

# Customer Update

EVERSOURCE

August 2020

## Inside Meter Inspections Ensure Safe, Reliable Gas Service

Eversource's commitment to delivering safe, reliable service to our customers has taken on even more importance during these unsettled times.

To ensure the safety and reliability of your natural gas service, we continue to perform critical work, such as inside meter inspections.

Technicians from OMARK Consultants, Inc., will examine the meter and service pipe inside your property for signs of corrosion and other issues while wearing personal protective equipment, following social distancing, and abiding by other federal and state health and safety guidelines.

When your home's equipment is due for inspection, you will be contacted to schedule an appointment.

### What You Can Expect

- 1. The inspection is free and only takes 15 minutes to perform.**
- 2. There will be no interruption to your natural gas service.**
- 3. Eversource representatives carry company-issued photo identification.**
- 4. Someone 18 years or older must be present to allow us inside so we may access the equipment.**



## Home Energy Solutions

With rising temperatures and many of us working from home, now is the time to make sure your home is as efficient as possible.



Our home energy experts have gone through state-of-the-art safety training and are ready to help you save money and energy with our Home Energy Solutions program. Or you can schedule a virtual pre-assessment to learn more about the options available for your home.

We have limited-time offers running all summer, helping you save big on insulation, cooling, water heating and more. Plus, the program is available for homeowners and renters.

Visit [Eversource.com](https://www.eversource.com) and click on Save Money and Energy to learn more and see how you can stay comfortable while saving money and energy.

*If you have any questions, please call OMARK at 888-594-3430.*



## Payment Options and Programs to Help

We're here to help during challenging times. If you are having trouble paying your energy bill, we have flexible options that may help 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, please visit [Eversource.com/billhelp](https://www.eversource.com/billhelp).

### National Safe Digging Day (811 Day)

is on August 11, 2020, and serves as an important reminder to always call 8-1-1 before you start digging. Eversource is proud to be an 8-1-1 partner.

Stay connected to Eversource on:



## Call Before You Dig

Whether you're excavating for a construction project or just digging in your yard — always know what's below. Contact Call Before You Dig at 8-1-1 or 800-922-4455 at least two full working days before you begin digging on public or private property. Eversource and other utilities will be notified so we can locate and mark underground equipment in the area.

This is a free service. Never begin your digging project until all utilities have been marked. Once all utilities are marked, you or your professional excavator must follow specific guidelines for how and where to dig. If you don't call 8-1-1, you are putting people in danger and violating the law. Visit [Eversource.com](https://www.eversource.com) for more information.

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*We're there when you need us.*