

Changes Coming to Your Monthly Bill

Electric Customers:

Eversource adjusts the Basic Service Charge on January 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. Beginning January 1, you will see an increase in electric supply and delivery rates. We are submitting updated service and delivery rates on December 1, and final rates will be available at **Eversource.com** under My Account and Billing & Payments/About Your Bill. More details and explanations will also be included with your January bill.

Why is my bill increasing?

The generation service charge for Basic Service customers is increasing as of January 1 to reflect the high cost of transporting natural gas used by generators during the winter months. 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.

We understand the financial impact this increase may have, especially during this difficult time, which is why we are providing you with this information today. In order to help assist with this impact, we encourage you to take advantage of our flexible payment plans or contact us as soon as possible so we can find a solution that best meets your needs.

Gas Customers

Seasonal rates occur every year, and as is typical, the gas supply winter rates increase on November 1, and are in effect until April 30, 2021. The supply rate change is solely based on the semi-annually adjusted supply rate to cover the actual market costs in procuring gas for customers. It's strictly a pass-through charge that offers no profit to Eversource.

In addition to the supply rate, there are other annual changes to the delivery portion of the bill effective November 1. These changes will be followed in December, by an increased distribution rate change that takes effect after a year-long rate review by the Massachusetts Department of Public Utilities.

Usage at this time of year, also play a large part. For a typical gas heating customer, usage increases from approximately 46 therms in October to 143 therms in December, due to the need for increased heating. This is highly dependent on winter weather and with more people working and studying from home, this usage may even increase more.

We understand the financial impact these increases may have. We encourage you to take advantage of our flexible payment plans or contact us as soon as possible, even those customers who have never needed assistance before. We want to help find a solution that best meets your needs.

Staying Safe this Winter

At Eversource, we're always working to keep you safe. In keeping that commitment, these winter safety tips can help you and your family stay safe and warm.

It's very important that you keep your outdoor gas meters, regulator vents and any other outdoor piping clear of snow and ice so your gas system works safely and reliably. These simple steps can help prevent equipment malfunction or carbon monoxide poisoning.

- Carefully remove any snow or ice with a broom or by hand. Do not use a shovel; it can damage the meter.
- Do not shovel snow up against the meter or vent pipe. After clearing snow from your roof, double check to make sure your meter and vents are clear.
- Remove icicles safely or have a qualified roofing vendor remove them from overhead eaves and gutters so dripping water does not splash and freeze on the meter or vent pipes.
- Do not kick your gas meter to break or clear ice.
- Keep a clear path to the meter so Eversource employees or emergency responders can access it.

Safety is our #1 priority. We have several programs for maintenance and inspection, including leak management, that exceed requirements for the federal and state pipeline regulations.

We perform regular leak surveys for all high-pressure distribution lines and critical infrastructure. Winter is around the corner, and our winter leak survey checks all cast iron gas mains on a 10-day cycle during extreme cold weather, until warmer weather returns.

We take responsibility for the safe and secure delivery of natural gas very seriously and are continually investing to maintain a first-rate natural gas distribution system.



Let us help you save money and energy this holiday season

We might be celebrating the holidays differently this year, but you can still brighten up your home and save money and energy.

- *Check for drafts around doors and windows. According to the U.S. Department of Energy, air leaks around doors account for 18-20% of heat loss in a typical home; drafty windows account for up to 30% of heat loss.*
- *Sunlight shining in windows adds heat to homes. Open the drapes, shades, and blinds during the day to warm your home on sunny days—close them at night to keep out the cold.*
- *Install programmable thermostats. You can save as much as 10% a year on heating and cooling by turning your thermostat back 7°-10°F from its typical setting for 8 hours a day.*

For energy-saving tips personalized to your home, plus rebates and incentives on energy-saving improvements, sign up for a no-cost virtual Home Energy Assessment. Visit **Eversource.com** and select Save Money & Energy to learn more.

EVERSOURCE | *We're there when you need us.*

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La aplicación móvil de Eversource está ya **disponible en español**. Baje la aplicación hoy en App Store y Google Play.

