

### ✓GASSAFETY

Natural gas is a safe and reliable fuel when used properly. It is colorless and odorless. As a safety precaution, we add a distinctive rotten-egg odor to natural gas so you can smell a gas leak quickly.

How to recognize a gas leak:

- **Smell it.** You will smell a distinctive, pungent odor, similar to rotten eggs.
- **See it.** You may see a white cloud, mist, fog, bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.
- **Hear it.** You may hear unusual noises like roaring, hissing or whistling.

If you detect a gas leak:

- Leave the area immediately and move to a safe environment.
- Call **911** immediately and then call Eversource at **800-525-8222**.
- Do not smoke or operate electrical switches, appliances, cell phones and land lines. These items may produce a spark that can ignite the gas and cause an explosion.
- Do not assume someone else will report the condition.
- Provide the exact location, including cross streets.
- Let us know if digging activities are going on in the area.

## Fall into Savings by Weatherizing your Home

Weatherization is the process of making your home better protected against changing weather and includes air sealing and adding insulation. Now is the time to take steps to prepare for winter. You'll notice:

- Heating and cooling systems don't work as hard to keep your home at the desired temperature.
- You're more comfortable thanks to fewer drafts.
- A cleaner home as dust and pollen are kept out.
- Lower energy bills during heating and cooling seasons.

By weatherizing your home through Eversource, you may receive air sealing at no cost and up to 100% off approved insulation projects.

Visit **Eversource.com/home-energy-assessment** to get started.



## Carbon Monoxide Safety Saves Lives

Did you know your heating system can produce carbon monoxide if it is not working properly or is inadequately vented? Now is the perfect time to review the signs of carbon monoxide poisoning.

Carbon monoxide is odorless, colorless and tasteless — but toxic. Signs can include stuffy, stale or smelly air, very high humidity or soot coming from a fireplace or heating system.

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

If you suspect carbon monoxide: Alert your family, employees or co-workers and exit the building immediately, then call 911 to notify your local fire department.

Learn more about carbon monoxide poisoning at **Eversource.com**, under the Safety tab.

## Check out our Heating Cost Calculator



In New England, heating is often the biggest use of energy in your home during the fall and winter months. With electricity, natural gas, oil and propane costs continuing to rise, it helps to understand how much energy you're using and where you can save.

With our heating cost calculator, you can select your heating fuel type to see average daily and annual costs. You can also see how adjustments to your thermostat's temperature setting can help you save money and energy.

Go to **Eversource.com/heating-calc** and try it out today.

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**Budget Billing** helps you smooth seasonal spikes in energy bills by setting a fixed payment amount each month based on your average annual usage. Sign up today at **Eversource.com/winter-bill**.

Stay connected on:



## Eversource Foundation Gives Grant to Cradles to Crayons

The Eversource Foundation invests in organizations, initiatives and services that provide broad, meaningful and sustainable change in the communities we serve. We're proud to award grants to organizations that make a positive difference in the lives of our customers.

Eversource has a long-time partnership with Cradles to Crayons. Over the years, hundreds of employees have volunteered with the organization to help fill and distribute backpacks and care kits. The Eversource Foundation recently awarded a Charitable Grant to Cradles to Crayons to support their Ready for Learning Initiative. The initiative serves 140,000 low-income and homeless children across Massachusetts. Students are supported through the distribution of 70,000 new backpacks and school supplies, plus clothing, and other essentials so they will be well-equipped, confident, and ready to learn when they start the school year.



Visit [Cradlestocrayons.org](https://Cradlestocrayons.org) to learn more about its important work.

Visit **Eversource.com/community-support** for more information about the Eversource Foundation.

## Prepare Now for Winter Bills

Given the impact of world events on natural gas supply and pricing, we could see continued volatility in electric and gas supply prices for the foreseeable future. We encourage you to act now to prepare for the winter — and potentially higher energy supply prices.

Consider:

- Enrolling in **Budget Billing**, to help even out seasonal spikes in your bill.
- Taking advantage of **energy efficiency tips, tools and programs** to help lower your energy use and bill.

We also have programs to help you pay your bill, including:

- **Discount Rate** for customers with a household income that meets eligibility requirements.
- **Flexible Payment Plans** to help you pay off a balance over a period of time and help prevent service interruption.
- **Residential Arrearage Forgiveness Management Program**, customers on a discount rate may eliminate overdue balances in as little as 12 months with on-time payments.

Learn more about programs to help and ways to lower your energy use at **Eversource.com/winter-bill**.

**EVERSOURCE**

*We're there  
when you need us.*