

# Customer Update

EVERSOURCE

## Building a Reliable Electric System for Today and the Future

All year long, Eversource is in your community working to build a more reliable electric system—one that can also help advance and integrate clean energy technologies like solar and wind.

We've been installing stronger poles and wires that can better stand up to New England weather, and smart technologies that help reduce the impact of outages.

We've also been upgrading substations that are key to delivering electricity to your home and trimming trees and branches around wires and equipment.

Combined, these efforts contributed to approximately 26 percent fewer outages throughout the Eversource service territory last summer compared to a year ago.

In Massachusetts, outages were down by more than 17 percent compared to 2018. The average outage minutes experienced by customers also decreased by nearly 4.5 minutes.

Eversource is committed to making sure you have energy for every moment of your life.



## Home Heating Savings This Winter



Looking to save money and energy this winter? Consider taking advantage of available rebates and incentives to upgrade your home heating equipment to a more efficient model.

Newer, efficient home heating equipment can lead to big energy savings and help keep your home comfortable as the weather gets cold. Eversource has rebates available for boilers, heaters, heat pumps and more, ensuring you can connect to the home heating solution that's best for you.

Visit [Eversource.com](https://www.eversource.com) and click on Save Money and Energy to see available rebates today, or sign up for our Home Energy Assessment to better understand how upgrading your home heating equipment can help you save money and energy all year. Cape Cod residents should visit [www.capelightcompact.org](https://www.capelightcompact.org).

# Empowering Massachusetts

Eversource employees take great pride in supporting community organizations in the cities and towns we serve by volunteering their time and energy. Eversource employees recently volunteered to assist three such organizations.

**The Sharing The Harvest Community Farm** in Dartmouth is a collaboration between the **Dartmouth YMCA**, **United Way of Greater New Bedford** and the **Hunger Commission of Southeast Massachusetts**. It was established as a grassroots effort to help fight hunger.

**Camp Dream Day** in Brewster aims to transcend illness and struggle by bringing a ray of sunshine into the lives of children with life-threatening or serious medical conditions and their families.

And the **Mattapan Community Health Center** provides a broad array of health services to its community including primary care, dental care, OB-GYN, as well as preventive and behavioral health services.



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

**You can report an outage**

via the Eversource mobile app, on [Eversource.com](https://www.eversource.com),

by texting the word **OUT** to **23129**,

or by calling **800-592-2000** in Eastern Massachusetts

or **877-659-6326** in Western Massachusetts.

## What's in Your Storm Kit?



Here are some ways to be stocked up and ready when severe weather is in the forecast:

- Build an Emergency Kit with essential items to meet the unique needs of your family. The Federal Emergency Management Agency ([FEMA.gov](https://www.fema.gov)) has a detailed checklist available.
- Stock up on non-perishables, such as canned goods and pet food, and make sure you have adequate medical supplies and prescriptions for yourself and your pets.
- Have a landline phone ready. Remember, cordless phones don't work during outages, and a landline phone serves as a reliable back-up to your cell phone.
- Purchase a battery-powered back-up power source. It will provide power to your computer long enough for you to save your work and shut down properly.

For more storm preparedness tips, visit the Outages section of [Eversource.com](https://www.eversource.com).

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