

# Customer Update

EVERSOURCE

January 2021

## Natural Gas System Reliability and Safety

*We take our responsibility to safely deliver natural gas very seriously and are continually investing to maintain a first-rate natural gas distribution system for our customers. Our maintenance and inspection programs, along with leak management, exceed requirements for the federal and state pipeline regulations.*

Our leak survey programs include:

- **Semi-Annual Surveys**

Twice a year, high-pressure distribution lines and critical infrastructure pipes are surveyed for leaks. High-pressure lines are also patrolled an additional two times.

- **Annual Surveys**

Leak surveys are conducted over all gas distribution mains in business districts, using vehicles or patrolled on foot.

- **Winter Surveys**

Surveys are performed over all cast-iron mains on a 10-day cycle during extreme cold weather, until warmer weather returns.

- **Tri-Annual Surveys**

Every three years, we survey exposed pipelines, including company-owned piping inside customers' homes and businesses.

In addition, throughout the year, we test and inspect gas meters and associated piping to monitor for corrosion and potential leaks.

We also use specialized equipment positioned in strategic locations throughout the system to maintain pressure on the gas distribution system. At each location, additional over-pressure protection equipment monitors and limits pressure. We also monitor system pressure 24/7 at our gas control center.

With these programs and our continuous investments in new and advanced technologies, we'll always work to keep you safe.

## 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.



Natural gas heating systems may be affected in the event of a power outage. Be prepared to stay warm and safe. **Do not use your gas stove as a heating source.**

For more storm preparedness tips, including a Storm Safety Checklist, visit the Outages & Storms section of **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 Solutions<sup>SM</sup> 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**.

Cold weather is here and there are resources available to help you pay your heating bills. Visit **CAFCA.org** to find your local Community Action Agency and learn more.



Stay connected to Eversource on:



## 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.*