

# Customer Update

**EVERSOURCE**

## Make Sure You're Prepared for Severe Weather

When stormy weather hits New England, we're ready when you need us – heading out into the elements when others head home.

Whether we're upgrading technology, managing vegetation, or improving how we provide information to you, Eversource prepares year-round to make sure our systems are storm ready.



### We want you to be ready, too:

- If severe weather is heading our way, make sure to visit the Outages section of [Eversource.com](https://www.eversource.com) for steps to stay safe and be prepared before, during and after a major storm. During a storm, you can report an outage online and view our outage map.
- Download our mobile app as another option for reporting an outage or viewing our outage map. The free app is available for download at Google Play and the App Store.
- Receive outage and restoration updates through your choice of text, email and phone. You can also report an outage by text and receive on-demand text status updates about when your power will be restored. Visit [Eversource.com](https://www.eversource.com) to update your alert preferences and enroll in text reporting today.
- Make sure your contact information is up-to-date so we can reach you in the event of a major storm or emergency. You can update your telephone number and email address by clicking Alerts in the My Account section of [Eversource.com](https://www.eversource.com) after logging in.

## On a Tight Budget? We've Got Programs That Can Help

To make sure you have energy for every moment of your life, now is a great time to take



advantage of Eversource programs that can help you manage your energy costs. Information about each program, including eligibility guidelines, is available on [Eversource.com](https://www.eversource.com) by clicking on My Account, then Billing & Payments and Help Me Pay My Bill.

- The [NH Electric Assistance](#) program can help income-eligible customers with a monthly discount based on household size.
- Our [Payment Plans](#) let customers spread out the overdue portions of their bill.
- Links to [Community Action Plans](#) in numerous New Hampshire towns and counties provide energy and weatherization assistance to income-eligible customers.

## Serving the Neighborhoods and Highways of the State We Love

Throughout the year, Eversource employees take great pride in supporting the people and organizations that help make New Hampshire a great place to live. Recently,



our employees partnered with NH Food Bank to prepare more than 4,000 meals for those in need, helped beautify the main entrance to Rye Harbor State Park, and accompanied 40 World War II veterans from Manchester-Boston Regional Airport to Washington, D.C. as part of Eversource's support of Honor Flight New England. Two of our employees were also "there when you need us" by coming to the aid of a man injured in a vehicle accident on I-93 until emergency responders arrived, and by helping to keep the scene safe from passing traffic.

To learn more about our community involvement, click on the About tab at [Eversource.com](https://www.eversource.com) and then Community.



### How to Be a Good Neighbor

You can help your community neighbor in need stay warm this season by contributing to the **Neighbor Helping Neighbor** fund when you pay your bill each month. Your support will help 1,200 struggling New Hampshire families a year pay their energy bill. Learn more at [Eversource.com](https://www.eversource.com) by clicking on My Account, then Billing & Payments and Help Me Pay My Bill.

## Tips for Using Your Generator Safely

A backup generator is a good way to ensure you have energy when severe weather strikes. If you're thinking about purchasing a generator:



- Make sure it's the right size for your needs.
- If you're connecting to your home wiring, be sure to have it installed by a licensed electrician—you'll stay safe, and you'll also prevent back-feed into our electrical lines, which endangers the lives of crews working to restore power.
- Keep your generator outdoors and away from doors, windows and air vents to prevent carbon monoxide poisoning.

For more generator safety tips, check out the Safety section of [Eversource.com](https://www.eversource.com).

**EVERSOURCE**

Stay Connected to  
Eversource on

