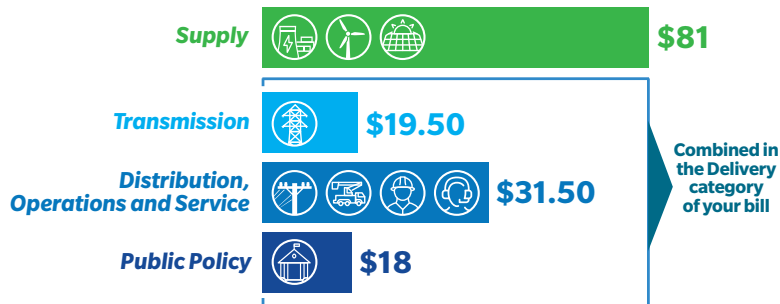




**WELCOME** to the **About Your Bill** issue of Customer Update. This issue includes information to help you understand your bill and find ways to save energy and money.

## Electric Delivery Charge and Supply Costs

If your electric bill was \$150, the breakdown would look like this:



Dollar amounts are approximate and based on rates as of July 1, 2022. Your bill may differ based on your current rate and energy use.

Energy bills can be confusing. Several line items make up your bill, but they really fall into four categories: 1) supply; 2) transmission; 3) distribution, operations and service; and 4) public policy. All the categories, except for supply, combine to form the delivery charge on your bill.

The components of the delivery charge fund operating, maintaining and upgrading the electric grid, critical customer services, and state and federally mandated charges that fund financial assistance, energy efficiency and renewable energy programs.

The supply charge is the cost of energy you use. We purchase energy from suppliers on your behalf and pass the cost directly to you, no profit added.

The amount of electricity you use each month impacts both supply and delivery charges. Using less energy can help lower your overall bill.

Learn more about the components of your bill at [Eversource.com/understand-my-bill](https://www.eversource.com/understand-my-bill).

## 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](https://www.eversource.com/home-energy-assessment) to get started.



## Shopping for an Energy Supplier



Inflation and global spikes in the price of natural gas, which is often used to generate electricity, are driving the cost of energy higher across the country. You have the option to compare different energy supply rates offered by licensed energy suppliers in our region, or to purchase your energy from Eversource.

### What to know

If you choose a third-party supplier, your energy bill will still come from Eversource with your chosen energy supplier and current supply rate both listed. Your supply charge is driven by the amount of energy you use each month multiplied by the supply rate.

### What to ask when shopping

- Is the chosen supplier licensed in my state?
- What is the length of the contract I'm entering?
- Will my supply rate change over time, or stay the same?
- Are there early termination fees to change to a different supplier?

### Want to switch?

Visit [Energyswitchma.gov](https://energyswitchma.gov) for a list of current suppliers and rates.

## 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 Cradle 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.



## **smell. leave. tell.**

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 **800-592-2000**.
- 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.

**EVERSOURCE**

*We're there  
when you need us.*