

# Customer Update

**SPECIAL EDITION**



## Helping Our Communities in Difficult Times

All year long, and especially during the COVID-19 pandemic, our communities depend on the critical social services that are provided by valued nonprofit organizations. Eversource is proud to support our customers and communities during this difficult time by donating more than \$2 million through the Eversource Foundation to nonprofits in our three-state service territory of Connecticut, Massachusetts and New Hampshire.

- *We're accelerating our \$1.2 million annual donation to United Way agencies across all three states to help speed support to these important services and programs.*
- *Eversource is also providing an additional \$1 million that is being dispersed to those agencies and others that serve our communities with social services such as food pantries and health and human service organizations.*
- *As part of the more than \$2 million donation, the Eversource Foundation is providing targeted Community Impact Grants, which are smaller contributions to local nonprofit organizations in all three states.*

Learn more about Eversource's commitment to your community by visiting **Eversource.com** and selecting About then Community.

### Whether you own or rent your home, Eversource's expertise is available to help you save money and energy

If you're searching for ways to reduce your home's energy consumption, utilize Eversource's free Energy Savings Plan on **Eversource.com**, under Save Energy & Money.

Remember to take advantage of incentives. When it comes time to upgrade your appliances, make sure to choose an energy-efficient model, and take advantage of our available rebates and incentives.



**For more energy  
efficient tips and  
ways to save, visit  
Eversource.com.**

# EVERSOURCE

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## We're Here When You Need Us

### Eversource Can Help

If you're experiencing financial hardship during this difficult time, we're here for you. We have assistance programs available to help, including flexible payment plans for business and residential customers. To support our small business customers impacted by the COVID-19 pandemic, we're also providing information and guidance on available federal and state resources. Contact our Customer Service team at 800-989-0900 or visit **Eversource.com** for more information.

### Information and Updates

- *If you don't already have one, create an online account at **Eversource.com**.*
- *Make sure we can reach you faster by setting your alert preferences and adding contact information, such as your email or mobile phone number.*
- *Download the Eversource mobile app to take advantage of these services and more, on the go.*

### Increased Scam Activity Due to COVID-19

*Be wary of unsolicited calls, texts or emails that threaten to disconnect your services and demand payment by unusual means.*

*Eversource will never call you and ask for personal information over the phone, and does not accept payments via prepaid debit card, gift cards or other methods used by scammers.*



## Performing Essential Work to Serve You Through the Crisis

Throughout the COVID-19 health emergency, Eversource has been taking strict personal and public safety measures to help stop the spread of the virus while continuing to perform essential work to ensure all our customers have a safe and reliable energy system.

Essential work maintains or improves the condition of our energy system and is more important than ever.

Critical facilities like hospitals, nursing homes and grocery stores require uninterrupted utility services to meet the public's needs. In addition, many are working and studying from home and relying on their electronic devices, as well as cooking, and heating their homes and water with natural gas.

During this time of essential work only, Eversource is reducing non-critical field work in our gas operations that requires access to homes or businesses, including meter relocations (inside to outside), meter exchanges, gas service line installations, and natural gas sales appointments.

Eversource is proud to be part of the communities we serve, and we are committed to serving all our customers during this difficult and uncertain time.

### Know What's Below

Whether you're excavating for a construction project or just digging in your yard—you are required by law to contact Call Before You Dig at 8-1-1 at least two full business days before digging. It's a free service that can help keep everyone safe.

Stay connected to Eversource on:



LM CT GAS WOS 520 200K

## Carbon Monoxide Safety

Depending on how you heat your home, your heating system can produce carbon monoxide (CO) if it is not working properly or is inadequately vented. CO has no odor, color or taste and is very toxic.

CO poisoning symptoms can include headaches, dizziness, nausea, unclear thinking, shortness of breath, weakness, vision problems, and loss of muscle control. If symptoms tend to disappear when you leave the building, you should suspect the presence of carbon monoxide.

### If you suspect CO

- Alert your family, exit the area immediately and call 911 to notify your local fire department.

### Reduce the risk of CO poisoning

- Have a heating system tune-up and inspection annually by a licensed heating contractor to ensure it is in good working order.
- Install CO detectors on every floor of your home, and make sure they are working properly.

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*We're there when you need us.*

Paid for by Eversource customers.

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