

# Customer Update

**SPECIAL EDITION**

**EVERSOURCE**

April 2020

## Information on Waiving Late Fees & Postponing Shutoffs

- We have postponed service disconnections for nonpayment to decrease any financial hardship our customers are facing due to COVID-19 impacts. Our customer service team is available to help customers with financial programs we offer, such as setting up a payment plan.\*
- Customers with a past-due balance will not receive shut-off notices at this time.\*
- During this state of emergency, we have suspended all late payment charges for all residential customers.\*
- We have online and mobile tools to help you conduct business with us, including customer service agents to speak with by phone. Our mobile app, available in the App Store and Google Play, allows you to easily check your account, pay your bill and more at your convenience.
- The COVID-19 outbreak has led to an increase in scam activity. Be wary of any unsolicited calls that threaten to disconnect your utility service and that demand payment by unusual means. Eversource will never ask for your personal information over the phone in this manner and does not accept payments via gift cards or other common tools used by scammers.

\* Please note that Eversource is continuously reviewing our policies regarding disconnect notices, past due balances and late payments based on the most current information available. For the most current information on these items, please visit **Eversource.com** or call our Customer Service Center at **800-662-7764**.

## Increased Safety Precautions for Technicians Entering Homes

Throughout the COVID-19 crisis, if our work requires that a technician enter a home or business, we have implemented additional safety measures, including:

- *Asking additional screening questions regarding the health of the individuals at the property, and asking customers to report on any travel or potential exposure to COVID-19.*
- *Providing guidance for our employees to maintain social distancing (minimum of six feet) from customers, avoid handshaking, and advising customers to remain in another room while work is being completed.*
- *Using proper protection such as safety glasses and disposable gloves.*

# Providing the Reliable Service You Need During Challenging Times

At Eversource, we are continually monitoring the most updated information on COVID-19 and are working to proactively address the concerns of our employees and customers.

We develop and update business continuity and pandemic plans on an annual basis and operate under our emergency pandemic plan when the situation warrants. This allows us to focus our resources where they are needed most so we can continue to provide you with the safe, reliable service you need.

When we're operating under an emergency pandemic plan, for the safety of our employees and customers we suspend any non-essential work and appointments that require a technician to enter a home or come in close contact with other individuals. This includes any planned home visits for energy efficiency work, site visits and non-essential tree assessments.

These important safety precautions help us make sure our field resources and support staff continue to be at the ready in the event of a storm or other similar disruption not related to a pandemic.

Please be assured we will continue to assess the situation and adjust our work procedures as necessary.

For answers to commonly asked questions about Eversource and our response to COVID-19, as well as inquiries regarding billing or payment options, visit [Eversource.com](https://www.eversource.com), or contact our Customer Service Center at **800-662-7764**.

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## How to Save on Your Energy Bill While Spending More Time at Home

When emergencies like COVID-19 require many families spending more time at home, these energy-saving tips can help manage any potential increase in your energy use and costs.

- *As multiple in-home device use increases, consider using a smart power strip to shut down power to products that aren't being used.*
- *Monitoring lighting is another effective way to decrease energy use – turn the lights off when you leave a room and take advantage of natural light.*
- *When preparing meals, limit opening oven and refrigerator doors as this causes appliances to work harder and use more energy.*
- *Lowering your thermostat by 3-5 degrees can save you about 10% on heating costs. Likewise, lowering your water heater temperature can reduce its energy use by 4-22% annually.*

# EVERSOURCE

We're there when you need us.