

Customer Update

EVERSOURCE

November 2020

We're Working to Protect You from Scams

Beware — scammers are taking advantage of the pandemic and other disruptive scenarios. Here are some of the latest tactics that scammers are using, with additional examples available on [Eversource.com](https://www.eversource.com) and [UtilitiesUnited.org](https://www.utilitiesunited.org):



- **Threats** of immediate power disconnection or demands for payment by unusual means
- **Outlandish requests** for a deposit to exchange your utility meter on your home or business
- **Fraudulent calls**, emails or texts about government stimulus checks
- **Fake online advertisements** for COVID-19 vaccinations, test kits, masks or other personal protective equipment

What you can do:

Share this information with your friends, family and neighbors. If something seems suspicious, call us immediately at **800-592-2000** and report the incident to your local law enforcement. You can help to spread awareness about utility scams on social media by sharing stories, articles and tips using **#StopScams**.

Eversource is a proud member of Utilities United Against Scams (UUAS), a consortium of more than 130 U.S. and Canadian electric, water and natural gas utilities. UUAS is dedicated to combating utility scams by providing a forum for utilities to share data and best practices, while serving as an advocate to inform and protect customers.

Appreciating Our Veterans

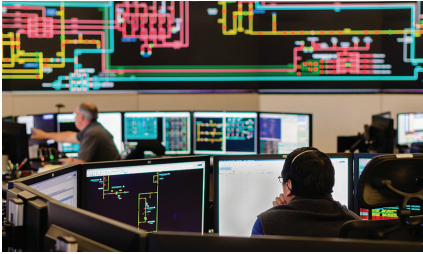
This Veteran's Day and every day, Eversource remembers the sacrifices of our customers, employees and their family members who have selflessly served, or are currently serving our nation on active military duty.

Last December, Eversource employee volunteers laid thousands of wreaths for **Wreaths Across America** at the Massachusetts National Cemetery in Bourne, the Massachusetts Veterans



Memorial Cemetery in Agawam, the Connecticut State Veterans Cemetery in Middletown, and the New Hampshire State Veterans Cemetery in Boscawen. Eversource is proud to serve the communities where we work and live. For more information or to learn about volunteering for this event, visit [WreathsAcrossAmerica.org](https://www.WreathsAcrossAmerica.org).

System Automation Technology Helping to Keep the Power On



When severe weather causes a power outage, technology helps Eversource restore power to hundreds or even thousands of customers before the first line truck and

crew even rolls. System automation technology on our electric distribution lines — the lines that run along the street in your neighborhood — enables Eversource to remotely monitor electric circuits and reroute power so that customers can keep their lights on during an outage. The technology also speeds our crews' response because we can more quickly identify specific trouble spots during an outage.

System automation technology is just one way Eversource is working to improve reliability for our customers every day. Learn more at **Eversource.com** by selecting Outages & Storms and then Avoiding an Outage/Improving System Reliability.

We're Here to Help

We understand the pandemic continues to impact customers financially. If you are having trouble paying your energy bill, we're here to help.

- **Pay a past-due balance over several months with our extended payment plan.**
- **Enroll in Budget Billing to pay a fixed monthly amount based on past usage and avoid seasonal spikes in your bill.**
- **Income-eligible customers may qualify for programs to eliminate overdue balances or receive financial or energy assistance funds.**

For more information on payment options and plans that may be suitable for you, visit **Eversource.com/billhelp**.

Stay connected to Eversource on:



Find More Savings This Season with a Home Energy Assessment

Homeowners and renters—set yourself up for a season of savings with a no-cost Home Energy Assessment.

During a visit, an Energy Specialist will visit your home, inspect its energy use and provide you with customized recommendations to help you save money and energy this winter.

You can save on insulation and air sealing, energy-efficient products, new heating and/or water heating systems and more to keep your home comfortable.

Virtual Home Energy Assessments also are currently available. Visit **Eversource.com** and select Save Money & Energy to get started today.

Cape Cod residents visit **CapelightCompact.org**.

Carbon Monoxide Safety Saves Lives

Getting ready to close your windows and turn on the heat? Be aware of carbon monoxide poisoning (CO). Install carbon monoxide detectors in your home and know the signs of CO poisoning. Visit **Eversource.com** to learn more.

EVERSOURCE

We're there when you need us.