

Customer Update

EVERSOURCE

November 2020

We're Working to Protect You from Scams

Beware — scammers are taking advantage of the pandemic and other disruptive scenarios. Here are some of the latest tactics that scammers are using, with additional examples available on [Eversource.com](https://www.eversource.com) and [UtilitiesUnited.org](https://www.utilitiesunited.org):



- **Threats** of immediate power disconnection or demands for payment by unusual means
- **Outlandish requests** for a deposit to exchange your utility meter on your home or business
- **Fraudulent calls**, emails or texts about government stimulus checks
- **Fake online advertisements** for COVID-19 vaccinations, test kits, masks or other personal protective equipment

What you can do:

Share this information with your friends, family and neighbors. If something seems suspicious, call us immediately at **800-989-0900** and report the incident to your local law enforcement. You can help to spread awareness about utility scams on social media by sharing stories, articles and tips using **#StopScams**.

Eversource is a proud member of Utilities United Against Scams (UUAS), a consortium of more than 130 U.S. and Canadian electric, water and natural gas utilities. UUAS is dedicated to combating utility scams by providing a forum for utilities to share data and best practices, while serving as an advocate to inform and protect customers.

Appreciating Our Veterans

This Veteran's Day and every day, Eversource remembers the sacrifices of our customers, employees and their family members who have selflessly served, or are currently serving our nation on active military duty.

Last December, Eversource employee volunteers laid thousands of wreaths for Wreaths Across America at the Massachusetts National Cemetery in Bourne, the Massachusetts Veterans



Memorial Cemetery in Agawam, the Connecticut State Veterans Cemetery in Middletown, and the New Hampshire State Veterans Cemetery in Boscawen. Eversource is proud to serve the communities where we work and live. For more information or to learn about volunteering for this event, visit [WreathsAcrossAmerica.org](https://www.WreathsAcrossAmerica.org).

Carbon Monoxide Safety Saves Lives

Did you know your heating system can produce carbon monoxide if it is not working properly or inadequately vented?

**Carbon
monoxide
safety
saves lives.**

Learn more
▼

Carbon monoxide is odorless, colorless and tasteless but very toxic. Signs indicating the presence of carbon monoxide can include stuffy, stale or smelly air, very high humidity or soot coming from a fireplace or heating system. It is also produced from internal combustion devices such as cars and small gasoline engines.

TYPICAL SYMPTOMS: The symptoms of carbon monoxide poisoning are often confused with those of the flu — headaches, dizziness, nausea, unclear thinking, shortness of breath, weakness, vision problems and loss of muscle control — and the highest incidence of poisoning occurs during the heating and flu seasons.

WHEN YOU SUSPECT CARBON MONOXIDE: Alert your family, employees or workers and exit the building immediately, then call 911 to notify your local fire department.

Learn more about carbon monoxide poisoning and ways to reduce your risks at **Eversource.com**, under the Safety tab.

We're Here to Help

We understand that the pandemic continues to impact customers financially. If you are having trouble paying your energy bill, we're here to help.

Pay a past-due balance over several months 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** or call **800-438-2278**.

Stay connected to Eversource on:



Find More Savings This Season with Home Energy SolutionsSM

Homeowners and renters—set yourself up for a season of savings with a **no-cost Home Energy Solutions assessment**.

During a visit, an Eversource-authorized energy expert will assess your home's energy use and provide services, such as locating and sealing areas where warm air can escape, as well as customized recommendations to help you save money and energy this winter. The average participant saves around \$200 per year on energy bills after an assessment.

You may also receive rebates or discounts on insulation, new heating and/or water heating systems, and more.

Our Home Energy Solutions contractors follow enhanced health and safety guidelines. In-home services are available, or you can start your energy-saving journey with a no-cost virtual pre-assessment. Visit **Eversource.com** and select Save Money & Energy to get started today.

Happy Thanksgiving! Eversource would like to wish all our customers a safe and happy Thanksgiving. As you take time to reflect on what you are thankful for, please consider helping your neighbor this season by contributing to the **Operation Fuel Add-A-Dollar fund** when you pay your bill each month or donate online at **Eversource.com**. Your support will help Connecticut families pay their energy bill.

EVERSOURCE

We're there when you need us.