

Customer Update

Eversource in the Community

At Eversource, we're serving the neighborhoods where we live and work through volunteer programs and charitable events.

This year in Connecticut, more than 1,240 Eversource employees and family members "powered the possible" by volunteering 8,000 hours during 40 events in our communities. To name a few, we partnered with the **Travelers Championship** on the Eversource PGA TOUR Player Experience for Junior Golfers, and hosted the **Special Olympics Connecticut Winter Games** at our location in Windsor. Eversource was again proud to serve as the title sponsor for the **Eversource Hartford Marathon**, with 240 Eversource runners in the 5K race, half-marathon and full marathon. More than 120 volunteers worked the day of the marathon.

Eversource was honored a second time to be the presenting sponsor of the **Holiday Gift Collection at Inspirica, Inc.** The organization delivers 6,000 personalized gifts to 3,000 children in Fairfield County who are affected by homelessness, HIV/AIDS, and/or poverty.



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What Does "Home" Mean to You?

Get more of what makes your house, condo or apartment a home. By weatherizing this winter to



keep the elements out and the heat in, you can make a smart energy home.

Connect to savings with Home Energy SolutionsSM, an Energize Connecticut program. For just \$149,* your home will feel more comfortable as you create memories this winter. Plus, you'll save on your energy bills year-round, thanks to upgrades and services such as air-sealing and hot water-saving measures.

Call **877-WISE-USE** or visit **EnergizeCT.com/HES** to learn more and sign up.

*A no-cost program is also available for customers that meet income eligibility guidelines.

What to Expect When We Restore Power

All year long, Eversource works diligently and uses state-of-the-art technology and equipment to restore your power as quickly as possible whenever an outage occurs. Here's how we respond:



- Safety for all is our top priority. As soon as weather conditions are safe, we locate and monitor any safety hazards, such as downed wires and broken poles.
- Our crews ensure that downed wires are de-energized to keep you and your family safe. At the same time, crews assess whether power is flowing to critical facilities, including hospitals, police and fire stations, water treatment facilities and other establishments that are essential to protecting the safety, health and well-being of the residents of your community.
- As we assess the damage caused to our system, we begin making repairs and updating customers on our progress.
- To restore power to your home, we must first repair any damage to our substations. The wires that feed electricity to your home are connected to main electric lines, which originate at a substation, so repairing them first is critical to power restoration.
- Once the substations, main electric lines, and wires that feed the street have been repaired, we can begin to restore service to homes and businesses. Individual times of restoration will depend on where homes and businesses are located along our system.

You can sign up to receive outage and restoration updates from Eversource via text, email or phone. To learn more, and for storm readiness information and tips, visit the Outages section at Eversource.com.

What's in Your Storm Kit?

Here are some ways to be stocked up and ready when wicked weather is in the forecast:

- Build an Emergency Kit with essential items to meet the unique needs of your family. The Federal Emergency Management Agency (FEMA.gov) has a detailed checklist available.
- Stock up on non-perishables, such as canned goods and pet food, and make sure you have adequate medical supplies and prescriptions for yourself and your pets.
- Have a landline phone ready. Remember, cordless phones don't work during outages, and a landline phone serves as a reliable back-up to your cell phone.
- Save your valuable computer work by purchasing a battery-powered back-up power source—it will provide power to your computer long enough for you to save your work and shut down properly.

For more storm preparedness tips, visit the Outages section of Eversource.com.

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