

# Customer Update

# EVERSOURCE

## Carbon Monoxide Awareness

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.



Carbon monoxide poisoning symptoms can include headaches, dizziness, nausea, unclear thinking, shortness of breath, weakness, vision problems, and loss of muscle control.

### If carbon monoxide is detected by your alarm:

- Alert your family and exit the area immediately.
- Call 911 to notify your local fire department and call Eversource at [877-944-5325](tel:877-944-5325).

### Reduce the risk of carbon monoxide poisoning in your home:

- Have your heating system tuned up annually by a licensed heating contractor.
- With a broom or by hand, carefully remove any snow or ice that accumulates around your outdoor gas meters, regulator vents and any other outdoor piping.
- Install carbon monoxide detectors on every floor of your home, and make sure they are working properly.

For more information, visit the Safety section at [Eversource.com](https://www.eversource.com).

## Our Goal: Be Carbon Neutral by 2030



At Eversource, our commitment to environmental sustainability is an important component of our vision to be the best energy company in the nation. As we work with policymakers to reduce carbon emissions in energy supply for our customers, we're also committed to reducing emissions from our own operations as much as possible.

Our goal is to have our operations be carbon neutral by 2030. We'll get there by improving the efficiency of our facilities; reducing fleet emissions and electrical line losses; upgrading natural gas mains to eliminate methane leaks, and by investing in renewable resources.

This commitment reflects our desire to protect the environment and support a clean energy future for New England.

# We're Always Working to Keep You Safe

Delivering safe, reliable natural gas to your community is a responsibility we take very seriously. As part of our efforts, we are always evaluating new processes, technologies and industry best practices to make sure our natural gas system performs at the highest standards. In keeping to that commitment we've:



- Enhanced our quality assurance and control program. This ensures that procedures, processes, technology and people work effectively to achieve excellence in safety, compliance, reliability and productivity.
- Built a training facility in Berlin, Conn., that features five main activity areas for safe, hands-on training of natural gas employees.
- Implemented a new Eversource-specific Gas System Operator Qualification Program, which includes third-party proctoring of all employee testing. Eversource is the first New England company to move its online operator qualification testing to an offsite facility.
- Invested in state-of-the-art equipment that improves response time when isolating and repairing damaged gas pipelines. Our crews are fully trained and qualified to use these systems to respond across our service territory.



## Lend a Hand So Others Get Help, Stay Warm

You can help members of your community who may be struggling to keep warm this winter. Consider donating to [Operationfuel.org](http://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](http://Eversource.com).

# Help Kids Learn About Natural Gas Safety



Eversource is proud to offer a FREE online resource to help teachers, students and parents learn about natural gas safety and science.

The e-SMART kids website uses various learning styles through a variety of media:

- Individual and group activities and experiments
- Interactive games
- Safety tips and information
- Home safety inspection checklist
- Energy glossary
- Fun facts...and more!

Discover e-SMART kids at

[Eversource.e-smartonline.net](http://Eversource.e-smartonline.net).

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