

# Customer Update

**SPECIAL EDITION**

## Save Energy While Spending More Time at Home

You're probably spending more time at home these days, which can mean using more energy. You can help lower your monthly bill by trying these simple energy-saving tips:

- **Streaming video** — When streaming your favorite show or movie to a small screen, a tablet will use one-fourth of the energy needed by a laptop.
- **Laundry** — Choose a faster washer spin cycle to reduce the amount of drying needed and use the lowest amount of water possible to reduce the amount of energy needed to heat it.
- **Spring cleaning** — Replacing a dirty filter in your cooling and heating units can decrease energy consumption by up to 15%.
- **Refrigerator** — Keep your refrigerator set at 35 to 38 degrees Fahrenheit and away from a heat source like an oven or direct sunlight and leave a few inches between the refrigerator and wall to allow for air circulation.
- **Cooking** — Save time and energy by cooking more meals in bulk, which will reduce the frequent need to use your oven, stove and other appliances.
- **Consider the Grill** — If you're worried about the oven heating up your house, consider breaking out the grill and cooking outdoors, or using the microwave if possible.



For more ways to reduce your home's overall energy consumption, check out Eversource's free Energy Savings Plan tool on **Eversource.com** under Save Energy & Money.

# EVERSOURCE

May 2020

## We're Here When You Need Us

### Eversource Can Help

We offer a number of ways to receive updates and manage your account digitally that are fast, easy and secure:

If you're experiencing financial hardship in this unprecedented situation, we're here for you. We have assistance programs available to help, including flexible payment plans for business and residential customers. To support our small business customers impacted by the COVID-19 pandemic, we're also providing information and guidance on available federal and state resources. Contact our Customer Service team or visit [Eversource.com](https://www.eversource.com) for more information.

### Information and Updates

We offer a number of ways to receive updates and manage your account digitally that are fast, easy and secure:

- *If you don't already have one, create an online account at **Eversource.com**.*
- *Make sure we can reach you faster by setting your alert preferences and adding contact information, such as your email or mobile phone number.*
- *Download the Eversource mobile app to take advantage of these services and more, on the go.*

### Increased Scam Activity Due to Covid-19

Be wary of unsolicited calls, texts or emails that threaten to disconnect your service and demand

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## Performing Essential Work to Serve You Through the Crisis

Throughout the COVID-19 health emergency, Eversource has been taking strict personal and public safety measures to help stop the spread of the virus while continuing to perform essential work to ensure all our customers have a safe and reliable energy system.

Essential work maintains or improves the condition of our energy system and is more important than ever.

Critical facilities like hospitals, nursing homes, and grocery stores require uninterrupted utility services to meet the public's needs. In addition, many are working and studying from home and relying on their electronic devices, as well as cooking, and heating their homes and water with natural gas.

During this time of essential work only, Eversource is reducing non-critical field work in our gas operations that requires access to homes or businesses including meter relocations (inside to outside), meter exchanges, gas service line installations and natural gas sales appointments.

Eversource is proud to be part of the communities we serve, and we are committed to serving all our customers during this difficult and uncertain time.

### Know What's Below

Whether you're excavating for a construction project or just digging in your yard — you are required by law to contact Dig Safe at 8-1-1 at least 72 hours before digging. It's a free service that can help keep everyone safe.

Stay connected to Eversource on:



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*payment by unusual means. Eversource will never ask for your personal information over the phone, is not disconnecting service for non-payment at this time and does not accept payments via prepaid debit card, gift cards or other methods used by scammers.*

## Carbon Monoxide Safety

Depending on how you heat your home, your heating system can produce carbon monoxide (CO) if it is not working properly or is inadequately vented. CO has no odor, color or taste and is very toxic.

CO poisoning symptoms can include headaches, dizziness, nausea, unclear thinking, shortness of breath, weakness, vision problems, and loss of muscle control. If symptoms tend to disappear when you leave the building, you should suspect the presence of carbon monoxide.

### If you suspect CO

- Alert your family, exit the area immediately and call 911 to notify your local fire department.

### Reduce the risk of CO poisoning

- Have a heating system tune-up and inspection annually by a licensed heating contractor to ensure it is in good working order.
- Install CO detectors on every floor of your home, and make sure they are working properly.

**EVERSOURCE**

*We're there when you need us.*