

# Customer Update

EVERSOURCE

## Building a Reliable Electric System for Today and the Future

All year long, Eversource is in your community working to build a more reliable electric system – one that can also help support clean energy technologies like solar and wind.

So crews can restore service as quickly and safely as possible, we've been installing stronger poles and wires that can better stand up to New England weather, and smart switches that shorten power outages and isolate outage areas.

We've also been upgrading substations that are key to delivering electricity to your home, and trimming trees and branches around wires and equipment.

Combined, these efforts contributed to approximately 26% fewer outages throughout the Eversource service territory last summer compared to a year ago.

In Connecticut, outages were down by more than 22% compared to 2018. The average length of a customer's outage also decreased by more than six minutes for the same period.

Eversource is committed to making sure you have energy for every moment of your life.



## Be Ready to Save This Winter

Cold weather is here, but you can stay comfortable while saving money and energy by weatherizing your home.

Air sealing and insulating your home are effective ways to reduce drafts and keep the heat in your home this winter.

Visit the Save Money and Energy section of [Eversource.com](https://www.eversource.com) for more information on our weatherization program, Home Energy Solutions<sup>SM</sup>, and our other award-winning programs for energy efficiency. You'll find money-saving solutions and more – all powered by Eversource, the #1 energy efficiency provider in the nation.



## Eversource in the Community



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

This year in Connecticut, more than 600 Eversource employees and family members volunteered 3,700 hours during 39 events in our communities.

Most recently, we are proud to have served again as the title sponsor for the **Eversource Hartford Marathon**, with 280 Eversource runners in the 5K race, half-marathon and full marathon. More than 150 Eversource volunteers worked the day of the marathon.



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

You can report an outage via the Eversource mobile app, on [Eversource.com](https://www.eversource.com), by texting the word **OUT** to **23129**, or by calling **800-286-2000**.

## What's in Your Storm Kit?

With the first signs of an approaching storm, make sure you have what you need.

- Build an emergency kit with the essentials, including first-aid supplies.
- Be attentive to severe weather warnings. Have a battery-powered radio available.
- Stock up on non-perishable canned goods and pet food, and make sure you have adequate medical supplies and prescription medications for yourself and your pets.
- Have extra cash on hand in case ATMs don't work.
- Fully charge your cell phone and a portable, phone-charging battery pack.
- Download the free Eversource mobile app to report outages or check for updates.

For more storm preparedness tips, including a Storm Safety Checklist, visit the Outages & Storms section of [Eversource.com](https://www.eversource.com).

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