

# Customer Update

# EVERSOURCE

## Mass General Cancer Center Everyday Amazing Race



This fall, Eversource proudly partnered with Massachusetts General Hospital to present the Mass General Cancer Center Eversource Everyday Amazing Race.

**The Eversource Everyday Amazing Race** is a 5k run and walk along the Charles River, as well as a 100 meter dash for kids. All of the funds raised will support the personalized medicine, early-detection technologies and innovative supportive care provided by the Mass General Cancer Center.



## Smell. Leave. Tell.

Learn how to recognize the signs of a gas leak, act fast and be prepared for an emergency. If you suspect a gas leak use your senses.

 **smell.  
leave.  
tell.**

### SEE.

A white cloud, mist or fog, bubbles in standing water, blowing dust or dead or dying plants.

### SMELL.

Natural gas is colorless and odorless. A distinctive rotten egg-like odor is added so you will recognize it quickly.

### HEAR.

Unusual hissing, roaring or whistling.

### If you detect gas:

- Leave immediately to a safe environment.
- Call **911**. Don't assume someone else made the call. Report your location, including cross streets, and whether there's digging nearby.
- Do not smoke, light a match, open doors or windows, use your landline or a cell phone, switch on/off appliances, use a flashlight, start a car or attempt to make repairs.

# Customer-Owned Gas Line Maintenance

Eversource is always working to keep you safe and ensure natural gas is delivered safely and efficiently. We make sure to properly maintain our gas pipes and inspect them periodically to prevent unsafe conditions from developing. Eversource is required by federal and state regulations to maintain gas lines up to and including the gas meter.



At times, you may question which parts of the gas service infrastructure are privately owned and which parts Eversource maintains.

Eversource maintains the gas pipes that run along your street and end at your gas meter. Customers who have buried gas lines beyond the meter, extending from the meter into their home or business, are responsible for maintenance of these gas lines.

If you have an underground pipe on your property that leads to a building, outdoor gas grill, gas light, pool/spa heater, generator or other natural gas appliances, a licensed plumber or heating contractor can assist in locating, inspecting and repairing leaks and corrosion.

If this piping is not maintained, it may leak or become weak. It should be periodically inspected for leaks and corrosion if the piping is metallic, and ultimately repaired if any unsafe condition is discovered.

Anyone excavating must take special precautions when working near underground facilities. Buried gas piping should be identified in advance and all excavation should be done by hand. A scrape, dent or crease to the pipe may cause a future leak or failure. If you smell gas, leave the area immediately and call 911.

## Eversource Can Help

With the heating season fast approaching, now is a great time to take advantage of the programs Eversource provides to help you better manage your energy bill.

- Ideal for heating customers, **Budget Billing** allows you to spread your energy costs over a period of time and pay a more consistent amount month-to-month.
- **Payment Plans** let customers spread out the overdue portions of their bill.
- The **Discount Rate** and **Fuel Assistance** are available for customers who receive certain government means-tested benefits.
- The **New Start** program forgives portions of an overdue balance.
- Additional assistance may also be available through **The Good Neighbor Energy Fund**, local funds, city or town halls, churches and other charitable organizations.

Information about each program, including eligibility guidelines, is available under My Account in the Help Pay My Bill section of [Eversource.com](https://www.eversource.com).

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