

Customer Update

EVERSOURCE

Make Sure You're Prepared for Severe Weather

When stormy weather hits New England, we're ready when you need us – heading out into the elements when others head home.

Whether we're upgrading technology, managing vegetation, or improving how we provide information to you, Eversource prepares year-round to make sure our systems are storm ready.



We want you to be ready, too:

- If severe weather is heading our way, make sure to visit the Outages section of [Eversource.com](https://www.eversource.com) for steps to stay safe and be prepared before, during and after a major storm. During a storm, you can report an outage online and view our outage map.
- Download our mobile app as another option for reporting an outage or viewing our outage map. The free app is available for download at Google Play and the App Store.
- Receive outage and restoration updates through your choice of text, email and phone. You can also report an outage by text and receive on-demand text status updates about when your power will be restored. Visit [Eversource.com](https://www.eversource.com) to update your alert preferences and enroll in text reporting today.
- Make sure your contact information is up-to-date so we can reach you in the event of a major storm or emergency. You can update your telephone number and email address by clicking Alerts in the My Account section of [Eversource.com](https://www.eversource.com) after logging in.

On a Tight Budget? We've Got Programs That Can Help

If you are having trouble paying your monthly energy bill, we have financial assistance programs and partnerships to help qualified customers.



- **Matching Payment Program** allows you to maintain year-round electric or gas heating service and reduces your past-due balance. Visit [211ct.org](https://www.eversource.com) or call **2-1-1** to find your local Community Action Agency and apply.
- **Winter Protection Plan** protects you from service disconnection from November 1 to May 1.
- **New Start Program** may eliminate portions of an overdue balance in as little as 12 months.

Call **800-286-2828** or visit the Help Pay My Bill section under My Account at [Eversource.com](https://www.eversource.com).

Eversource Volunteers in Our Communities

Throughout the year, Eversource employees take great pride in supporting community volunteer events in Connecticut that help provide a better quality of life for many citizens.

Our volunteers are serving the communities where we work and live. During a recent partnership with Junior Achievement, Eversource volunteers presented lessons in leadership to students at Dr. Franklin H. Mayberry Elementary School in East Hartford and Chapman Elementary School in Cheshire. Junior Achievement empowers young people to own their economic success.

To learn more about our community involvement, visit [Eversource.com](https://www.eversource.com), click on the About tab, and then Community.



Donate to Operation Fuel

You can help members of your community who struggle to keep warm this winter. Consider donating to [Operationfuel.org](https://www.operationfuel.org) and support Operation Fuel's **Add-A-Dollar** program. Just add \$1 or another specific amount when you pay your monthly bill or donate online at [Eversource.com](https://www.eversource.com).

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Tips for Using Your Generator Safely

A backup generator is a good way to ensure you have energy when severe weather strikes. If you're thinking about purchasing a generator:



- Make sure it's the right size for your needs.
- If you're connecting to your home wiring, be sure to have it installed by a licensed electrician – you'll stay safe, and you'll also prevent back-feed into our electrical lines, which endangers the lives of crews working to restore power.
- Keep your generator outdoors and away from doors, windows and air vents to prevent carbon monoxide poisoning.

For more generator safety tips, check out the Safety section of [Eversource.com](https://www.eversource.com).

EVERSOURCE

Stay Connected to
Eversource on



Paid for by Eversource customers.

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