

**WELCOME** to the **NEW Customer Update**, a newsletter designed to help you quickly find the information most relevant to you. With a larger size, more articles and easy to scan headlines, we created this new format to serve you better.

## We're On It! Storm Trailers Speed Restoration

The Eversource materials logistics team is always prepared to answer the call. When storms are in the forecast, the materials logistics team has a key role in making sure crews have all they need, when they need it, to get the job done right — sometimes even by the trailer load.

"We're always ready for the next storm, and so are our storm trailers," says **Hugh Costello**, materials logistics manager. "We stock them with the materials our crews need to make repairs and can quickly dispatch the storm trailers to hard-hit areas, enhancing the speed and efficiency of our restoration."



Storm trailers are stocked with transformers, wire and other materials. These trailers allow our crews to access more remote locations with all the equipment they need to restore power safely and quickly.

See how we prepare and respond to storms and outages at **Eversource.com** by clicking Outages and Storms, then Restoration Process.

## Get to Know Your Winter Heating Costs

Despite any Groundhog Day prediction, we as New Englanders know that winter's chill is likely to hang on through March and April.

So, we're here to help with our Heating Cost Calculator. New in 2021, this tool provides:



- An estimate of an entire winter's cost to heat your home
- The approximate savings if you turn your thermostat down
- The savings-potential of a high-efficiency heating system

Winter heating costs don't have to come as a surprise. Use our Heating Cost Calculator to get a better grasp of your home's heating costs today. Go to **Eversource.com/heating-calculator** to get started.

## Stop Scams. Learn the Signs.



### Shut-Off Scammers

pose as utility employees and call threatening to disconnect your service unless you make an immediate payment through prepaid debit cards, bitcoin, payment apps or other unusual methods of payment.



### Overpayment Scammers

call claiming that you overpaid your utility bill then try to get your personal bank account or credit card information to give you a "refund."



### Phony Fee for Equipment or Repair Scammers

call demanding a separate payment to replace or install a device or meter.

### Don't Fall For It

Eversource representatives will never demand immediate payment, never require you to use prepaid debit cards, and never tell you to pay through another retailer. If you suspect a scammer, call your local police department and contact Eversource at 800-592-2000.



## A Fun Way Kids Can Learn About Natural Gas Safety



Eversource offers a natural gas safety program for educators, students (kindergarten through sixth grade) and parents in the communities we serve. The complimentary standards-based curriculum materials, which can be used in classrooms or at home, promote the principles and practices of natural gas safety and science. Visit the e-SMARTkids educational site at [Eversource.e-smartkids.com](http://Eversource.e-smartkids.com).

### What is the e-SMARTkids Website?

e-SMARTkids is your hub for energy education. Check out fun learning experiences: educational games, videos, experiments and activities that address core subject matter and support academic standards.

## Carbon Monoxide Safety

### Ways to Protect Yourself and Your Family

Your heating system can produce carbon monoxide if it's not working properly or adequately vented. Carbon monoxide is also produced from internal combustion devices, such as cars and small gasoline engines. Carbon monoxide is odorless, colorless and tasteless — but very toxic. Signs that carbon monoxide may be present are stuffy, stale or smelly air; very high humidity; or soot coming from a fireplace or heating system.

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 the presence of carbon monoxide:

- Alert everyone in the area and exit immediately.
- Open windows and doors on your way out, if you can.
- If indicated by your carbon monoxide detector, exit the area immediately, then call 911 to notify your local fire department and call us at 800-592-2000.

Visit [Eversource.com](http://Eversource.com) for more carbon monoxide safety tips.

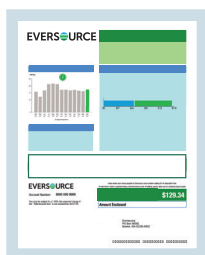


Daylight Savings Time begins **March 14** and is a good time to replace batteries on all your smoke and carbon monoxide detectors and be sure they are functioning properly.

## Eversource: Advancing Women in the Workplace

As a Paradigm for Parity® member company, Eversource is dedicated to achieving gender equality. The Paradigm for Parity is a coalition of business leaders dedicated to addressing the corporate leadership gender gap. It's made up of CEOs, senior executives, founders, board members and business academics who are committed to achieving a new norm in the corporate world: one in which women have equal power, status and opportunity.

It's a natural fit at Eversource where diversity and inclusion are essential to our core values. We appreciate the talent, unique perspectives, culture and life experiences of all our employees. We're proud to support an environment where everyone feels respected and empowered to be successful in their jobs and day-to-day lives.



Utility bills can be confusing, and we want to help make it easier to understand what you're paying for each month. Learn more about the charges on your bill, see a sample bill and access the latest rates at [Eversource.com/Understand-My-Bill](http://Eversource.com/Understand-My-Bill).

Stay connected on:



**EVERSOURCE**

*We're there when you need us.*