

Customer Update

EVERSOURCE

January 2021

Eversource's New Supply Rate Effective January

Eversource seasonally adjusts the supply (Standard Service) rate on Jan. 1 and July 1 of each year. This is the portion of your bill that reflects costs for energy we purchase on behalf of Eversource customers and this cost is directly passed through to Standard Service customers — with no profit to Eversource. Customers who are signed up for the Standard Service Supply option will see an increase on the supply side of their electric bill beginning Jan. 1. The new generation rate will be in effect from Jan. 1 to June 30.

The Public Utility Regulatory Authority (PURA), recently approved Eversource's new Standard Service rate for the first half of 2021. Beginning Jan. 1, 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 the bill. This reflects a supply cost change from 7.375 cents per kWh to 8.391 cents per kWh. Total bill costs depend on energy usage, rate category and weather conditions. For more information on the components of your bill and how it is calculated, visit the Understanding my Bill Section at [Eversource.com](https://www.eversource.com).

Why is the Supply Rate Increasing? This winter's higher energy prices are a result of higher natural gas prices. Natural gas is used to generate more than 50% of our region's electric energy.

Where Can I Find Information About Retail Electric Suppliers? All customers with non-hardship accounts have the option to choose their energy supplier. Visit [EnergizeCT.com](https://www.energizect.com) to see a current listing of available retail supply rates and compare prices.

What is the current status of delivery rates? In December 2020, PURA issued a ruling to redesign customer electric bills and modify the rate adjustment process for the delivery portion of electric bills. Eversource is working with PURA on customer bills to increase customer understanding of policies, programs and investments paid through customer rates. PURA also increased the time it has to review proposed rate adjustments. Annually, PURA will review and adjust delivery rate changes effective May 1 and can elect to further adjust rates on Sept. 1, if needed. Any future changes to delivery rates are subject to PURA approval, and customers will be notified in advance of the rates changing.

Do you offer programs to help customers pay their bill or reduce their usage?

- For energy-saving tips, rebates on energy-saving products, and to sign up for a Home Energy SolutionsSM assessment, visit [Eversource.com](https://www.eversource.com) and click Save Money and Energy.
- All customers are eligible for payment plans up to 24 months.
- You may qualify for programs to help you pay your energy bill.

If you have any concerns about paying your bill, call us right away at **800-286-2828**, or visit [Eversource.com](https://www.eversource.com)/**BillHelp** for programs and resources to help.

What's in Your Storm Kit?

With the first signs of an approaching storm, make sure you have what you need.



Build an **emergency kit** with the essentials, including first-aid supplies. Be attentive to severe weather warnings.



Have a **battery-powered radio**, with fresh batteries available.



Stock up on **non-perishable canned goods** and pet food, and make sure you have adequate medical supplies and prescription medications for yourself and your pets.



Have **extra cash on hand** in case ATMs don't work.



Fully charge your **cell phone** and a portable, phone-charging battery pack.

Download the **free Eversource mobile app** to report outages or check for updates.

For more storm preparedness tips, including a Storm Safety Checklist, visit the Outages & Storms section of [Eversource.com](https://www.eversource.com).

Start the Year off with Energy Savings

Looking to start off 2021 the right way? How about saving money and helping to protect the planet?

Eversource is the No. 1 Energy Efficiency Provider in the nation, which means we have the best energy-saving solutions, products, services, tips and more, whether you're a homeowner, renter, small business or multi-family property owner.



With us, saving money and energy is easy with a variety of energy-saving tips. You can start saving today.

If you're looking to upgrade to energy-efficient products, we have rebates and instant discounts on products like LED lightbulbs, smart thermostats, water heaters and more at participating retailers and distributors.

We can also connect you to more personalized energy-saving solutions. Sign up for Home Energy SolutionsSM to connect with an authorized contractor, receive customized incentives, and build a plan for energy savings throughout the year.

You can find the energy-saving solution that's right for you by visiting the Save Money & Energy section of [Eversource.com](https://www.eversource.com).

Cold weather is here and there are resources available to help you pay your heating bills. Visit [CAFCA.org](https://www.cafca.org) to find your local Community Action Agency and learn more.



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Employees Join Virtual No-Sew Mask Event

Ensuring the safety of the communities we serve is our top priority at Eversource. That's why we are proud to have partnered with United Way to hold a virtual no-sew mask-making event that hundreds of our employees and their families proudly participated in while adhering to the necessary COVID-19 safety precautions.

The masks were made from unused Eversource event T-shirts. Participants were provided one T-shirt, a video explaining how to make the mask, a small bag in



which to store the mask and a return envelope with postage to be mailed within seven days of receiving the materials.

The event ran from Nov. 13 to Dec. 31 and all masks made will be donated to local community agencies and provided to families in need throughout Connecticut, Massachusetts and New Hampshire.

EVERSOURCE

We're there when you need us.

Paid for by Eversource customers.

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