

Customer Update

EVERSOURCE

December 2020

Changes Coming to Your Monthly Bill

As a result of a 2018 rate review for Eversource, the Connecticut Public Utilities Regulatory Authority (PURA) issued a decision on December 12, 2018, allowing Eversource to increase its distribution rates over a three-year period. The final rate adjustment goes into effect January 1, 2021. You will see a change in the Customer Service Charge and Delivery Charge on your bill beginning January 2021.

What is the Customer Service Charge?

The Customer Service Charge is a fixed charge depending on the customer rate category (for example, a non-heating vs. a heating customer) that recovers fixed costs Eversource incurs for the gas distribution system, such as replacing gas meters and mains.

What is the Delivery Charge?

The Delivery Charge is the charge for delivering natural gas through the gas distribution system.

Why did Eversource request to increase its rates in 2018?

Eversource invests in gas system resiliency projects that include replacing older, leak-prone gas pipes and mains with newer plastic pipelines to make the system safer and stronger and to reduce methane emissions to combat climate change.

Do You Offer Programs to Help Customers Pay Their Bill?

Yes. We encourage you to take advantage of our flexible payment plans and contact us as soon as possible — even you have never needed assistance before. If you have concerns about your bill, call us right away at **800-438-2278** or visit **Eversource.com/BillHelp**.

Let us help you save
money and energy
this holiday season



We might be celebrating the holidays differently this year, but you can still stay warm and save money and energy.

- 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; drafty windows account for up to 30% of heat loss.
- Sunlight shining in windows adds heat to homes. Open drapes, shades, and blinds during the day to warm your home on sunny days.
- Install programmable thermostats. You can save as much as 10% a year on heating and cooling by turning your thermostat back 7°-10°F from its typical setting for 8 hours a day.

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 visit. Visit **Eversource.com** and select Save Money & Energy to learn more.

Staying Safe this Winter

At Eversource, we're always working to keep you safe. In keeping that commitment, these winter safety tips can help you and your family stay safe and warm.

It's very important that you keep your outdoor gas meters, regulator vents and any other outdoor piping clear of snow and ice so your gas system works safely and reliably. These simple steps can help prevent equipment malfunction or carbon monoxide poisoning.

- Carefully remove any snow or ice with a broom or by hand. Do not use a shovel; it can damage the meter.
- Do not shovel snow up against the meter or vent pipe. After clearing snow from your roof, double check to make sure your meter and vents are clear.
- Remove icicles safely or have a qualified roofing vendor remove them from overhead eaves and gutters so dripping water does not splash and freeze on the meter or vent pipes.
- Do not kick your gas meter to break or clear ice.
- Keep a clear path to the meter so Eversource employees or emergency responders can access it.

Safety is our #1 priority. We have several programs for maintenance and inspection, including leak management, that exceed requirements for the federal and state pipeline regulations.

We perform regular leak surveys for all high-pressure distribution lines and critical infrastructure. Winter is around the corner, and our winter leak survey checks all cast iron gas mains on a 10-day cycle during extreme cold weather, until warmer weather returns.

We take responsibility for the safe and secure delivery of natural gas very seriously and are continually investing to maintain a first-rate natural gas distribution system.



Helping Kids Learn About Natural Gas Safety

Eversource is here for our communities and is proud to offer energy resources to help teachers share natural gas safety and science information.



Whether students are in the classroom or at home, these FREE academic standards-based resources make it easier for educators to teach the science and safety of natural gas. Program resources include student booklets, teacher's guides, pre/post-tests and interactive online resources for grades K-6.

Visit [Eversource.e-smartkids.com](https://www.eversource.com/e-smartkids) to access games, activities and 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.



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