

Customer Update

EVERSOURCE

June 2020

Stay Safe While Working Around the House



June is National Safety Month and whether your do-it-yourself projects are inside or out in the yard, Eversource has a variety of tips to help keep you safe while you work, including:

Watch That Ladder — When you're working with ladders or using power tools outdoors, stay as far away as possible from any overhead wires. The plastic coating on your ladder or tools will not protect you from a shock and even a quick brush against an energized wire can cause serious harm.

Dig Safely — If you're planning a project that involves any type of digging, you are required by state law to call Dig Safe at 811 or 888-DIG-SAFE at least 72 hours before you begin digging to have the location of any underground utilities marked. This **free service** can protect you from unintentionally hitting underground utility lines, which can cause harm to you and those around you, and potentially make you liable for fines and repair costs.

Plant Wisely — When planting trees on your property, make sure to plant the right tree in the right place. Trees and power lines don't mix. When they touch, it can cause power outages, fires, downed lines and safety hazards for people, wildlife, and even the trees themselves.

Use Electrical Cords Wisely — Check your extension cords for signs of wear and replace them if they are frayed or cracked. Prolonged use of damaged extension cords can cause overheating and fire. Consider switching to advanced power strips that sense when your electronic devices are idle and automatically prevent them from drawing power.

Install a Carbon Monoxide Detector — If you already have one that's battery-powered, replace the batteries. And be sure your fuel-powered appliances are properly vented to prevent carbon monoxide build-up.

Find more indoor and outdoor safety tips, and a list of 30 recommended trees under 30 feet tall, in the Safety and Outages & Storms sections of [Eversource.com](https://www.eversource.com).

Supporting Our Communities

Doctors, nurses and healthcare workers in our communities are going above and beyond to respond to the COVID-19 pandemic, and their safety is paramount. To help support their efforts, Eversource was proud to donate 85,000 pairs of gloves to local hospitals to help ensure that frontline medical personnel can serve safely. Local recipients included Massachusetts General Hospital, Boston Children's Hospital, Whittier Street Health Center and Cape Cod Healthcare.



To support our communities and make a positive difference in the lives of our customers, Eversource awards grants to qualified nonprofits in our service area. Recently, we were pleased to support Discovering Hidden Gems (DHG) of Framingham. DHG develops and provides educational and recreational opportunities to "at-risk" youth in Framingham and works very closely with non-English speaking families as well as families with additional challenges due to financial, medical, or other hardships.



Get Help to Manage Your Energy Costs

Eversource is there when you need us. If you're having trouble paying your energy bill, we have payment arrangements and financial assistance programs to help you. Even if you've never needed them before, you may find that you now qualify. Learn more below or call us so we can help determine which program is best for you.

Payment Arrangements

If you currently have a past-due account balance, we can help you create a flexible payment arrangement to spread your payments out over a period of time.

Financial Assistance Programs

You may qualify for help paying your bill through our Discount Rate or the New Start program.

Good Neighbor Energy Fund

Customers who do not qualify for federal energy assistance funds can apply for help from Good Neighbor Energy Fund. Visit [MAGoodNeighbor.org/Assistance](https://www.magoodneighbor.org/Assistance).

Energy Efficiency Programs

Weatherizing your home not only increases your family's comfort, it also helps you save. Our award-winning solutions are available at no cost to eligible customers. You can also manage your energy use and costs with the Energy Savings Plan tool. Visit the Save Money & Energy section at [Eversource.com](https://www.eversource.com).

More Information

Visit [Eversource.com/BillHelp](https://www.eversource.com/BillHelp) or call us at 800-592-2000.

Stay connected to Eversource on:



Stay Cool With Energy-Saving Tips

As the temperature rises, we're here to help you save money and energy with these tips for summer:

- Close your window blinds during the day to stop the sunlight from heating your home.
- Set your ceiling fan to spin counter-clockwise to push air down and help room occupants feel cooler.
- Cooking meals on an outdoor grill is more efficient than using an oven. Plus, the grill won't heat up your house.
- Make sure your home is well-insulated and sealed for savings and comfort in any season. You can find rebates and incentives for home weatherization by building your Energy Savings Plan on [Eversource.com](https://www.eversource.com).

To view our library of energy-saving tips and promotions, visit the Save Money and Energy section of [Eversource.com](https://www.eversource.com). Cape Cod residents should visit www.capelightcompact.org.

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We're there when you need us.