

Customer Update

EVERSOURCE

July 2020

Small Changes for Big Summer Savings

As the warm summer months roll in, these simple steps can help keep your house comfortable and your cooling costs down:

Use Your Oven in the Morning or Evening:

Your oven generates extra heat in your home. In warm weather, use your oven in the morning or evening to avoid heating your house even more during the day.



Bring in a Pro:

Our energy-saving specialists have undergone special, state-of-the-art COVID-19 safety training, and are ready to resume some in-home services, like installing insulation or air sealing unoccupied attics or basements. You can start with a virtual Home Energy Solutions pre-assessment. Learn more on [Eversource.com](https://www.eversource.com).

Adapt to Your Changing Energy Use:

In the summer, you can save energy by keeping your house warmer when you're away and lowering the temperature when you come home.

A Wi-Fi thermostat can help you control your home temperature with ease, and the Eversource Savings Center can connect you to rebates and incentives.

Visit [Eversource.com](https://www.eversource.com) to learn more.

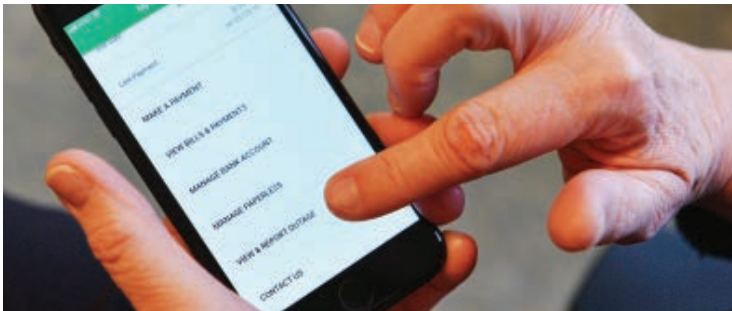
Safety is Our Top Priority

For your safety and that of our workers, it's important to recognize Eversource work zones while driving so you can respond to warnings and traffic patterns and pass through safely.



Eversource crews set up safety cones and signage ahead of projects that alert you to approach the work zone with caution. Crews also communicate with traffic control personnel to manage traffic flow and let them know about any changes to the work zone setup.

Our workers wear high-visibility reflective apparel. Please be alert for them. If you happen to see our workers in your neighborhood, please wave rather than approach them. We continue to practice social distancing during this pandemic to ensure everyone's safety. If you have questions about work in your community, please call us at **800-989-0900**.



Easily Manage Your Account With Our Mobile App

An important part of “always working to serve you better” is providing you with convenient ways to connect with us and manage your account. Once you link to your bank account, using the Eversource Mobile App for iPhone and Android devices is among the fastest and easiest ways to pay your bill. You can also view past bills and payments, report or check outages, enroll in paperless billing and contact customer support.

The latest version of the Eversource Mobile App has several improvements:

- View all notifications from the past year (if you are subscribed to notifications).
- Receive improved accuracy when you report electric or gas outages in your area.
- Provide general feedback through our new customer satisfaction survey.

Eversource is dedicated to providing the information and payment options you want and need. The Mobile App is available on the App Store and Google Play.

An Unwavering Commitment to a Clean Energy Future

During this challenging time, we know that energy reliability and good health are more important to you than ever. That's why Eversource remains committed to a clean energy future for New England and is the industry leader in our goal to have our operations be carbon neutral by 2030. Learn more by visiting [Eversource.com](https://www.eversource.com), then selecting About and Our Future is Clean Energy.

Stay connected to Eversource on:



Keeping Water Temperatures Safe With Anti-Scald Devices



Temperatures above 120 degrees Fahrenheit can cause scalding and third-degree burns in seconds. To help prevent burns from hot water while also saving energy, consider installing an anti-scald device. These devices mix hot and cold water to a safe temperature before letting it flow from your faucet. A licensed plumber can inspect your system and install this and similar devices that allow you to set a temperature limit on your shower fixture.

Safety Tips:

- Keep your water heater temperature at or slightly below 120 degrees.
- Always check water temperatures, especially for infants, small children and the elderly.
- Consider installing anti-scald devices on your faucets.

EVERSOURCE

We're there when you need us.