

Customer Update

EVERSOURCE

Serving the Neighborhoods Where We Work and Live

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.



Employee volunteers recently cleaned trolleys, museum floors and antique fire trucks at the Connecticut Trolley Museum in East Windsor.



During a Junior Achievement educational program, they also presented lessons in leadership to students at Regan Elementary School in Waterbury.

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

Tips for Using Your Generator Safely

A backup generator is a good way to ensure you have energy for every moment of your life 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 backfeed into our electrical lines, which endangers the lives of crews working to restore power.
- Keep your generator outside and away from doors, windows, and air vents to prevent carbon monoxide poisoning.

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

Ready For Whatever Mother Nature Brings

When stormy weather hits New England, we're ready to head out into the elements when others head home. Whether we're upgrading technology, managing vegetation, or improving how we provide you information, Eversource prepares year-round to make sure we're there when you need us.



We want you to be ready, too:

- If severe weather is heading our way, make sure to visit the Outage section of [Eversource.com](https://www.eversource.com) for steps to stay safe and be prepared before, during, and after a major storm.
- You can also sign up to receive power outage and restoration updates through your choice of text, email and phone. You can even 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.
- While you're online, please take a moment to 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 in the My Account section of [Eversource.com](https://www.eversource.com) after logging in.



Connecting you to
solutions for saving during
Energy Awareness Month.

MN1018/950K

We Can Help Manage Your Energy Costs

If you are having trouble paying your monthly energy bill, we have financial assistance programs available to help you.

- **Budget Billing** allows you to spread your energy costs over a period of time and pay a more consistent amount month-to-month.
- **Payment Plans** help income-eligible customers pay the overdue portions of their bill.
- **Fuel Assistance** is available for customers who receive certain government benefits.
- **Matching Payment Program** helps you maintain year-round electric service and possibly eliminate back balances.
- **New Start** program forgives portions of an overdue balance.
- **Winter Protection Plan** protects income-eligible customers from service shut-off for nonpayment from November 1 to May 1.
- Additional assistance may also be available through **Operation Fuel**.

Visit the Help Pay My Bill section under My Account at [Eversource.com](https://www.eversource.com).

EVERSOURCE

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Paid for by Eversource customers.

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