

Customer Update

EVERSOURCE

September 2020

How to Save on Your Energy Bill While Spending More Time at Home

When emergencies like COVID-19 require many families spending more time at home, these energy-saving tips can help manage any potential increase in your energy use and costs.

- *As multiple in-home device use increases, consider using a smart power strip to shut down power to products that aren't being used.*
- *Monitoring lighting is another effective way to decrease energy use – turn the lights off when you leave a room and take advantage of natural light.*
- *When preparing meals, limit opening oven and refrigerator doors as this causes appliances to work harder and use more energy.*
- *Lowering your thermostat by 3-5 degrees can save you about 10% on heating costs. Likewise, lowering your water heater temperature can reduce its energy use by 4-22% annually.*



For more tips, visit the Save Money & Energy section on [Eversource.com](https://www.eversource.com).

\$750 Rebate on Heat Pump Water Heaters

Electric heat pump water heaters are a great way to keep energy costs down in your home while providing a ready supply of hot water. These innovative water heaters work by moving heat from one place to another, instead of generating heat directly. This process can be two- to-three times more efficient than conventional electric water heating, which helps you save big on your monthly energy costs. Plus, right now you can save even more when you upgrade.



Eversource is offering rebates up to \$750 on new heat pump water heaters, as well as cost-saving rebates on other efficient heating equipment.

To learn more about how you can keep your energy costs low and your home comfortable, visit the Save Money and Energy section of [Eversource.com](https://www.eversource.com).

A MESSAGE FROM EVERSOURCE ON RACIAL JUSTICE

We acknowledge the ongoing pain caused by racism and injustice in our society. Eversource and its employees support many programs that address racial and ethnic disparities in our own communities and beyond. We are also working to develop a workforce that fully reflects the diversity of the people and communities we serve. As individuals and as a company, we can help lead the way to a more just future.

Generator Safety

A generator can be a great backup plan if the power goes out, but it must be used safely. Taking the proper precautions can help protect you, your family, your neighbors and our crews working to restore power.

For your safety and the safety of those around you, generators should always be installed by a licensed electrician, used outdoors and kept as far from the home as possible, away from doors, windows and air vents.

If you plan to use a generator while your electric service is off, follow all manufacturer-provided safety precautions. If your generator is manually operated, be sure that the transfer switch is set to prevent electric back feed.

For more information on generator safety, please visit [Eversource.com](https://www.eversource.com).



Payment Plans to Help You Through Tough Times

If these challenging times are making it difficult to pay your energy bill, Eversource has a variety of payment plans and options that can help.

- *If you have a past due balance, enroll in a payment plan to pay your balance over time with no interest and no money down. As long as you make your payments, your service is protected from disconnection for the duration of your plan.*
- *To manage your budget and tame seasonal spikes in your energy bill, enroll in Budget Billing to pay a fixed amount each month based on your average annual usage.*

For more information about these and other income-based assistance programs, visit [Eversource.com](https://www.eversource.com), then select My Account and Help Pay My Bill.



September is National Preparedness Month

For ways to stay safe before, during and after a storm, visit [Eversource.com](https://www.eversource.com) and download our storm safety checklist.

Stay connected to Eversource on:



Join Eversource's Virtual Hartford Marathon



The COVID-19 pandemic has changed our world. As a result, Eversource continues to find ways to stay safe, and help the communities where we live and work.

We are proud to be the title sponsor of the 2020 Hartford Marathon and Half Marathon that will be held virtually from Thursday, October 8 to Sunday October 11, with a new 10K race (6.2 miles), 5K race (3.1 miles) and three multi-distance race challenges to encourage widespread participation.

Every individual \$25 race registration will be donated to the event's 22 official charities in the greater Hartford area. Learn more about the virtual 2020 Hartford Marathon and Half Marathon at [Hartfordmarathon.com](https://www.hartfordmarathon.com).

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We're there when you need us.