

Getting Ready Before the Storm

New Englanders know better than most just how fierce Mother Nature can be. Tropical storms and hurricanes can be devastating to the electric system, as we saw firsthand during Tropical Storm Isaias last August. National Hurricane Preparedness Week takes place in May, which is a good time to share the actions we take to prepare before a storm hits.

At Eversource, we know severe weather can strike at any time, which is why emergency preparedness is our top priority year-round. When the skies are blue, our employees perform their emergency response roles in staged exercises to simulate a real emergency. We also collaborate with your community leaders on storm and safety response and incorporate their feedback into our processes.



Recent system upgrades are strengthening the electric system, including installation of grid automation technology like smart fuses and smart switches that can restore power as soon as an outage is detected.

Trees continue to be the No. 1 cause of power outages in our region. In 2021, we will invest approximately \$140 million to remove branches and hazardous trees before they come down on electric lines and cause power outages.

We are always preparing and training, so our operations, employees and equipment are ready when you need us most. Learn more at [Eversource.com](https://www.eversource.com) by selecting Outages and Storms.

Spring Savings for a Cleaner Home



Got allergies? Weatherization can help.

Reduce allergens like pollen and dust from entering your home by making weatherization improvements. These can save you money and energy while providing additional year-round benefits like a cooler home in the summer and a warmer home in the winter.

Here's how to get started.

Participate in a Home Energy Assessment to qualify for energy-saving improvements such as air sealing and insulation.

Incentives such as 75% or more off the cost of eligible insulation projects are now available. Income-eligible customers may qualify for these improvements at no cost.

Go to [Eversource.com/home-savings](https://www.eversource.com/home-savings) to learn more.

Cape Cod residents should visit [CapeLightCompact.org](https://www.capelightcompact.org).



Changes to Your Electric Bill

Your April bill included changes reflecting changes reflecting Eversource's annual Revenue Decoupling Charge and Transmission Charge, as approved by the Department of Public Utilities. These annual adjustments cover costs incurred by Eversource for improving the reliability of the electric transmission and distribution system.

Depending on your rate class, residential customers who use an average of 550 kWh of electricity monthly saw an increase of about \$5.52 on their April bill, or between 4% and 4.2%.

We know any rate increase is difficult, especially during these challenging times. We have programs to help. Take advantage of our cost-saving energy efficiency programs and our flexible payment plans by visiting [Eversource.com/billhelp](https://www.eversource.com/billhelp).



Spring Into Energy Savings

Eversource is here to help with ways to lower your energy costs.



- Install smart thermostats to control your indoor temperature from just about anywhere with a smartphone or tablet. During the warmer months, you can set your thermostat to increase the temperature when you're away or asleep for added energy savings.
- Plant a tree on the west or south side of your house for natural shade during the warmer months. Remember to always call 811 before you dig.
- Wash your laundry with cold water. This can reduce your water heating expenses and can even extend the life of some clothing.

For more tips, check out the **Save Money & Energy** section of **Eversource.com**.



Join the Eversource Virtual Walk for Boston Children's Hospital

Each year, the Eversource Walk for Boston Children's Hospital raises over \$1 million to support care and services for patient families that are not covered by insurance.

In light of the current pandemic, this annual event will again be held virtually. Join us on Sunday, June 13 with your own walk. It can be anything you want it to be — a family walk through your neighborhood or around your house, a backyard obstacle course — whatever feels most comfortable to you and your family.

Join us and register today at **BostonChildrens.org/Eversource**.

Moving Soon?

Don't forget to transfer your gas or electric service. This important task will prevent you from spending your first night in a new home without the service you need. Contact Eversource, prior to your move, to stop or transfer your service.

The online experience to make these changes at **Eversource.com** was recently improved.

When scheduling your service to be turned off, consider making the disconnect date a day or two after you move. This way the lights and heating or cooling will still be working, just in case you need to get back inside your former home to pick up anything left behind. You'll also want to have the utilities at your new home turned on a day or two before you move in to account for changes in your moving schedule.

To start or transfer your service visit **Eversource.com** and select "Moving?" from the home page. You can also call us at 800-592-2000.



Fuel Assistance Application Deadline Extended Through May 28

If you're having trouble paying your energy bill, there are programs to help. The Massachusetts Fuel Assistance program provides assistance toward utility bills for those who qualify. The application deadline is extended through May 28. Visit **Eversource.com/billhelp** today.

Stay connected on:



EVERSOURCE

We're there when you need us.