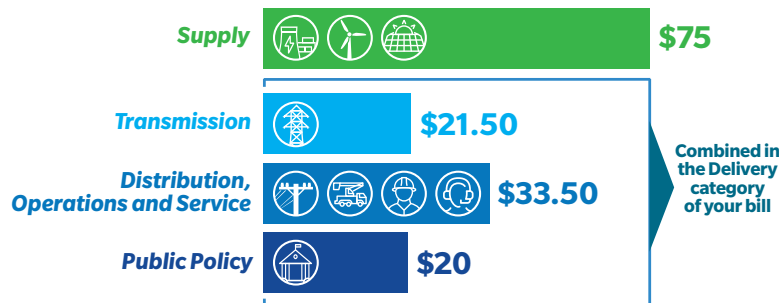




WELCOME to the **About Your Bill** issue of Customer Update. This issue includes information to help you understand your bill and find ways to save energy and money.

Electric Delivery Charge and Supply-Costs

If your electric bill was \$150, the breakdown would look like this:



Dollar amounts are approximate and based on rates as of July 1, 2022. Your bill may differ based on your current rate and energy use.

Energy bills can be confusing. Several line items make up your bill, but they really fall into four categories: 1) supply; 2) transmission; 3) distribution, operations and service; and 4) public policy. All the categories, except for supply, combine to form the delivery charge on your bill.

The components of the delivery charge fund operating, maintaining and upgrading the electric grid, critical customer services, and state and federally mandated charges that fund financial assistance, energy efficiency and renewable energy programs.

The supply charge is the cost of energy you use. We purchase energy from suppliers on your behalf and pass the cost directly to you, no profit added.

The amount of electricity you use each month impacts both supply and delivery charges. Using less energy can help lower your overall bill.

Learn more about the components of your bill at [Eversource.com/understand-my-bill](https://www.eversource.com/understand-my-bill).

Fall into Savings by Weatherizing your Home

Weatherization is the process of making your home better protected against changing weather and includes air sealing and adding insulation. Now is the time to take steps to prepare for winter. You'll notice:

- Heating and cooling systems don't work as hard to keep your home at the desired temperature.
- You're more comfortable thanks to fewer drafts.
- A cleaner home as dust and pollen are kept out.
- Lower energy bills during heating and cooling seasons.

By weatherizing your home through Eversource, you may receive air sealing at no cost and up to 100% off approved insulation projects.

Visit [Eversource.com/home-energy-assessment](https://www.eversource.com/home-energy-assessment) to get started.



Shopping for an Energy Supplier



Inflation and global spikes in the price of natural gas, which is often used to generate electricity, are driving the cost of energy higher across the country. You have the option to compare different energy supply rates offered by licensed energy suppliers in our region, or to purchase your energy from Eversource.

What to know

If you choose a third-party supplier, your energy bill will still come from Eversource with your chosen energy supplier and current supply rate both listed. Your supply charge is driven by the amount of energy you use each month multiplied by the supply rate.

What to ask when shopping

- Is the chosen supplier licensed in my state?
- What is the length of the contract I'm entering?
- Will my supply rate change over time, or stay the same?
- Are there early termination fees to change to a different supplier?

Want to switch?

Visit [Energyswitchma.gov](https://energyswitchma.gov) for a list of current suppliers and rates.

Check out our Heating Cost Calculator



In New England, heating is often the biggest use of energy in your home during the fall and winter months. With electricity, natural gas, oil and propane costs continuing to rise, it helps to understand how much energy you're using and where you can save.

With our heating cost calculator, you can select your heating fuel type to see average daily and annual costs. You can also see how adjustments to your thermostat's temperature setting can help you save money and energy.

Go to **Eversource.com/heating-calc** and try it out today.

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Budget Billing helps you smooth seasonal spikes in energy bills by setting a fixed payment amount each month based on your average annual usage. Sign up today at **Eversource.com/winter-bill**.

Stay connected on:



Eversource Foundation Gives Grant to the Gray House

The Eversource Foundation invests in organizations, initiatives and services that provide broad, meaningful and sustainable change in the communities we serve. We're proud to award grants to organizations that make a positive difference in the lives of our customers.

The Foundation recently awarded a Community Grant to the Gray House. Based in the North End of Springfield, the Gray House is a human services agency that helps over 12,000 individuals each year meet their immediate needs and addresses the root causes of poverty by operating a food assistance program, adult education programs and summer youth programming.

"The Market at Gray House provides free, nutritious groceries, including meats, fresh produce, and dairy products, to an average of 4,746 food-insecure individuals throughout Greater Springfield each month," said Kristen McClintock, Executive Director. "Thanks to the ongoing and generous support of Eversource, our agency can continue to improve and expand our capacity to serve the ever-rising number of families facing food insecurity in our community."

Visit Grayhouse.org to learn more about its important work.

Visit **Eversource.com/community-support** for more information about the Eversource Foundation.

The Market at Gray House provides support to an average of 4,746 food-insecure individuals each month.

Prepare Now for Winter Bills

Given the impact of world events on natural gas supply and pricing, we could see continued volatility in electric and gas supply prices for the foreseeable future. We encourage you to act now to prepare for the winter — and potentially higher energy supply prices.

Consider:

- Enrolling in **Budget Billing**, to help even out seasonal spikes in your bill.
- Taking advantage of **energy efficiency tips, tools and programs** to help lower your energy use and bill.

We also have programs to help you pay your bill, including:

- **Discount Rate** for customers with a household income that meets eligibility requirements.
- **Flexible Payment Plans** to help you pay off a balance over a period of time and help prevent service interruption.
- **New Start** for income-eligible, electric customers to eliminate a balance in as little as 12 months with on-time payments.

Learn more about programs to help and ways to lower your energy use at **Eversource.com/winter-bill**.

EVERSOURCE

*We're there
when you need us.*