

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.

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.

Energy Savings All Year Round

Continue your new year's resolutions by upgrading your home heating system to save money, stay comfortable, and reduce carbon emissions.



High-efficiency equipment can save you up to 20% on heating and cooling costs, helping to keep you warm in the winter and cool in the summer — all while saving money and energy.

Eversource offers a wide range of rebates, incentives and discounts to help connect you to solutions for savings. We have a variety of home heating and cooling solutions, including heating systems, insulation, heat pumps, wireless thermostats, water heaters and more.

Visit [Save Money and Energy at Eversource.com](#) to learn more. Rebates and incentives for heating and cooling equipment are found in the Efficient Products section.

Brought to you by Eversource, the #1 Energy Efficiency Provider in the Nation.



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](#) 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](#).

We're There After the Storm, Too

When severe weather strikes, Eversource works around the clock to restore your power safely and quickly. And we're still hard at work after the storm to make sure you have energy for every moment of your life by:



- Continuously monitoring power lines and equipment.
- Tracking performance of different parts of our infrastructure.
- Selectively removing hazard trees that have the potential to fall on power lines and equipment.
- Using drones for line inspection and maintenance. During and after storms, drones can help us assess storm damage quickly and cost-effectively.

Visit [Eversource.com](#) and select Outages & Storms to learn more about our efforts to help make sure you have a reliable electric system.

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