

# Customer Update

EVERSOURCE

October 2020

## October Is Energy Awareness Month

Energy Awareness month includes three specialized days and offers many ways to save money and energy.

Celebrate **Energy Efficiency Day** by taking action. Enroll in one of Eversource's industry-leading energy efficiency programs, like Demand Response for your smart thermostat, or check out our energy-saving tips at **Eversource.com**.

**ENERGY STAR® day** is a good time to take advantage of the benefits of ENERGY STAR products and rebates. Appliances, electronics and other equipment that feature the ENERGY STAR label are third-party certified so you know you are purchasing an efficient model. Connect to rebates and savings on new equipment designed to keep your home comfortable and save you money all year long.

Why not get a no-cost virtual **Home Energy Assessment** to celebrate **Weatherization Day**? We will connect you with an Energy Specialist to assess your home and recommend energy-saving solutions tailored specifically for your home. Incentives — including no-cost air sealing — help make saving money and energy even easier.

### Energy Savings Tips for your Home Office

- Unplug electronics that are not being used.
- Use advanced power strips.
- Adjust your computer's power-management settings to sleep mode.
- Purchase efficient products — look for the ENERGY STAR label.

To stay up to date and start saving, visit the Save Money and Energy section of **Eversource.com**.

## Cleaning Up the Connecticut River

Eversource is proud to be recognized as one of the greenest energy companies in the nation. Our commitment to environmental sustainability is an important component of our vision for today and the future.



Eversource employee volunteers celebrate a successful day cleaning the Connecticut River at the 2019 "Source to Sea Cleanup" event.

As a lead sponsor of the Connecticut River Conservancy's annual "Source to Sea Cleanup," we improve the communities where we live and work. Each year, dozens of Eversource employees volunteer to collect trash and debris from the Connecticut River and tributaries across our service territory. This year, the event was expanded from one weekend to the entire month of September to ensure safe physical distancing from others.



# smell. leave. tell.

## HOW TO detect gas:

### SMELL IT.

Natural gas is colorless and odorless. A distinctive, pungent odor, similar to rotten eggs, is added for quick recognition.

### 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 gas:

- **LEAVE THE AREA** immediately and move to a safe environment.
- **CALL 911** immediately or Eversource at 877-944-5325.
- **DO NOT** smoke or operate electrical switches, appliances, cell phones or 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.

## Help Your Neighbor This Winter

You can help a neighbor stay warm this season by contributing to the **Good Neighbor Energy fund** when you pay your bill each month. Your support will help Massachusetts families pay their energy bill. Just add \$1 or another specific amount when you pay your monthly bill or donate online at **Eversource.com**.



Stay connected to Eversource on:



## Providing Outstanding Customer Service

At Eversource, we are committed to delivering exceptional customer experiences and being there when you need us. We wouldn't be able to follow through on this commitment without the dedication of our Customer Service Representatives.

*"Treat others how you wish to be treated. This works best for me in my Customer Service role," says Karen, Customer*

*"I always put myself in the position of the customer. I take pride and ownership in resolving all calls."*

*Service Representative from the Westwood Call Center. "I always put myself in the position of the customer. I take pride and ownership in resolving all calls. With the uncertainty of today's world, one thing I can offer is a friendly, empathetic voice that is willing to listen and help. Empathy and resolution are key to being there when our customers need us the most."*

# EVERSOURCE

*We're there when you need us.*