

Customer Update

EVERSOURCE

October 2020

October Is Energy Awareness Month

Energy Awareness month includes three specialized days and offers many ways to save money and energy.

Celebrate **Energy Efficiency Day** by taking action. Enroll in one of Eversource's industry-leading energy efficiency programs, like Demand Response for your smart thermostat, or check out our energy-saving tips at **Eversource.com**.

ENERGY STAR® day is a good time to take advantage of the benefits of ENERGY STAR products and rebates. Appliances, electronics and other equipment that feature the ENERGY STAR label are third-party certified so you know you are purchasing an efficient model. Connect to rebates and savings on new equipment designed to keep your home comfortable and save you money all year long.

Why not get a no-cost virtual **Home Energy Assessment** to celebrate **Weatherization Day**? We will connect you with an Energy Specialist to assess your home and recommend energy-saving solutions tailored specifically for your home. Incentives — including up to 100% back on insulation projects — help make saving money and energy even easier.

To stay up to date and start saving, visit the Save Money and Energy section of **Eversource.com**.

Energy Savings Tips for your Home Office

- Unplug electronics that are not being used.
- Use advanced power strips.
- Adjust your computer's power-management settings to sleep mode.
- Purchase efficient products — look for the ENERGY STAR label.

Cleaning Up the Connecticut River

Eversource is proud to be recognized as one of the greenest energy companies in the nation. Our commitment to environmental sustainability is an important component of our vision for today and the future. As a lead sponsor of the Connecticut River Conservancy's annual "Source to Sea Cleanup," we improve the communities where we live and work. Each year, dozens of Eversource employees volunteer to collect trash and debris from the Connecticut River and tributaries across our service territory. This year, the event was expanded from one weekend to the entire month of September to ensure safe physical distancing from others.



Eversource employee volunteers celebrate a successful day cleaning the Connecticut River at the 2019 "Source to Sea Cleanup" event.

Providing Outstanding Customer Service

At Eversource, we are committed to delivering exceptional customer experiences and being there when you need us. We wouldn't be able to follow through on this commitment without the dedication of our Customer Service Representatives.

"I treat every call like it's my first and I answer with a positive, 'can do' attitude,"

says Rashanda, Customer Service Representative from the Windsor Call Center. *"No matter the situation, I treat every customer with courtesy and respect. By actively listening, being empathetic and using the resources available to me, I'm able to provide customers with the best solution possible and be there when they need us most."*

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Payment Option and Programs to Help

We're here to help during challenging times. If you are having trouble paying your energy bill, we have options that may meet your needs:

- Pay a past-due balance over a several-month period with our extended payment plan.
- Enroll in Budget Billing to pay a fixed monthly amount based on past usage and avoid seasonal spikes in your bill.
- Income-eligible customers may qualify for programs to eliminate overdue balances or receive financial or energy assistance funds.

For more information on payment options and plans that may be suitable for you, visit [Eversource.com/billhelp](https://www.eversource.com/billhelp).

Lend a Hand So Others Can Get Help and Stay Warm

You can help a neighbor keep warm this winter. Consider supporting **Operation Fuel's Add-A Dollar program**. Just add \$1 when you pay your monthly bill or donate online at [Eversource.com](https://www.eversource.com).



Stay connected to Eversource on:



Fall Safety Awareness:

Look Out for Trees Near Your Electric Lines

Trees are the leading cause of power outages in New England. Every year, tree limbs and branches come in contact with the electric power lines, potentially damaging equipment and causing power outages and public safety hazards. Eversource continuously monitors power lines and equipment and trims vegetation around Eversource electrical equipment.

Customers are responsible for maintaining trees on their property that could threaten electric wire service from the pole to the home or business. The prolonged drought conditions have weakened trees and branches. Contact a qualified tree professional to assess for drought-stressed trees on your property. And if a tree or branches fall on power lines near your home, always remember to:

- **Stay as far away as possible from downed wires and fallen trees that could have wires caught in them.**
- **Don't touch anything or anyone that's touching a downed wire.**
- **Assume all wires are energized.**
- **Call 911 and Eversource.**

Learn more about staying safe around electricity by visiting [Eversource.com](https://www.eversource.com) and then select Safety.

EVERSOURCE

We're there when you need us.