

Customer Update

EVERSOURCE

December 2020

Supply Rate Change Pending Approval

Your electric bill is made up of different rate components that must be reviewed and adjusted every January 1 and July 1, to reflect Eversource's costs of supplying and delivering electricity to our customers.

The supply (Standard Service) price we charge is a direct pass-through of what it costs Eversource to purchase electricity from suppliers — **at no profit to the company.**

To give you time to compare Eversource's Standard Service rate to retail electric supplier rates, Eversource recently filed its proposed Standard Service rate for the first half of 2021 (January 1 through June 30) with the Public Utilities Regulatory Authority (PURA).

If PURA approves the filing, beginning on January 1, 2021, residential Rate 1 customers who receive Eversource's Standard Service rate and use an average of 700 kilowatt-hours (kWh) of electricity per month, will see an increase of approximately 4.8% or \$7.11 per month in the supply portion of their bill. This reflects a supply cost increase from the current rate of 7.375 cents per kWh to 8.391 cents per kWh. Total bill costs depend on energy usage, rate category and weather conditions. At the time of publication, the exact amount of the increase is still in review with state regulators.

Why is the Supply Rate Increasing?

This winter's higher energy prices are a result of seasonally higher natural gas prices. Natural gas is used to produce more than 50% of our region's electric energy.

Where Can I Find Information About Retail Electric Suppliers?

Visit [EnergizeCT.com](https://www.energizect.com) to see a current listing of available supply rates, compare electric supplier rates, or find information about returning to Eversource's Standard Service rate.

Will there be any changes to the delivery portion of my bill on January 1, 2021?

PURA directed Eversource to restore rates on the delivery portion of customer bills to those in effect on June 30, 2020, and customer bills continue to reflect delivery rates in effect on that date. Any future changes to delivery rates will be subject to PURA approval, and customers will be notified in advance of the rate changing.

Do You Offer Programs to Help Customers Pay Their Bill?

Help is available, even for those who haven't needed it before. We know any bill increase can create added stress, especially during these already challenging times. If you have concerns about your bill, call us right away at **800-286-2828** or visit [Eversource.com/BillHelp](https://www.eversource.com/BillHelp).

Reflecting on 2020

As 2020 ends, we want to take a moment to reflect. We know it has been a difficult year for many and we would like to express our care and concern to each of you navigating challenging circumstances.

A global pandemic changed our world as we knew it and we responded quickly. Our work is essential, and safety measures were implemented immediately to help stop the spread of COVID-19. We know that many customers also experienced financial hardships due to the pandemic. We are here to help with a variety of payment plans and assistance programs.

2020 was not without significant challenge but our focus remained the same — providing reliable energy service. On behalf of our 8,300 dedicated employees, we wish you a joyful, restful and safe holiday season. We look forward to working for you in 2021.



Eversource in the Community

At Eversource, we're serving the neighborhoods where we live and work through volunteer programs and charitable events.

Most recently, we are proud to have served as the title sponsor for the Eversource Hartford Marathon, with nearly 400 Eversource runners participating in the virtual 5K and 10K races, half marathon, full marathon or other multi-distance race challenges. This year, every penny of the \$25 registration fees, nearly \$421,000, was donated to Connecticut charities to support urgent local needs.



Light Up Your Home or Business Safely

Whether your preference is for 25,000 twinkle lights or traditional candles in the window, Eversource wants to make sure your holiday illumination is safe and affordable.

Before you start stringing up lights:

- *Ensure that lights being placed outside are labeled for outdoor use.*
- *Check your lights, especially older ones, for broken or cracked sockets, frayed or bare wires, or loose connections and toss any damaged sets. Inspect your extension cords too.*
- *Consider adding a programmable timer to your strings of lights to ensure lights are not accidentally left on.*

For additional holiday light safety information, visit [Eversource.com](https://www.eversource.com) and select Safety.



EVERSOURCE | *We're there when you need us.*

Stay connected to Eversource on:



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Let Us Help You Save Money and Energy this Holiday Season

We might be celebrating the holidays differently this year, but you can still brighten up your home and save money and energy.

- *Turn off all the lights before you leave a room, and install ENERGY STAR® certified LED bulbs wherever possible.*
- *Check for drafts around doors and windows. According to the U.S. Department of Energy, air leaks around doors account for 18-20% of heat loss in a typical home while drafty windows account for up to 30% of heat loss.*
- *Unplug electronics when they aren't being used or use an advanced power strip. TVs, computers and gaming consoles use energy even when they're not on and can cost you up to \$200 a year in wasted energy costs.*
- *Stream shows on a tablet instead of a laptop. Most tablets use four times less energy than a laptop.*

For energy-saving tips personalized to your home, plus rebates and incentives on energy-saving improvements, sign up for a no-cost Home Energy SolutionsSM assessment. Visit [Eversource.com](https://www.eversource.com) and select Save Money & Energy to learn more.

The Eversource mobile app is now available in Spanish. Download the app today in the App Store and Google Play.

La aplicación móvil de Eversource está ya disponible en español. Baje la aplicación hoy en App Store y Google Play.



Paid for by Eversource customers.

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