

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, click on the About tab, and then Community.

Detecting a Gas Leak

A gas leak can be recognized by smell, sight or sound. If you detect gas, leave immediately and tell us or call [9-1-1](tel:9-1-1).



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.

If you suspect a gas leak, go to a safe place and call us at [877-944-5325](tel:877-944-5325) or dial [9-1-1](tel:9-1-1). We're always working to keep you safe. For more information, visit the Safety section at Eversource.com.

Natural Gas Fuels Your Life

Did you know that on average, natural gas utilities nationwide add one new gas customer every minute? That's because people are seeking the value and benefits you already experience with natural gas. Since 2014, Eversource has connected 20,000 new heating customers in Connecticut.

Last year, the American Gas Association launched a national campaign – Your Energy – to raise awareness about the critical role



natural gas plays in America. You can learn more about Your Energy at youenergyamerica.com.

The campaign also provides information specific to Connecticut. If you haven't done so yet, register and join the campaign at youenergyconnecticut.com. You'll get updates and materials to help promote the benefits of natural gas with your family, friends and community.

Here are some conversation starters from Your Energy:

- As natural gas usage goes up, carbon emissions go down. Since 2000, the use of natural gas has gone up by 43 percent while emissions are the lowest in 25 years.
- The use of natural gas created 1.9 million jobs in 2015 and is expected to create more.
- Natural gas provides energy diversity and energy security.

Sign up now and join the conversation!

Facebook • <https://www.facebook.com/YourEnergyCT/>
Twitter • <https://twitter.com/youenergyct>



Connecting you to
solutions for saving during
Energy Awareness Month.

MN1018/200K

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 gas service and possibly eliminate back balances.
- **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.

EVERSOURCE

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Paid for by Eversource customers.

31095-1-0379