



WELCOME to the **Sustainability** issue of Customer Update, a newsletter designed to inform you of the steps Eversource is taking to be a catalyst for clean energy.

Delivering a Sustainable Future



To meet these goals, we're:

- ✓ **Building the infrastructure** our region needs to deliver clean energy to homes and businesses, and committing to having our operations be carbon neutral by 2030.
- ✓ **Working with community** and government leaders to ensure clean energy solutions are accessible to everyone.
- ✓ **Committed to the fair treatment** and meaningful engagement of all people, regardless of race, color, national origin, spoken language or income.
- ✓ **Protecting natural resources** while holding ourselves accountable for the impact our business may have on the environment.

New England's energy future needs to be sustainable, equitable and inclusive. Sustainability at Eversource includes our vision to be a catalyst for clean energy, a pacesetter in carbon reduction, and a leader in ensuring racial equity and social justice among our employees, customers and suppliers.

Our investments in renewable energy sources, like wind and solar, play an important role in a clean energy future.

Join us on the journey

Our commitment to sustainability is an important component of our vision for how we conduct our business today and serve our customers in the future. Discover what we're doing to power New England's clean energy at [Eversource.com/sustainability](https://www.eversource.com/sustainability).

Offshore Wind to Power 1 Million Homes



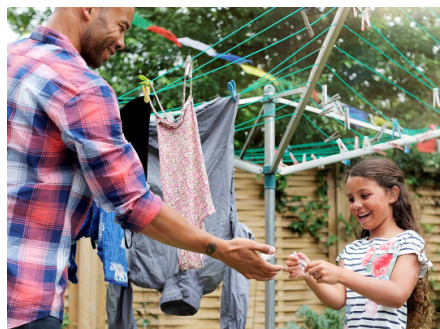
We've secured at least 4,000 megawatts of offshore wind development opportunity in the Northeast with our partner, Ørsted, the world's leading developer of offshore wind. Currently, we have more than 1,700 megawatts under contract.

- **How much is that? Our existing projects will provide enough clean energy to power more than 1 million homes.**
- **And we can double that amount to 2 million homes within our current lease area.**
- **We're proud to have started construction on our first offshore wind project, South Fork Wind.**
- **In addition to our offshore wind projects, we are committed to providing our customers with access to more clean, renewable energy as other New England offshore wind projects are built.**

Offshore wind also plays a critical role in creating well-paying jobs and boosting local economic investment, benefiting communities and helping the region meet its ambitious clean energy goals.

Get Ready for Summer with These Energy-Saving Tips

- **Dryers use a lot of energy.** When you can, hang wet laundry outside on a line to dry. If that isn't an option, consider an ENERGY STAR® certified clothes dryer.
- **Fire up the grill.** On warm days, cook dinner outside instead of using your stovetop or oven.
- **Take showers instead of baths.** A three-minute shower uses about half the hot water of a bath.



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

Enjoy Savings and Reliable Hot Water with High-Efficiency Equipment

Keep energy costs down and hot water flowing with an energy-saving water heater.



When it comes time to replace your natural gas water heater, speak to a licensed contractor to see if an ENERGY STAR® certified tankless water heater is suitable for your home.

Incentives are available to help you make your high-efficiency purchase.

Visit eversource.com/home-savings or speak with your contractor to learn more.

Committed to Cleaner Environments

Eversource is proud to partner with the Connecticut River Conservancy as lead sponsor of its annual Source to Sea Cleanup.

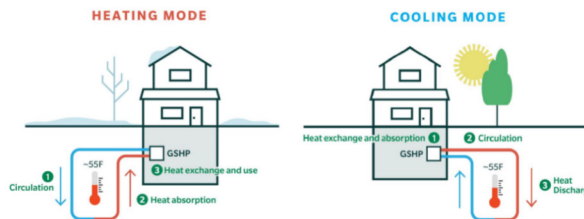
Hundreds of Eversource employees volunteered to clean up the Connecticut River system — rivers, streams, parks, boat launches, trails and more.

Volunteers used human power and sometimes heavy equipment to pull out everything from recyclables, fishing equipment and food waste to tires, televisions and refrigerators. This cleanup helps make the water cleaner and riverbanks safer while allowing wildlife to thrive.



We're Building a Geothermal Neighborhood

As the largest energy provider in New England, Eversource is committed to using energy sources and technologies that reduce emissions, are low maintenance, cost-effective, reliable and sustainable. We're investing in one such promising technology: a networked geothermal pilot in Framingham, Massachusetts.



Geothermal systems use wells, piping, and pumps to pull the Earth's heat out of the ground to warm buildings in winter and pumps heat from buildings back into the ground in summer to cool them. This energy, when combined with a ground source heat pump, can be used to comfortably heat and cool indoor spaces year round.

We plan to use information from this pilot to demonstrate how the technology can be scaled and used by a broader selection of our customers.



How can you be more sustainable?

Go paperless with E-Bill. You will receive an email reminder instead of a paper bill each month. It's easy, convenient and secure. Sign into your account and select "Go Paperless" on your account overview to enroll today.

Stay connected on:



EVERSOURCE

We're there when you need us.