

# Customer Update

EVERSOURCE

January 2021

## Changes to your Monthly Bill

Eversource seasonally adjusts the Basic Service Supply rate on Jan. 1 and July 1 of each year. This is the portion of your bill that reflects costs for energy we purchase on behalf of Eversource customers and this cost is directly passed through to Basic Service Supply customers — with no profit to Eversource. Customers who are signed up for the Basic Service Supply option will see an increase on the supply side of their electric bill beginning Jan. 1. The new generation rate will be in effect from Jan. 1 to June 30.

### What does this mean?

Residential customers who receive Eversource's Basic Service and use an average of 550 kilowatt-hours (kWh) of electricity per month will see an increase of approximately **\$11.03** per month in the supply portion of their bill. A customer bill depends on how much energy is used, the rate category and weather conditions. As an Eversource customer, you also have the option to buy your power from state-approved, third-party suppliers. Your electric supplier, either Eversource or a third party you have previously chosen, is listed on the front of your bill.

### Why is my bill increasing?

Under state law that deregulated electricity, energy companies like Eversource bid twice a year for power supplies, award contracts to low bidders, and use those contracts to set costs to customers. The generation service price is a market-based price, and as your electric provider, we have no role in setting the price. The cost is a strict pass-through to customers and Eversource makes no profit on the transaction. More rate information is available at **Eversource.com** under My Account and Billing & Payments/About Your Bill.

We understand the financial impact this seasonal change may have, especially during this difficult time. We offer financial assistance, including budget billing to spread costs evenly across the year, and extended payment plans, as well as hardship programs, including Winter Protection and New Start. Eversource representatives will work one-on-one with customers to find the right option. We also encourage you to take advantage of the wide variety of energy efficiency programs we offer that can help you reduce your power use and save money.

## What's in Your Storm Kit?

With the first signs of an approaching storm, make sure you have what you need.



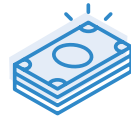
Build an **emergency kit** with the essentials, including first-aid supplies. Be attentive to severe weather warnings.



Have a **battery-powered radio**, with fresh batteries available.



Stock up on **non-perishable canned goods** and pet food, and make sure you have adequate medical supplies and prescription medications for yourself and your pets.



Have **extra cash on hand** in case ATMs don't work.



Fully charge your **cell phone** and a portable, phone-charging battery pack.

Download the **free Eversource mobile app** to report outages or check for updates.

For more storm preparedness tips, including a Storm Safety Checklist, visit the Outages & Storms section of **Eversource.com**.

## Start the Year off with Energy Savings

Looking to start off 2021 the right way? How about saving money and helping to protect the planet?

Eversource is the No. 1 Energy Efficiency Provider in the nation, which means we have the best energy-saving solutions, products, services, tips and more, whether you're a homeowner, renter, small business or multi-family property owner.



With us, saving money and energy is easy with a variety of energy-saving tips. You can start saving today.

If you're looking to upgrade to energy-efficient products, we have rebates and instant discounts on ENERGY STAR® certified products like LED lightbulbs, smart thermostats, appliances and more.

We can also connect you to more personalized energy-saving solutions. Sign up for a no-cost Home Energy Assessment to connect with an Energy Specialist, receive customized incentives, and build a plan for year-long energy savings.

You can find the energy-saving solution that's right for you by visiting the Save Money & Energy section of [Eversource.com](https://www.eversource.com).

Cape Cod Customers should visit [CapeLightCompact.org](https://www.capecompact.org).

Cold weather is here and there are resources available to help you pay your heating bills. Visit [HeatingHelpMA.org](https://www.heatinghelpma.org) to find your local Community Action Agency and learn more.



Stay connected to Eversource on:



## Employees Join Virtual No-Sew Mask Event

Ensuring the safety of the communities we serve is our top priority at Eversource. That's why we are proud to have partnered with United Way to hold a virtual no-sew mask-making event that hundreds of our employees and their families proudly participated in while adhering to the necessary COVID-19 safety precautions.

The masks were made from unused Eversource event T-shirts. Participants were provided one T-shirt, a video explaining how to make the mask, a small bag



in which to store the mask and a return envelope with postage to be mailed within seven days of receiving the materials.

The event ran from Nov. 13 to Dec. 31 and all masks made will be donated to local community agencies and provided to families in need throughout Connecticut, Massachusetts and New Hampshire.

**EVERSOURCE**

*We're there when you need us.*