Customer **Update**

EVERS☉URCE

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 support clean energy technologies like solar and wind.

So crews can restore service as quickly and safely as possible, we've been installing stronger poles and wires that can better stand up to New England weather, and smart switches that shorten power outages and isolate outage areas.

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% fewer outages throughout the Eversource service territory last summer compared to a year ago.

In New Hampshire, outages were down by more than 47% compared to 2018. The average length of a customer's outage also decreased by nearly 20 minutes for the same period.

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

Home Performance with ENERGY STAR®

Whether you own or rent, you can keep your home comfortable while saving money and energy this winter with Eversource's Home Performance with ENERGY STAR program.

Our experts will evaluate your home's energy use and build you a customized report connecting you to solutions for savings, such as insulation, air sealing, energy-efficient appliances and high-efficiency heating and cooling equipment. Participants may be eligible for up to $4,000 to make the improvements.

You can get started today by visiting **Eversource.com** and clicking on Save Money and Energy.

Brought to you by Eversource – the #1 Energy Efficiency Provider in the Nation.

We're Helping to Power the Possibilities for New Hampshire

In addition to providing reliable electric service and supporting a clean energy future for New Hampshire, Eversource takes pride in supporting the neighborhoods where we work and live.

Throughout the year, our employee volunteers lend a hand to help build stronger communities and power the possibilities for thousands of our citizens. Some of our recent involvement:

- A group of employees partnered with Greater Nashua Habitat for Humanity to help build a home in Wilton for a family in need.

- As part of our commitment to environmental stewardship, Eversource volunteers teamed up with Squam Lakes Natural Science Center and the Division of Parks and Recreation and Student Conservation Association at Monadnock State Park to remove invasive species and repair walking trails at their facilities.

- Supporting the New Hampshire workforce of the future, a team of Eversource volunteers helped set up and serve at the FIRST Governor's Cup robotics competition at Plymouth State University.

We're always working to serve New Hampshire better. To learn more about Eversource's community involvement, click on the About tab at **Eversource.com** and then Community.

We're there when you need us …

You can report an outage via the Eversource mobile app, on Eversource.com, by texting the word OUT to 23129, or by calling 800-662-7764.

What's in Your Storm Kit?

With the first signs of an approaching storm, make sure you have what you need.

- Build an emergency kit with the essentials, including first-aid supplies.

- Be attentive to severe weather warnings. Have a battery-powered radio available.

- Stock up on non-perishable canned goods and pet food, and make sure you have adequate medical supplies and prescription medications for yourself and your pets.

- Have extra cash on hand in case ATMs don't work.

- Fully charge your cell phone and a portable, phone-charging battery pack.

- Download the free Eversource mobile app to report outages or check for updates.

For more storm preparedness tips, including a Storm Safety Checklist, visit the Outages & Storms section of **Eversource.com**.

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