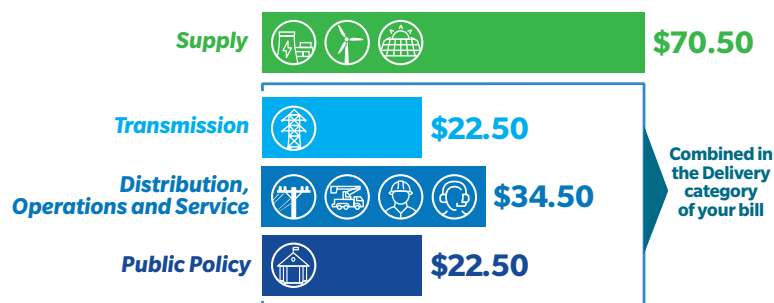




**WELCOME** to the **About Your Bill** issue of Customer Update. This issue includes information to help you understand your bill and find ways to save energy and money.

## Electric Delivery Charge and Supply Costs

If your electric bill was \$150, the breakdown would look like this:



Energy bills can be confusing. Several line items make up your bill, but they really fall into four categories: 1) supply; 2) transmission; 3) distribution, operations and service; and 4) public policy. All the categories, except for supply, combine to form the delivery charge on your bill.

The components of the delivery charge fund operating, maintaining and upgrading the electric grid, critical customer services, and state and federally mandated charges that fund financial assistance, energy efficiency and renewable energy programs.

The supply charge is the cost of energy you use. We purchase energy from suppliers on your behalf and pass the cost directly to you, no profit added.

The amount of electricity you use each month impacts both supply and delivery charges. Using less energy can help lower your overall bill.

Learn more about the components of your bill at [Eversource.com/understand-my-bill](https://www.eversource.com/understand-my-bill).

## Autumn Ways to Save

Follow these tips to save energy and money this fall.

### Programmable thermostats

can be set to heat during specific times of the day. You can customize heating schedules that fit your routine.

### Insulate your water heater.

If your water heater is more than three years old, consider insulating it to save up to 16% in annual water heating costs.

### Use the sun to your advantage

by opening curtains and blinds during the day and closing them at night to reduce drafts.

Visit [Eversource.com/energy-saving-tips](https://www.eversource.com/energy-saving-tips) to learn more.



## Shopping for an Energy Supplier



Inflation and global spikes in the price of natural gas, which is often used to generate electricity, are driving the cost of energy higher across the country. You have the option to compare different energy supply rates offered by licensed energy suppliers in our region, or to purchase your energy from Eversource.

### What to know

If you choose a third-party supplier, your energy bill will still come from Eversource with your chosen energy supplier and current supply rate both listed. Your supply charge is driven by the amount of energy you use each month multiplied by the supply rate.

### What to ask when shopping

- Is the chosen supplier licensed in my state?
- What is the length of the contract I'm entering?
- Will my supply rate change over time, or stay the same?
- Are there early termination fees to change to a different supplier?

### Want to switch?

Visit [Energizect.com](https://www.energizect.com) for a list of current suppliers and rates.

## Check out our Heating Cost Calculator



In New England, heating is often the biggest use of energy in your home during the fall and winter months. With electricity, natural gas, oil and propane costs continuing to rise, it helps to understand how much energy you're using and where you can save.

With our heating cost calculator, you can select your heating fuel type to see average daily and annual costs. You can also see how adjustments to your thermostat's temperature setting can help you save money and energy.

Go to **Eversource.com/heating-calc** and try it out today.

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**Budget Billing** helps you smooth seasonal spikes in energy bills by setting a fixed payment amount each month based on your average annual usage. Sign up today at **Eversource.com/winter-bill**.

Stay connected on:



## Eversource Receives Corporate Citizenship Award

Inspirica, an organization in Fairfield County, honored Eversource with its corporate citizenship award. The organization works to end homelessness and housing insecurity by helping individuals and families achieve stability through support services and affordable housing. Eversource has a long-standing partnership with Inspirica.

Eversource has been a past presenting sponsor of Inspirica's Holiday Wishes program, helping Inspirica provide holiday magic to nearly 3,000 children in the Stamford community faced with homelessness, poverty, and/or HIV/AIDS. Over the years, hundreds of employee volunteers supported Inspirica by collecting gifts from companies throughout Fairfield County for the Holiday Wishes program, providing clean-up and decorating the space for the event, gift wrapping, and redesigning and planting a new streetscape.



Visit [Inspiricact.org](https://inspiricact.org) to learn more about its important work. For more information about other Eversource partnerships, visit **Eversource.com/community**.

## Prepare Now for Winter Bills

Given the impact of world events on natural gas supply and pricing, we could see continued volatility in electric and gas supply prices for the foreseeable future. We encourage you to act now to prepare for the winter — and potentially higher energy supply prices.

Consider:

- Enrolling in **Budget Billing**, to help even out seasonal spikes in your bill.
- Taking advantage of **energy efficiency tips, tools and programs** to help lower your energy use and bill.

We also have programs to help you pay your bill, including:

- **Flexible Payment Plans** to help you pay off a balance over a period of time and help prevent service interruption.
- **New Start** for income-eligible, electric customers to eliminate a balance in as little as 12 months with on-time payments.
- **Matching Payment Program**, which reduces past due balances with affordable monthly payments — as low as \$50 for electric or gas heating customers who receive public assistance benefits.

Learn more about programs to help and ways to lower your energy use at **Eversource.com/winter-bill**.

**EVERSOURCE**

*We're there  
when you need us.*