

# Customer Update

# EVERSOURCE

## Flying Drones to Inspect Electric Lines

To improve reliability, reduce environmental impacts and lower costs, Eversource is using drones (unmanned aerial devices) for inspections of some electric lines, equipment and vegetation.

Drones provide a bird's-eye view, so we can identify and address any system issues, and continue to supply safe and reliable service.

You can see a video on drone inspections in the Outages & Storms section at [Eversource.com](http://Eversource.com)

and learn more about the many benefits they offer:

- Drones provide superior inspections, especially in remote areas with steep or wet terrain;
- They reduce the need for some helicopter inspections and foot patrols. This means lower emissions and costs; and
- During emergencies, camera-equipped drones can capture images and provide damage information in real time. This helps Eversource to more accurately dispatch repair crews and communicate more precise restoration information to you and your neighbors.

Always working to serve you better, Eversource will let you know in advance if we plan to fly drones in your community. This may include a letter, door hanger, use of local media, and social media.



## What's In Your Storm Kit?

Here are some ways to be stocked up and ready when wicked weather is in the forecast:

- Build an Emergency Kit with essential items to meet the unique needs of your family. The Federal Emergency Management Agency ([FEMA.gov](http://FEMA.gov)) has a detailed checklist available.
- Stock up on non-perishables, such as canned goods and pet food, and make sure you have adequate medical supplies and prescriptions for yourself and your pets.
- Have a landline phone ready. Remember, cordless phones don't work during outages, and a landline phone serves as a reliable back-up to your cell phone.
- Save your valuable computer work by purchasing a battery-powered back-up power source—it will provide power to your computer long enough for you to save your work and shut down properly.

For more storm preparedness tips, visit the Outages section of [Eversource.com](http://Eversource.com).

# Eversource in Your Community

At Eversource, we're serving the neighborhoods where we live and work through volunteer programs and charitable events.



Recently in Connecticut, Eversource employees painted and completed yard work at Safe Futures, a family shelter in New London.

Eversource was also proud to serve for the fifth year as the title sponsor for the Eversource Hartford Marathon, with 265 Eversource runners and



125 employees and their families volunteering the day of the marathon. Eversource is pleased to extend its commitment as title sponsor through 2022.



**We're there when you need us...**

**To Report an Outage, call: 800-286-2000**

**Sign up to receive power outage and restoration updates through text, email, or phone at [Eversource.com](https://www.eversource.com)**

# Light Your Holidays with LEDs and Save

Give yourself the gift of energy savings with LED lighting this holiday season. LEDs are safer, sturdier, longer lasting, and



use less energy than traditional bulbs. They are available in a range of sizes and styles—including light strings with festive features like dimming and color shifting. Look for ENERGY STAR® where you buy lighting to ensure quality.

Eversource and Energize Connecticut<sup>SM</sup> can connect you to solutions for savings with discounts on LEDs. Look for the Energize CT logo where you shop.

For more ways to save, visit [EnergizeCT.com](https://www.energizect.com) or the Save Money & Energy section at [Eversource.com](https://www.eversource.com).

**EVERSOURCE**

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