utilities. See Affiliates Anti-competitive behavior prohibited as stated in our Code of Business Conduct
	G4-SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	
Compliance	G4-DMA	DMA Compliance	Ethics and Risk Management
	G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Eversource does not publicly disclose this information
Grievance Mechanisms for Impacts on Society	G4-DMA	DMA Grievance Mechanisms for Impacts on Society	Investor Relations - Eversource Website Billing Rights Eversource's Corporate Compliance Hotline is operated and administered by an outside vendor and available 24 hours a day, seven days a week to report known or suspected compliance and/or ethics violations on an anonymous or identified basis. The hotline, which can be accessed by phone or via www.eversource.ethicspoint.com
Disaster / Emergency Planning and Response	G4-DMA	DMA Disaster / Emergency Planning and Response	Emergency Preparedness Ethics and Risk Management Outages

Product Responsibility

Customer Health and Safety	G4-DMA	DMA Customer Health and Safety	Safety Eversource Safety Transmission Safety Emergency Preparedness In accordance with recommendations of various regulatory bodies and public health organizations, we reduce EMF associated with new transmission lines by the use of designs that can be implemented without additional cost or at a modest cost. We do not believe that other capital expenditures are appropriate to minimize unsubstantiated risks.
	G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement.	
Product and Service Labeling	G4-DMA	DMA Product and Service Labeling	Customer Experience Monthly Customer Communications Eversource Billing Rights
	G4-PR5	Results of surveys measuring customer satisfaction.	2016 customer satisfaction survey results not reported
Customer Privacy	G4-DMA	DMA Customer Privacy	Privacy Statement
	G4-PR2	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Eversource does not publicly report this information
Compliance	G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Environmental Compliance
Access	G4-DMA	DMA Access	Customer Assistance Programs Eversource Billing Rights
	EU26	Percentage of population unserved in licensed distribution or service areas	
	EU28	Power outage frequency	Reliability & Resiliency Initiatives
	EU29	Average power outage duration	
Provision of Information	G4-DMA	Practices to address language, cultural, low literacy	Customer Assistance Programs Eversource Billing Rights

