

Customer Update

EVERSOURCE

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.



Detecting a Natural Gas Leak

A gas leak can be recognized by using your senses: smell, sight or sound.



SMELL – A pungent odor, similar to rotten eggs, is added so you'll recognize it quickly.

SIGHT – You may see a white cloud, mist, fog, bubbles in standing water or blowing dust. You may also see vegetation that's dying for no apparent reason.

SOUND – You may hear unusual noises like roaring, hissing or whistling.

Whenever you suspect a gas leak, it's important to move to a safe place immediately and call us at [877-944-5325](tel:877-944-5325) or dial **9-1-1**. We're always working to keep you safe. For more information, visit the Safety section at [Eversource.com](https://www.eversource.com).

Weatherize Your Home to Stay Warm and Save

Cold weather is around the corner, and so are higher heating costs. You can stay comfortable and help lower your heating bill by weatherizing your home with Eversource's Home Energy SolutionsSM, a low-cost, in-home service.



Weatherizing your home helps keep the cold air outside and the warm air in, so you stay comfortable all winter long. Through Home Energy Solutions, an authorized contractor will evaluate your home's current energy use, provide on-the-spot weatherization improvements, and conduct important safety tests.

For as low as \$149, the average homeowner will receive approximately \$1,000 worth of services, and can save up to \$200 annually on energy bills. You can save even more by taking advantage of rebates for insulation, Wi-Fi thermostats and more.

To learn more about Eversource's Home Energy Solutions program, visit [Eversource.com](https://www.eversource.com) and click on Save Money & Energy.



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).

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.211ct.org) 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.

Call [800-438-2278](tel:800-438-2278) or visit the Help Pay My Bill section under My Account at [Eversource.com](https://www.eversource.com).

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