



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.

Carbon Monoxide Safety

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 and call us at 877-944-5325.

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.*

Enjoy the Savings of Efficient Hot Water

ENERGY STAR® certified natural gas-fired tankless water heaters save you money and energy while providing a steady supply of hot water. With a high-efficiency tankless model, you'll enjoy fewer worries about tank leaks that can cause water damage, all while reducing your water heating energy use by up to 30%.

You may also be eligible for an instant discount of up to **\$300** if you make the switch to a qualifying ENERGY STAR® certified model.

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



Changes to Your Monthly Bill

The Connecticut Public Utilities Regulatory Authority (PURA) issued a decision in 2018 concerning Eversource's rate review allowing Eversource to increase its distribution rates over a three-year period. The final rate increase was scheduled to go into effect Jan. 1, 2021.

We understand the last year has been challenging in many ways, which is why we voluntarily requested PURA's approval to delay the effective date of the settlement's pre-approved Rate Year 3 increase adjustment to March 1, 2021, which was granted. This delay helped alleviate bill increases for customers during the primary winter heating months. Customers will see a change in the Customer Service Charge and Delivery Charge on their March 2021 bill.



Visit the About Your Bill section of **Eversource.com** for more detailed rate information.



**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 800-989-0900.

Helping Kids Learn About Natural Gas Safety

Eversource is here for our communities and always working to keep everyone safe. We offer a natural gas safety program for educators, students (grades K through 6) and parents in the communities we serve. Eversource is proud to offer this FREE online resource to help teachers, students and parents learn about natural gas safety and science. The complimentary standards-based curriculum materials, which can be used in classrooms or at home, promote the principles and practices of natural gas safety. Visit the e-SMARTkids educational site at **Eversource.e-smartkids.com**.

What is the e-SMARTkids Website?

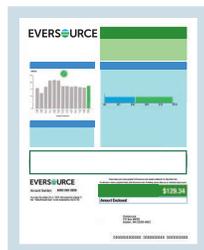
e-SMARTkids is your hub for energy education. Check out all the fun learning experiences: educational games, videos, experiments and activities — all of which address core subject matter and support academic standards. The website can be used in the classroom or for remote learning through a variety of media.



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.



Are There Programs to Help Me Pay My Bill?

If you have concerns about paying your bill, call us right away at 800-438-2278 or visit **Eversource.com/BillHelp**. We have flexible payment plans and programs to help — even if you have never needed assistance before.

Stay connected on:



We're there when you need us.