



WELCOME to the **NEW Customer Update**, a newsletter designed to help you quickly find the information most relevant to you. With a larger size, more articles and easy to scan headlines, we created this new format to serve you better.

We're On It! Storm Trailers Speed Restoration

The Eversource materials logistics team is always prepared to answer the call. When storms are in the forecast, the materials logistics team has a key role in making sure crews have all they need, when they need it, to get the job done right — sometimes even by the trailer load.



“We’re always ready for the next storm, and so are our storm trailers,” says **Hugh Costello**, materials logistics manager. “We stock them with the materials our crews need to make repairs and can quickly dispatch the storm trailers to hard-hit areas, enhancing the speed and efficiency of our restoration.”

Storm trailers are stocked with transformers, wire and other materials. These trailers allow our crews to access more remote locations with all the equipment they need to restore power safely and quickly.

See how we prepare and respond to storms and outages at **Eversource.com** by clicking Outages and Storms, then Restoration Process.

Switch and Save With a Heat Pump Water Heater

Heat pump water heaters save you money and energy while providing a steady supply of hot water. Since these water heaters pull in heat from the surrounding air to help heat your water, they use 50% less energy than standard electric storage water heaters, saving you up to \$530 each year.

You may also be eligible for an instant discount or mail-in rebate of up to **\$750** if you make the switch to a qualifying ENERGY STAR® certified heat pump water heater.



Visit the Save Money & Energy section on **Eversource.com** or speak to your contractor to learn more.



Stop Scams. Learn the Signs.



Shut-Off Scammers

pose as utility employees and call threatening to disconnect your service unless you make an immediate payment through prepaid debit cards, bitcoin, payment apps or other unusual methods of payment.



Overpayment Scammers

call claiming that you overpaid your utility bill then try to get your personal bank account or credit card information to give you a “refund.”



Phony Fee for Equipment or Repair Scammers

call demanding a separate payment to replace or install a device or meter.

Don't Fall For It

Eversource representatives will never demand immediate payment, never require you to use prepaid debit cards, and never tell you to pay through another retailer. If you suspect a scammer, call your local police department and contact Eversource at 800-286-2000.



Get Paid to Recycle

Your inefficient appliance could be costing you more than \$125 in energy annually.

Reduce your energy costs and receive a **\$30** incentive—recycle your inefficient but working refrigerator or freezer with Eversource. For no cost, we will have your appliance picked up and hauled away.



It will be recycled responsibly—helping to reduce greenhouse gas emissions and avoid the release of hazardous chemicals into the environment.

Ask about contactless pickup to stay safe while saving energy and protecting the planet.

To learn more or to schedule your pickup, call 888-997-8892 or go to **Eversource.com**.

Ways to Protect Yourself and Your Family

Your heating system can produce carbon monoxide if it's not working properly or adequately vented. Carbon monoxide is also produced from internal combustion devices, such as cars and small gasoline engines. Carbon monoxide is odorless, colorless and tasteless — but very toxic. Signs that carbon monoxide may be present are stuffy, stale or smelly air; very high humidity; or soot coming from a fireplace or heating system.

Symptoms of carbon monoxide poisoning include headaches, dizziness, nausea, unclear thinking, shortness of breath, weakness, vision problems and loss of muscle control.

If you suspect the presence of carbon monoxide:

- Alert everyone in the area and exit immediately.
- Open windows and doors on your way out, if you can.
- If indicated by your carbon monoxide detector, exit the area immediately, then call 911 to notify your local fire department.

Visit **Eversource.com** for more carbon monoxide safety tips.

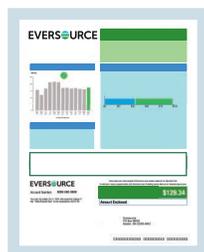


Daylight Savings Time begins **March 14** and is a good time to replace batteries on all your smoke and carbon monoxide detectors and be sure they are functioning properly.

Eversource: Advancing Women in the Workplace

As a Paradigm for Parity® member company, Eversource is dedicated to achieving gender equality. The Paradigm for Parity is a coalition of business leaders dedicated to addressing the corporate leadership gender gap. It's made up of CEOs, senior executives, founders, board members and business academics who are committed to achieving a new norm in the corporate world: one in which women have equal power, status and opportunity.

It's a natural fit at Eversource where diversity and inclusion are essential to our core values. We appreciate the talent, unique perspectives, culture and life experiences of all our employees. We're proud to support an environment where everyone feels respected and empowered to be successful in their jobs and day-to-day lives.



Utility bills can be confusing, and we want to help make it easier to understand what you're paying for each month. Learn more about the charges on your bill, see a sample bill and access the latest rates at **Eversource.com/Understand-My-Bill**.

Stay connected on:



EVERSOURCE

We're there when you need us.