

Thursday, August 18, 2016

today

[Contact Today@Eversource.com](mailto:ContactToday@Eversource.com)

ES Stock: 55.77, up 0.30

Massachusetts SJC Ruling and Access Northeast

Yesterday, the Massachusetts Supreme Judicial Court (SJC) concluded that the Massachusetts Department of Public Utilities (MDPU) does not have the authority to review and approve long-term contracts by electric distribution companies for natural gas capacity. This decision affects projects like Access Northeast, which is aimed at directly addressing our regional energy challenges.

New England currently does not have sufficient gas capacity for electric generation, particularly during cold winters, which results in higher prices for our customers. Access Northeast, a partnership with Spectra Energy and National Grid, is a solution that could save New Englanders approximately \$1 billion a year by increasing natural gas capacity for the region. The project would also displace oil and coal-fired generation with cleaner-burning natural gas—reducing regional emissions and improving the environment.

While the Court's decision is certainly a setback, we will re-evaluate our path forward and remain committed to working with the New England states to provide the infrastructure so urgently needed to ensure reliable and lower-cost electricity for customers.

Eversource Warns Customers to be Cautious of Individuals Posing as Company "Representatives"

Eversource business and residential customers continue to report receiving unsolicited phone calls and home visits from individuals selling "discounted power" and claiming to be "representatives" or "partners" of Eversource. In light of this, the company is warning customers that these individuals are not affiliated with Eversource and are most likely either scammers or third-party suppliers choosing to use deceptive marketing tactics.

"If you're receiving phone calls from someone saying they're a 'representative' of Eversource and offering to sell you discounted power, this is not us. We are a regulated delivery company and don't market electricity supply to our customers," said Senior Vice President and Chief Customer Officer **Penni Conner**. "Though electricity customers have the option of choosing a competitive energy supplier, and most competitive suppliers do follow the rules, we urge customers to do their due diligence and check the validity of any company or offer being made."

A company press release reiterated that Eversource rarely makes unsolicited phone calls and would never solicit door-to-door on behalf of a competitive supplier. All Eversource employees carry company-issued identification, and any



Customer Group Excellence

*Celebrating service excellence in Westwood, Massachusetts, were (l to r): Senior Vice President and Chief Customer Officer **Penni Conner**, honorees **Jessica Marquez** and **Tim Vernon**, Call Center Manager **Tim McGrath**, Director, Business Center **Kevin Charette** and Supervisor, Call Center **Pilar Loyola**.*

electrical contractors working with the company carry documentation explaining the nature and location of their work. Customers can always call Eversource to verify this information. Customers can find more information on Eversource.com.

Important: Sign Up for Okta for Secure Remote Access

Employees and contractors who access company networks through **remoteaccess.nstar.com** or **nuemployees.com** will need to make sure they have signed up for Okta Extra Verification, the company's remote verification tool. This upgrade is part of an initiative to make remote access to Eversource networks more secure. The remoteaccess.nstar.com website will be retired on Friday, August 26, and users will be redirected to remoteaccess.eversource.com which will require Okta to gain access to Citrix and Remote Desktop. The nuemployees.com website will be retired on September 2. Users will use Eversource.okta.com to access iNotes and the intranet remotely.

Okta uses your cell phone to verify your identity. If you're not already signed up with Okta, you can sign up today. Instructions to set up Okta on your personal device are located on the [Remote Sign-in intranet page](#). You can set up an app on your phone or arrange to receive a text. If you previously signed up to use the Okta Extra Verification tool, you're all set and no action is needed.

College Fair Today in Westwood

Eversource's Women's Business Resource Group (WBRG) is hosting a College Fair in Westwood to make it easier for you to meet and greet local colleges with approved programs for degrees at Eversource. All employees are invited. A variety of different colleges throughout Massachusetts will be onsite with representatives and information to help you take the next step. Eversource Tuition Reimbursement information will also be available.

- Today from 11 a.m. to 2 p.m. in the South 2 A, B and C, Westwood.
- All employees - both men and women - are invited to attend.
- You must have supervisor approval to attend.
- All college information will be posted on our employee intranet for those who are unable to attend.

The WBRG is a corporate diversity and inclusion initiative focused on helping women reach their full potential at Eversource, and **all employees**—both men and women—are welcome to attend. More D&I events are posted on the [D&I Calendar](#) on the employee intranet.

Shared Drive Outages This Weekend

On Saturday, August 20, and Sunday, August 21, from 4 a.m. to 12 p.m., there will be a shared drive server outage due to maintenance. During these outage windows the following folders will be unavailable to all users on [Saturday](#) and [Sunday](#).

If you have any questions or need assistance, please contact the IT Support Center by submitting a ticket through the ITSC [website](#) or calling 860-665-4357.

Patch for Canon Printer Issue

Several employees have received a prompt to "update" or "trust" drivers when they use a Canon printer. Eversource Information Technology has made available a patch for this issue, available in *Software Installs*. [Click here](#) for instructions for running the patch. Please note: You may want to print these instructions (on another printer) because you will need to have all applications closed and your computer will restart after running the fix.

Did You Know

If you are traveling this weekend, be sure and check weather forecasts for your destination before you go. Severe thunderstorms, tornadoes and floods may be in the forecast almost anywhere. Even locations as close as Cape Cod or New Hampshire may have drastically different weather. It's better to know before you go.