

# Customer Update

## Carbon Monoxide Awareness

No matter how you heat your home, your heating system can produce carbon monoxide (CO) if it is not working properly or is inadequately vented. Carbon monoxide is odorless, colorless and tasteless but very toxic.

Carbon monoxide symptoms can include headaches, dizziness, nausea, unclear thinking, shortness of breath, weakness, vision problems, and loss of muscle control.



### What should you do if carbon monoxide is detected by your alarm?

- Alert your family and exit the area immediately.
- If possible, open the windows and doors on your way out.
- Call 911 to notify your local fire department.

### How can you reduce the risk of carbon monoxide poisoning in your home?

- Have your heating system tuned up annually by a licensed heating contractor.
- Clear any snow or ice that accumulates around vents, 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.

Visit the Safety section of [Eversource.com](https://www.eversource.com) for more information.

# EVERSOURCE

## Power the Possibilities for Two Great Causes

Consider joining Eversource in supporting the great work of Easterseals and Boston Children's Hospital at two outdoor, spring events.

**Thursday, June 6**—Eversource Walk & 5K Run for Easterseals, beginning at Veterans Park in downtown Manchester, NH.



**Sunday, June 9**—Eversource Walk for Boston Children's Hospital, along the Charles River in downtown Boston.



For more information, or to register visit [Eversource.com](https://www.eversource.com).

# Heat Smart This Winter with Energy-Saving Tips

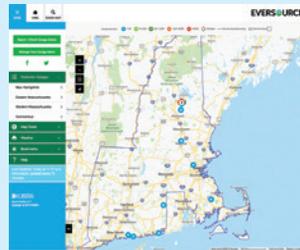
You can make your heating system work better to save money this winter with these energy-saving tips – powered by the #1 energy efficiency provider in the nation.

- **Stay warm and save energy.** Set your thermostat no higher than 68 degrees when you're home. You may want to adjust this to a higher temperature for seniors and infants.
- **Heat when you're home.** Program your thermostat to drop a few degrees during the hours you're away from home, or asleep. For every additional degree you lower your thermostat, you save about 2 percent on your monthly heating bill.
- **Here comes the sun.** Keep south-facing shades and curtains open during the day to allow solar heating. Close them at night to retain the heat.
- **Heat smart.** Consider the benefits of programmable Smart Thermostats. Visit the Save Money & Energy section of [Eversource.com](https://www.eversource.com) for more information about benefits and possible rebates on these money-saving devices.



## New Outage Map Now Live

Eversource has a new outage map available on [Eversource.com](https://www.eversource.com).



This enhanced outage map provides detailed outage information, including one-click access to the information you have told us you value the most: Estimated Time of Restoration (ETRs), number of customers impacted, when the outage began and the cause.

The map also features a new weather overlay, geolocation, bookmarking areas of interest, a direct link to outage reporting, and the ability to sign up for outage alerts.

Visit [Eversource.com](https://www.eversource.com) to see our new map in action and watch a short video tutorial.



## Good Neighbor Energy Fund

Sometimes we all need a little assistance. Help your neighbors who are struggling to pay their energy bills this winter by contributing to the Salvation Army's Good Neighbor Energy Fund.

Visit [MAGoodNeighbor.org](https://www.MAGoodNeighbor.org) to make a donation today.

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