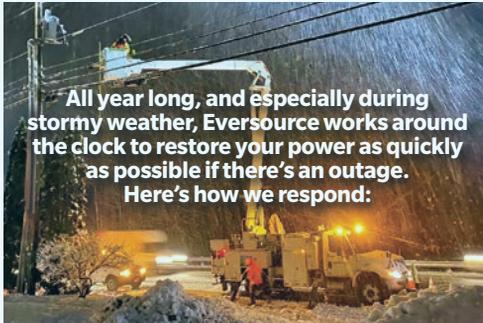


Customer Update

EVERSOURCE

February 2021

What to Expect When We Restore Power



All year long, and especially during stormy weather, Eversource works around the clock to restore your power as quickly as possible if there's an outage. Here's how we respond:

- Safety is always our top priority. Since the pandemic, restoration crews adhere to strict COVID-19 protocols.
- Once weather conditions are safe, we locate and monitor any safety hazards, such as downed wires and snapped poles. Stay clear of these hazards.
- Urgent or life-threatening public safety hazards come first, such as removing downed wires from main roads so emergency vehicles can pass. We stay in close contact with community leaders about local priorities.
- Crews also prioritize critical facilities, such as hospitals, police and fire stations, schools, and other establishments essential to the safety and well-being of the community.
- To restore power to your home, we first repair damaged transmission lines and substations. These are like the interstate highways of the electric delivery system, feeding power to the local distribution system that serves your home or business. Repairing them first is critical to power restoration.
- Once the substations and the main electric lines and wires that feed the street are repaired, we begin to restore service to homes and businesses, beginning with repairs that can restore the largest number of customers.
- In the final stages of restoration, crews work street by street until all customers are restored.

You can sign up to receive outage and restoration updates from Eversource via text, email or phone. To learn more, visit the Outages & Storms section at [Eversource.com](https://www.eversource.com) and select "Restoration Process" or "Outage Alerts." Stay connected with Eversource through our free mobile app in the App Store or Google Play, and on social media by visiting [Eversource CT](https://www.facebook.com/EversourceCT) on Facebook and Twitter.

Eversource Volunteers Support Families During the Holidays

Throughout December, Eversource volunteers participated in several events to support our communities.

The company hosted a virtual "Seats and Feet" Holiday Drive. Employees donated money or purchased new socks, underwear and other clothing online. The drive resulted in the donation of over 2,800 items that were given to several health and human services organizations throughout Connecticut, Massachusetts and New Hampshire.



Additionally, Eversource employees supported the Salvation Army by distributing food gift cards and toys to more than 1,000 families in our community. Eversource is committed to supporting our communities, many of which need our help now more than ever.

Home Weatherization 101

○ What is weatherization?

Weatherizing your home means taking steps to keep the heated or cooled air created by an HVAC system inside your house and stop it from leaking out. This process has two steps: improving how well the outside of your house is protected from weather and preventing the air inside your house from leaking out by sealing gaps and adding insulation to places like your basement or attic.

○ Why weatherize?

When your house is weatherized, you use less energy to keep it warm in the winter and cool in the summer. According to ENERGY STAR®, you can save up to 10% on your heating and cooling bill every year by weatherizing, and you help the environment by using less energy. There are other benefits too, like sealing out allergens, keeping your home quieter and reducing opportunities for mold build-up.

○ Ready to get started?

We have solutions to help! Right now, you can participate in Home Energy SolutionsSM at no cost*, which includes some weatherization, such as air sealing. You may qualify for additional incentives and savings if you choose to pursue insulation or other energy-saving projects. Visit the Save Money & Energy section of **Eversource.com** to learn more and see how weatherization can help you save year-round.

**No-cost Home Energy Solutions visit is valid through March 31.*

Download the Eversource Mobile App



Do you want to conveniently access your Eversource account on the go? Download our mobile app for Apple and Android phones. The app—also available in Spanish for customers with their phone preferences set to Spanish—allows you to:

- **View and pay your bill** (by bank account)
- **View up to 12 months of past bills and payments**
- **View up to two months of scheduled payments**
- **Link and manage multiple billing accounts**
- **Enroll or unenroll in Paperless Billing**
- **Report or check an electric outage**
- **View the outage map**
- **Contact Customer Service**

Download for free in the App Store or Google Play today.

EVERSOURCE: NO.1 ENERGY & UTILITY COMPANY

Eversource is proud to recently be named the No. 1 Energy & Utility company in Newsweek's list of most responsible companies. The list is based on an analysis of companies' Corporate Social Responsibility efforts, Sustainability, Corporate Citizenship as well as an independent public survey.



EVERSOURCE

We're there when you need us.

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