

# Customer Update

EVERSOURCE

February 2021

## Carbon Monoxide Safety Saves Lives

*Did you know your heating system can produce carbon monoxide if it is not working properly or inadequately vented?*

Carbon monoxide is odorless, colorless and tasteless — but very toxic. Signs indicating the presence of carbon monoxide can include stuffy, stale or smelly air, very high humidity or soot coming from a fireplace or heating system. It is also produced from internal combustion devices such as cars and small gasoline engines such as portable generators.

Carbon  
monoxide  
safety  
saves lives.

Learn more  
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### Typical Symptoms:

The symptoms of carbon monoxide poisoning are often confused with those of the flu — headaches, dizziness, nausea, unclear thinking, shortness of breath, weakness, vision problems and loss of muscle control. The highest incidence of poisoning occurs during the heating and flu seasons.

### If You Suspect Carbon Monoxide:

Alert your family, employees or co-workers and exit the building immediately, then call 911 to notify your local fire department. Learn more about carbon monoxide poisoning and ways to reduce your risks at **Eversource.com**, under the Safety tab.



**smell. leave. tell.**

## 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 Feets” 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 communities. 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 Solutions<sup>SM</sup> 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.

## 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.*



## 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
- **Contact Customer Service**

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*We're there when you need us.*

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